



POLICIES & PROCEDURES

Examinations Policy

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1. Policy Purpose

1.1 The purpose of the policy is to ensure that:

- Staff understand fully their obligations and responsibilities with respect to examinations.
- The planning, administration and management of examinations is conducted efficiently and in the best interest of candidates.
- The Examinations service operates an effective and efficient system with clear guidelines for all relevant staff.
- The College meets the requirements of examinations security and is properly equipped to undertake the administration of examinations, including data processing and a results service.
- Accurate examinations data is available on EBS, the College's Learner Management System (LMS) to inform target setting, curriculum planning and collation of Department for the Economy (DfE) returns.
- Students undertake examinations knowing what is expected of them in terms of preparation and behaviour.

2. Policy Scope

2.1 This policy applies to all staff involved in the management, monitoring and administration of examinations. It extends to all curriculum staff delivering the course specification, business support functions including Quality and Department administration, and all students undertaking examinations at the College.

2.2 The policy will incorporate all examinations conducted by South West College under controlled conditions to include all Awarding Organisations, University Partners and Professional bodies.

3. Policy Aim

3.1 This policy outlines the College's commitment to ensuring all examinations are

planned, facilitated, and managed with integrity and in compliance with the requirements for all Awarding Organisations and Partner Institutions for which the College is an approved Centre, with JCQ requirements and with the requirements of the regulators.

4. Roles and responsibilities

4.1 Chief Executive/Head of Centre

4.1.1 The Chief Executive/Head of Centre has overall responsibility for the College as an examination Centre and is the registered Head of Centre with JCQ/NCN register.

4.1.2 All Heads of Centres will be required to confirm, on an annual basis, that they are both aware of and adhering to the latest version of these regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) Head of Centre declaration survey.

4.1.3 The Head of Centre is the individual who is accountable to the Awarding Organisations for ensuring that the centre is always compliant with the published JCQ regulations and AO requirements to ensure the security and integrity of the examinations/ assessments. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting published JCQ regulations and AO requirements.

4.1.4 The Chief Executive/Head of Centre must ensure all staff employed as Invigilators are competent, fully trained, understanding what is and what is not permissible.

4.2 Course Director/Coordinators and Lecturers

Course Director/Coordinators and Lecturers are responsible for:

- The timely and accurate processing of student information to the Examinations Officer regarding the registering/entering of their students for examinations, claiming results in a timely manner in line with the College exams and quality assurance procedures.
- Preparing their students for examinations in the College. (Exam Ready)
- Conducting computer-based exams/assessments in accordance with the

College Staff Guidelines for Conducting Computer Based Examinations or Assessments.

- Conduct controlled assessments in accordance with the College Controlled Assessments Policy following Awarding Organisation, University Partners and Professional body regulation and guidance.
- Submit where appropriate, examination booking forms, papers and attendance lists for internal examinations e.g. Access Diploma, University Degree courses.
- Ensuring all examination-related paperwork, Entries, Coursework, Controlled Assessment Mark Submission and Results are claimed in accordance with Awarding Organisation guidance in a timely manner and within key date deadlines.
- Ensuring students are exam ready for 'on demand exams and essential skills examinations, so that they are not entered more times than necessary, in line with value for money principles.

4.3 Students/Candidates

Students/Candidates are responsible:

- Conducting themselves in accordance with the JCQ Instructions for Conducting Examinations, Partner Institution and College Examination Guidelines for Students when undertaking examinations/assessments in the College.
- Being fully aware of dates, times and venues for their examination
- Providing Invigilators with Photographic Identification to verify themselves for assessments/external examinations.
- Bring all the necessary materials for the examination e.g. pens, rulers, protractors, calculators.
- Students requiring access arrangements for examinations should make Student Services aware at the beginning of the academic year in order to ensure appropriate evidence is provided so approval can be sought and arrangements put in place for all assessments/examinations.
- Ensuring they are familiar with all HE Partner Institutions Procedures cover during SWC Induction, further guidance in HE Handbook.

4.4 The Examinations Coordinator

The Examinations Coordinator is responsible for the implementation and development of the examinations function, ensuring the smooth and efficient Management of examinations, both academic and professional. This includes:

- Compliance and Regulations, adhering to Academic Policies: Ensure all exam processes comply with institutional and regulatory policies and guidance.
- The planning, administration and management of examinations is conducted efficiently and in the best interest of candidates.
- Managing exam day procedures to ensure Exams staff and Invigilators are fully compliant and fully trained.
- Invigilator recruitment and Induction/Training
- The supervision and coordination of the work of the College Examination Officers and for monitoring/overseeing compliance with Awarding Organisation and Partner Institution procedures.
- Post-Examination Activities – update College website with post results information for Students/Candidates
- Ensure Students/Candidates undertaking examinations are fully briefed about exam compliance, JCQ requirements and their roles and responsibilities. Email communication October/April each academic year.
- Ensuring the JCQ General Regulations and ICE regulations are fully imbedded into SWC procedures. Checklist completed at the start of the academic year to ensure all requirements are implemented. JCQ Centre Inspection Services do call annually to ensure all compliance is met and report completed.

4.5 The Examinations Officer (EO)

4.5.1 The Examinations Officer will ensure the academic integrity of all formal examinations underlined by JCQ, Partner Institutions and AO requirements. EO requires support and cooperation from curriculum departments and students throughout the exam preparation period to ensure a smooth operation.

4.5.2 Appointed by the Head of Centre to act on behalf of, and the main point of contact for, the Centre in matters relating to general administration of AO examinations and assessments. There is one Examination Officer per Campus.

4.5.3 Main responsibilities include:

- Always ensure compliance with exam regulations, conducting all examinations at SWC in compliance with JCQ and AO regulations.
- Link in Related Documents
- Administers access arrangements and make applications for special consideration using the JCQ Access Arrangements, Reasonable Adjustments and Special Considerations. [JCQ - Access Arrangements and Reasonable Adjustments](#)
- Making sure all examinations are conducted fairly, and all students have equal access to the examinations process.
- Managing all external assessments in SWC ensuring all assessments/exams are scheduled at appropriate times, venues considering all requirements such as subject availability and students additional needs.
- Checking, receipting and storing securely all examination papers and completed scripts in accordance with compliance procedures.
- Identifies and manages examination timetable clashes
- Provide training and monitoring for a team of Invigilators ensuring they are performing their duties correctly.
- Data Management – Ensure all records relating to exams entries, results, and certifications are accurately maintained, stored securely. and issued in a timely manner.

4.6 Invigilators

4.6.1 The invigilators are responsible for conducting examinations in accordance with the JCQ Instructions for Conducting Examinations and Partner Institution regulations. They must uphold the integrity of the examination process. This includes all Awarding Organisation requirements.

4.6.2 Invigilators must attend two mandatory sessions of training per academic year.

4.6.3 Training PowerPoint is available on Gateway for inspection, audit or EQA purposes.

4.7 Access Arrangements Coordinator/Student Engagement Officer

Access Arrangements Coordinator/Student Engagement Officer are responsible for all procedures associated with Access Arrangements within the College.

5. Examinations Entries/Registrations

- 5.1 It is the responsibility of the Course Director, Coordinator or course Lecturer to liaise with the Examinations Officer regarding making exam entries or registrations for students in a timely manner and by Awarding Organisation stipulated deadlines on the Examinations Schedule published on Gateway.
- 5.2 Only students enrolled on EBS, the Learner Management System (LMS) for the correct area of study code, register of regulated qualifications (RRQ) qualification number or prescribed list of accredited qualifications (PLAQ) code will be entered/registered with the Awarding Organisation by the Examinations Officer.
- 5.3 The Course Director, Coordinator or course Lecturer should follow the SWC procedure for registrations available on Staff Hub or Examination procedures document.
- 5.4 Qualification/Registration Expiry Dates
Curriculum staff should also be aware of AO expiry dates for learner registrations, e.g. Pearson registrations last 5 years or until the qualification expires. This should also include qualification approval expiry dates for qualifications being delivered at SWC.
- 5.5 Curriculum should contact the Quality Assurance department for any qualification approval enquiries.

6. Examination Timetable/Room

- 6.1 The College Examinations Officers (EO) located on each campus are responsible for processing the examination entries and preparing the final timetables. EO will follow the annual cycle flow chart allocated on the College Gateway.
- 6.2 Student entries for External examinations will occur three in the academic year.
- September/October for January Series
 - January/February for Summer Series
 - June/September - OU/UU August window/GCSE November Series

- 6.3 It is the responsibility of the Examinations Officer to ensure an appropriate assessment environment. Rooms for examinations are booked by the Examinations office through MIS on the SWC Service Desk. (Unless otherwise stated)
- 6.4 Mitie (Omagh/Dungannon) and Caretakers (Enniskillen/Cookstown) are responsible for the maintenance of the buildings, they are contacted by the Examinations Officer by telephone or email to arrange the appropriate setting up of the rooms for examinations.

7. **Malpractice and Academic Misconduct**

- 7.1 South West College has in place robust processes to prevent and identify malpractice, as outlined in section 3 of the JCQ publication **Suspected Malpractice: Policies and Procedures**. (SMPP 4.3) Relevant documents available on College Gateway. Link in Appendix 1.
- 7.2 Please refer to the College Malpractice policy on College Gateway.
- 7.3 The College will ensure each case of academic misconduct will be reviewed fairly based on the facts presented.
- 7.4 All offences of Malpractice or Academic Misconduct will be dealt with in line with Awarding Organisations and Partner Institute guidelines and reported immediately.
- 7.5 HE – Refer to HE Student Handbook or Partner Institute Guidelines.
- 7.6 UU – Refer to the Assessment Code of Conduct Academic Misconduct Policy. Link in Appendix 1.
- 7.7 OU – SWC Regulations for Validated Award and HE Handbook.

8. Security of Examination Materials (Storage & Distribution)

- 8.1 Examination department is responsible for the secure storage of examinations papers in advance of an exam and after completion. Not all qualifications fall under JCQ, although the College do apply JCQ guidance for all within the College.
- 8.2 Awarding Organisations must be informed immediately if the security of a question paper is put at risk. This includes any other circumstances including, Fire, theft, damage or loss which places existing accommodation for secure storage of examination materials at risk.
- 8.3 Only people authorised by Head of Centre and EO must be allowed access to the secure storage facility. JCQ Keyholders only permitted.
- 8.4 The College must demonstrate and track the receipt, secure movement and secure storage of question papers and confidential materials as outlined in our processes available on gateway.
- 8.5 Examinations Officers and Invigilators must maintain confidentiality at all times in respect of examination materials in accordance with AO specific instructions.
- 8.6 Examinations Officers operate a clear desk policy (please refer to the College's Clear Desk Policy) and all examination related material is stored in lockable storage cupboards and filing cabinets.

9. Examination Fees

- 9.1 Students are responsible for paying examination fees which may vary depending on the AO. Students should refer to the College Fees Policy for further information.
- 9.2 It is the responsibility of the Course Directors, Coordinators, Module leads and Lecturers to liaise with Examinations Officer with regard to making re-sit exam entries for students in a timely manner and by Awarding Organisation stipulated deadlines. Staff should refer to the College Fees Policy regarding the payment of

fees.

- 9.3 The Examinations Officer will enter student for re-sit following confirmation of payment. Additional information available in Examination Procedure document.
- 9.4 Exam resit fees are at the discretion of the College and where extenuating circumstances may arise, fees may be waived.

10. Use of Anonymous Examination Numbers/Marking

- 10.1 The College will use anonymous examination numbers for some examinations.
- 10.2 Please refer to Procedure for the Use of Anonymous Examination Numbers. Available on SWC Gateway and Examination Procedure document.

11. Access Arrangements, Reasonable Adjustments, Special Considerations and Extenuating Circumstances

- 11.1 Equality Act 2010: The key piece of legislation governing access arrangements is the Equality Act 2010. This law makes it illegal to discriminate against someone based on disability and requires educational institutions to make "reasonable adjustments" for students with disabilities. These reasonable adjustments can include access arrangements for exams.
- 11.2 FE colleges are required to follow the Equality Act 2010 and make reasonable adjustments for students with disabilities or specific needs, including in the context of exams.
- 11.3 The Joint Council for Qualifications (JCQ) publishes instructions each year on Access Arrangements, Reasonable Adjustments and Special Consideration. It is the responsibility of the Head of Centre, Access Arrangements Coordinator and Examinations Officer to familiarise themselves with the contents of this booklet. Link in Appendix 1.

- 11.4 Colleges must adhere to JCQ guidelines and other relevant regulations when providing access arrangements for exams.
- 11.5 Please refer to the Examinations Procedure document for further information on extenuating circumstances and special consideration.
- 11.6 The process around access arrangements for exams/assessments are subject to external scrutiny. JCQ will carry out centre inspections to see all the appropriate documentation and evidence. Awarding Organisations External Quality Assurance auditors may also request to view evidence/documentation during their visit.

12. Invigilation

- 12.1 The invigilator is the appointed person in the examination room that has responsibility for the conduct of an examination session. They play a vital role in the integrity of the examinations process and are appointed by the Head of Quality and Student Engagement. Additional information available on our Examinations Procedure document.

13. Results and Certification

- 13.1 The process for claiming results for certification vary between Awarding Organisations. Please refer to the Examinations Procedure document for further information.
- 13.2 The EO will receive certificates on a daily basis from various AOs. Certificates should be processed in accordance with Awarding Organisation guidelines, additional information available in Examination Procedure document and the SWC distribution list on gateway.

14. Achievement Data

- i. Results can only be keyed from official Awarding Organisation results listings.
- ii. Results are keyed promptly on receipt from the Awarding Organisation.
- iii. HE results are keyed following external examination boards. After each external examination board, all final signed documents are uploaded to the HE Quality Assurance secure shared folder. The Examinations Coordinator will key all module results and final grades on to EBS. Once certificates are received from the HE institutions, results are double checked against the candidate record to ensure all data is accurate for FELs.
- iv. Any discrepancies must be dealt with promptly.
- v. The Further Education Leavers Survey (FELS) Achievement Data is returned to DfE mid-October.
- vi. Keying results procedure available on Gateway.
- vii. The Quality Assurance Officers will conduct further intensive audits throughout the academic year verifying results on EBS against ISEF reports.

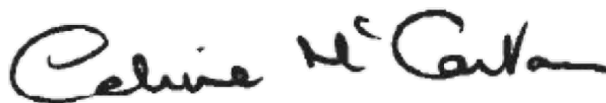
15. Complaints Procedure

- 15.1 Students wishing to make a complaint should initially approach the member of College staff most directly involved. Complaints can also be made in writing using the College Customer Complaints and Compliments Policy and Procedure.

16. Promotion and Review

- 16.1 The College will ensure that adequate resources are made available to promote this policy effectively and is committed to reviewing this policy every three years.

Signed Principal and Chief Executive:



Date:

19.11.25

Signed Chair of the Governing Body:



Date:

19/11/2025

Related Documentation

Title	Location	Owner
QUB Foundation Degree General Regulations	https://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/GeneralRegulations/Academic/StudyRegulations/FoundationDegreeGeneralRegulations/	QUB
CCEA Instructions for Conducting Exams	Instructions for Conducting Examinations CCEA	CCEA
BTEC ICEA	BTEC Instructions for Conducting External Assessments (ICEA)	Pearson
JCQ Access Arrangement and Reasonable Adjustments	JCQ - Access Arrangements and Reasonable Adjustments	JCQ
JCQ ICE Booklet	Instructions-for-Conducting-Examinations v21.0-October-2024.pdf	JCQ
EO Exam Timetable Cycle	EO Procedure - Exam Annual Cycle.docx	Examinations Coordinator
EBS Registration Process	EBS Lecturer Registrations Process.pdf	Examinations Coordinator
EBS Booking Process	EBS Lecturer Exam Booking Process.pdf	Examinations Coordinator
SWC Examinations Staff Processes	SWC Examinations Staff Processes	Examinations Coordinator
UU Academic Misconduct	Academic Misconduct	Ulster University
UU Code of Practice	Assessment Code of Practice	Ulster University
BTEC Quality Assurance Guidance	btec-centre-guide-to-quality-assurance.pdf	Pearson
SWC Clear Desk/Screen Policy	Gateway	Head of Corporate Services
SWC College Complaints and Compliments Procedure	Gateway	Head of Quality and Student Engagement
South West College Higher Education Academic Assessment Appeals Policy and Procedure	Gateway	Head of Quality and Student Engagement
Staff Guidelines for Conducting Computer Based Examinations or Assessments	Gateway	Examinations Coordinator
SWC Examination Schedule	Exams Schedule 2024-25.pdf	Examinations Coordinator
SWC BTEC Registration Procedure	Gateway	Examinations Coordinator
SWC City & Guilds Registration Procedure	Gateway	Examinations Coordinator

Change Log

Location	Change from deletion/addition	Change to
Page 2	Addition 2.2	The policy will incorporate all examinations conducted by South West College under controlled conditions to include all Awarding Organisations, University Partners and Professional bodies.
Page 3	Addition 3.1	Expanded to include <i>Partner Institutions</i> and JCQ/AO compliance.
Page 3	Addition 4.1	Head of Centre must complete <i>annual JCQ/NCNR declaration survey</i> , ensure resources deployed, ensure invigilators are trained and competent.
Page 4	Addition 4.2	controlled assessments, internal exams (Access Diploma/HE), submit booking forms, coursework/mark submissions.
Page 4	Change to title Deletion: Students	Renamed Students/Candidates
Page 4	Addition 4.3	follow JCQ + partner rules, provide ID, bring exam materials, know exam dates/times/venues, follow HE partner induction & handbook.
Page 5	Additional information 4.4	compliance management, JCQ inspections, invigilator recruitment/training, post-exam activities, compliance checklists.
Page 5/6	Additional information 4.5	compliance management, JCQ inspections, invigilator recruitment/training, post-exam activities, compliance checklists.
Page 6	Additional information 4.6	Must follow JCQ + <i>partner</i> rules; attend two mandatory training sessions per year; training evidence stored on Gateway.
Page 7	Addition 5.3 / 5.4	must follow SWC procedures; staff must track <i>qualification expiry dates</i> .
Page 8	Addition 7 – new section	All
Page 9	Addition 802	JCQ keyholder rules, report risks (fire, theft, loss), track secure movement, apply JCQ guidance even if not required.
Page 10	Addition to 11.1	New <i>Access Arrangements Coordinator/SEO</i> role; covered by Equality Act 2010 ; JCQ inspections and external audits included.
Page 10	Addition 9.4	Exam resit fees are at the discretion of the College and where extenuating circumstances may arise, fees may be waived.
Page 11	Addition to 14.3	Includes <i>HE results</i> after boards, uploaded to secure QA folder; QA officers audit results throughout year.
Page 11	Addition 10.2	reference to College Examination Procedure document.

Communication

Who needs to know (for action)	All Curriculum Staff All Exams Staff
Who needs to be aware	All Staff

Communication Plan

Action	By Whom	By When
Upload to Gateway	Nicola Nugent	On approval
Communication to key staff	All Staff	On approval

Document Development

Details of staff who were involved in the development of this policy:

Name	Role
Brian McIllduff	Head of Quality and Student Engagement.
Lesley Black	Examinations Co-ordinator

Details of staff, external groups or external organisations who were consulted in the development of this policy:

Name	Organisation	Date
Quality & Assurance Manager	SWC	
Assistant Chief Executive	SWC	
Student Services Manager	SWC	

Approval Dates

Approved by	Date
Governing Body	19 November 2025

Document History

Issue no. under review	Date of review:	Persons involved in review	Changes made after review. Yes/No If yes refer to change log	New Issue No.	If changes made was consultation required?	If changes made was Equality Screening required?
V4.0	Dec 2022	CfE Manager FE & LM / Exams Co-ordinator	Yes	V5.0	Internal consultation	9 January 2023
V5.0	September 2025	Lesley Black	Yes	V6.0	No	No