

Management of External Assessment Policy



Policy Date	1st September 2023
Updated:	19th October 2023
Review Date	1st September 2024
Written by	Clare Goode, Paul Goode
Approved by:	C. Goode P. Goode

Aim of the Policy

Goode Tutoring is a provider of educational services and as an accredited NCFE examination centre we place high value on the quality and delivery of fair, high quality externally marked assessments for our learners. This policy sets out how we look to deliver assessments in a consistent and correct manner.

About Goode Tutoring

As a small centre we do not provide or have facilities for delivery of examinations for a large number of learners at one time. Instead we believe in the assessment of a limited number of individuals in a calm and controlled environment.

About this Policy

This policy is dictated by the NCFE Regulations for the Conduct of External Assessments.

Arranging an Assessment

When an assessment date is agreed Goode Tutoring will

1. Inform the learner of the date, time and location of the assessment.
2. Provide a learner with a clear understanding of the conditions under which the assessment will take place.
3. Inform the learner of any equipment or resources they will need to bring to the assessment as well as informing them of the resources that will be provided.

Before the Assessment

Once papers are received the following will happen:

1. The exams officer will immediately take sealed examination papers to the secure space, the locked records room.
2. The exams officer will open the external packaging and with a witness will check that the papers received are correct and that the learner details printed are correct. Papers will remain sealed in the wrappers until the examination.
3. Once all parties are happy the papers will be stored in the locked filing cabinet until the time of the assessment. Should they need to be moved for any reason this must be logged and witnessed.
4. Any errors or issues will be raised to NCFE immediately.

Secure Space

Only the exams officer and Director Paul Goode have access to the records room and the locked filing cabinet. This is a secure and dedicated space for examination paper storage.

Delivery of the Assessments

Learners will only be able to access examination rooms once the assessor is happy with the arrangements.

All resources for the examination will be ready for the learner before they enter and learners are spaced out to ensure that copying is not possible.

There is a clock made available to learners during the assessment so that they know how much time is remaining.

Should a learner need to leave the exam room they will be watched and supported by an invigilator who will ensure there is no communication with anyone or access to any notes.

The examination room will have reminders for not mobile or electronic devices and learners will be checked on entry.

Signs are placed around the building to ensure the learner is provided with a quiet place to sit any assessments.

Invigilators

Invigilators are the people in assessment rooms responsible for conducting assessments in the presence of the candidates. CCTV cannot be used for the purposes of invigilation. Invigilators have a key role in upholding the integrity of the external assessment/assessment process. The role of the invigilator is to ensure that the assessment is conducted according to these regulations in order to:

- a) ensure all candidates have an equal opportunity to demonstrate their abilities;
- b) ensure the security of the assessment materials before, during and after the assessment;
- c) prevent possible candidate malpractice;
- d) prevent possible administrative failures.

All invigilators will receive training prior to any exams.

Malpractice

Malpractice, including maladministration, means any act, default or practice which is a breach of the regulations that apply to the exam or assessment being taken. This can involve centre staff as well as students.

Malpractice doesn't necessarily involve an intention to cheat or gain an unfair advantage. The vast majority of allegations that awarding bodies deal with involve unintentional breaches of the regulations, usually caused by a lack of knowledge of the requirements. However, even when malpractice is unintentional, the consequences can be significant.

Where a candidate is being disruptive, the invigilator must warn the candidate that he/she may be removed from the assessment room. The candidate must also be warned that NCFE will be informed and may decide to penalise them, which could include disqualification. The invigilator must record what has happened.

Wherever possible, the invigilator should remove and keep any unauthorised material that a candidate may have in the assessment. If necessary, the invigilator should summon assistance. The head of centre must report to NCFE immediately all cases of suspected or actual malpractice in connection with the assessment. The head of centre has the authority to remove a candidate from the assessment room but should only do so if the candidate would disrupt others by remaining in the room.

The head of centre has a duty to monitor and report potential malpractice by invigilators and centre staff to NCFE immediately.

Where candidates commit malpractice, NCFE may decide to penalise them, which could include disqualification. Candidates should be warned of the possible penalties NCFE may apply as detailed in NCFE'S Malpractice and Maladministration Policy, found on the NCFE website.

In cases of suspected malpractice, assessment scripts will be packed as normal.

Emergencies

In an emergency such as a fire alarm or a bomb alert, the invigilator must take the following action:

- a) stop the candidates from writing;
- b) collect the attendance register (in order to ensure all candidates are present) and evacuate the assessment room in line with the instructions given by the appropriate authority;
- c) advise candidates to leave all question papers and scripts in the assessment room. Candidates must be advised to close their answer booklet;
- d) ensure the candidates leave the room in silence;
- e) ensure candidates are supervised as closely as possible while they are out of the assessment room so that there is no discussion about the assessment;
- f) make a note of the time of the interruption and how long it lasted;
- g) allow the candidates the remainder of the working time set for the assessment once it resumes;
- h) if there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the assessment;
- i) make a full report of the incident and of the action taken and send to NCFE.

If it is determined that an examination cannot take place due to an emergency, the centre manager will contact NCFE to seek further guidance.

At the end of the assessment invigilators must:

- a) tell candidates to stop working and remind them that they are still under assessment conditions;
- b) allow candidates who arrived late and were allowed the full working time to do their assessment, to continue after the normal finishing time. Tell them to stop working after the full working time allowed has passed;
- c) instruct candidates taking written assessments to:
 - make sure they have put all the necessary information on their answer booklet and any additional answer sheets, e.g. candidate name, candidate number, centre number;
 - make sure their answers are correctly numbered;
 - make sure they have put any loose additional answer sheets inside the answer booklet. Paper clips or staples must not be used.

Collecting scripts

Invigilators must:

- a) collect all the scripts/objective test sheets, question papers and any other materials before candidates are allowed to leave the assessment room;
- b) check that there is a script/objective test sheet for every candidate marked as present on the attendance register;
- c) check that the names on the scripts match the details on the attendance register;
- d) put the scripts/objective test sheets in the order shown on the attendance register;
- e) check that candidates have used their correct centre and candidate number;
- f) give the scripts/objective test sheets to the person responsible for despatching them to NCFE.

When checking that the candidate and centre information matches the details on the attendance register, if a discrepancy is identified the centre may correct the discrepancy or add to the information recorded by the candidate on the front of their answer booklet and/or any supplementary sheets used. This should be restricted to the centre number, candidate number, candidate name or component/unit code. The correction should be counter-signed on the script. Goode Tutoring will not alter any other details on the candidate's script. Disclaimer: The master document is controlled electronically. Printed copies of this document are not controlled. Document users are responsible for ensuring printed copies are valid prior to use.

Scripts are confidential between candidates and NCFE. They may not be read or photocopied before they are sent to us, unless we have stated otherwise.

Goode Tutoring will ensure that scripts are always kept in the secure room until as close to the collection time as possible. Script packages must not be left unattended at the collection area.

Sending scripts

Goode Tutoring will

- a) despatch scripts and accompanying attendance registers to the address provided on the same day of the assessment wherever possible;

- b) ensure that any scripts that cannot be despatched on the scheduled day of the assessment are despatched no later than the next working day;
- c) retain scripts in the centre's secure room if kept within the centre overnight

Where there is a window for delivering an assessment, Goode Tutoring will make sure that all scripts are dispatched by the end of that period.

Goode Tutoring will:

- a) obtain proof of postage/despatch for each packet of scripts, which must be retained on the centre's files until the results are published, in case of loss or damage. (Proof of postage will provide evidence that the candidates' scripts have left the centre. This is taken to indicate that the scripts were written at the appointed time and that, should the scripts not be received by NCFE, then special consideration may be possible);
- b) return assessment papers to NCFE, within 2 working days, by Royal Mail Special Delivery.