JCQ CIC Joint Council for Qualifications CIC

Instructions for conducting examinations

Effective from 1 September 2026

For the attention of heads of centre, senior leaders and examination officers

PRODUCED ON BEHALF OF:

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GO

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How to use this document

Tabs

On every double page spread you will find tabs on the left-hand side. These will indicate which chapter of the document you are currently on, as well as enabling you to navigate between the chapters at a click.

This home icon will also allow you to jump back to the contents, in case you need a quick reminder of what each chapter is about.

Clickable links

This document is full of helpful hyperlinks to allow you to find related content more easily. Any time you see a paragraph or section number directly referenced, you will be able to click on it to navigate to the page in question and find the information.

Website URLs directing to external information will also be hyperlinked, allowing you to access this information at a click. The JCQ logo is hyperlinked to the JCQ website throughout the document.

Helpful reminders of clickable functions will be indicated throughout by this “mouse click” icon. External web links will open in a new tab in your default browser.

Chapter summaries

Each chapter is supported by a helpful summary, offering a bitesize breakdown of what is covered. Points are supported by icons, which are then used again throughout the text to help you identify the key topics of the paragraphs.

Chapters are colour-coded for reference.

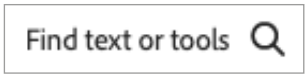
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General

Changes made to the content of this document since the previous version (1 September 2025 to 31 August 2026) are **highlighted in yellow** for easy identification.

First published in 2026 by Joint Council for Qualifications[CIC]

Email: centresupport@jcq.org.uk
Available in pdf format from:
https://www.jcq.org.uk/exams-office/instructions-for-conducting-examinations-ice/

Tip: Use the "Next Page" and "Last Page" Buttons to go forward or back a page.

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†These JCQ documents are only provided electronically to centres. They may be found on the JCQ website: https://www.jcq.org.uk/exams-office/

Key changes for 2026–27

PAGE	SECTION	PARAGRAPH	CHANGE
9	Introduction		This document now covers Cambridge OCR Level 3 Award qualifications and WJEC VCSE qualifications.
13	2	2.2	Where the checking of question paper packets cannot take place until the next working day, the head of centre must ensure there is an authorised key holder to the secure room and secure storage facility on-site the next working day.
13	2	2.7	Question paper packets must be arranged in timetable order within the centre's secure storage facility to reduce the possibility of opening the wrong question paper packet.
15, 16, 20, 44	2, 3, 5 and 18	2.8, 3.6, 5.2, 18.1	Clarification has been given on the second pair of eyes check process. Centres must ensure they are familiar with the arrangements for checking question paper packets before opening.
24	7	7.1	Where school transport arrangements would conflict with the conducting of examinations, advice should be sought from the relevant awarding body.
29	11	11.14	Prior to the examination, the centre must create a seating plan that shows the exact position of each candidate in the examination room.
32	12	12.1	If CCTV is set up in the examination room and the footage can be viewed in live time, the persons viewing the footage must be authorised by the head of centre and have no conflict of interest. They must understand their role in maintaining the integrity of the examination.
32	12	12.5	In addition to a record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions being available for inspection, a record of invigilator attendance must also be available.
35	14	14.3	Additional information on the use of bilingual translation dictionaries (Cambridge OCR GCSE History specifications and WJEC specifications).
35	14	14.25	Additional information for centres where candidates are using a word processor and ensuring AI tools and internet access are turned off.

PAGE	SECTION	PARAGRAPH	CHANGE
45	18	18.4(f)	Following the invigilator's announcement, and prior to the examination starting, candidates are responsible for ensuring any unauthorised devices are handed to centre staff and are turned off/turned to silent mode.
44	18	18.4	Guidance for centres where candidates are wearing hearing aids/cochlear implant processors.
50	20	20.2	An exam room incident log must be available in each examination room.
50	21	21.2	A candidate who arrives late and is permitted by the centre to sit the examination must be given all pre-examination information and warnings before they start the examination. The candidate must be allowed the full time for the examination.
60	29	29.4	Centres must keep script packages in the secure room until they are taken to the agreed pick-up point. Packages may be moved to the pick-up point up to 15 minutes before the collection slot begins, provided the centre has suitable facilities and they are not left unattended.
60	29	29.5	Centres involved in the secure despatch of the exam scripts service should ensure the driver signs the despatch log as this is the centre's proof of despatch.
60	31	31.1	Unused question papers must be stored in the secure room.
60	31	31.2	Where a candidate is sitting an examination scheduled for the afternoon session the following morning under an overnight supervision arrangement, unused question papers for that examination must not be released to any individual until 24 hours after the awarding body's published finishing time for the examination.
61	32		This new section, which focuses on instructions for conducting on-screen examinations, replaces the previous Appendix 1.
73, 75	Appendix 4, Appendix 5	C2(b)	The candidate must ensure their calculator is in exam mode.
77	Appendix 6		Updated unauthorised items poster.

Chapter 1 Summary

Tip: click on to jump to the contents page.

Introduction

This chapter covers the principles of using the ICE document.

It includes the following:

The Importance of these *Instructions*
The instructions have been produced to enable all centres to administer examinations consistently and securely so that the integrity of the assessment process can be maintained.

Qualifications covered by these *Instructions*
This lists all the qualifications where these Instructions apply.

Using these *Instructions*
All centre staff involved in examination administration must follow these Instructions.

Head of centre responsibilities
It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this document.

JCQ Centre Inspection Service
The JCQ Centre Inspection Service will visit centres throughout the year to check on centre compliance.

Changes made this year
The changes for the academic year 2026/27 have been highlighted in yellow throughout this document.

Resources for examination officers
JCQ has created a series of resources to support exams officers, including checklists, infographics and videos.

Introduction

IMPORTANCE OF THESE *INSTRUCTIONS*

These *Instructions* have been produced to enable all centres to administer examinations consistently and securely so that the integrity of the assessment process can be maintained. Failure to adhere to these *Instructions* could adversely affect candidates, either at a local level within the centre or, potentially, at a national or international level in the event of a breach of question paper security.

These *Instructions* are for examinations from 1 September 2026 onwards and must be read in conjunction with the JCQ document *General Regulations for Approved Centres*: http://www.jcq.org.uk/exams-office/general-regulations

Centres must ensure that the JCQ *Information for Candidates* documents (on-screen examinations, social media and written examinations) are distributed to all candidates prior to examinations taking place, whether electronically or in hard copy format.

As part of the National Centre Number Register annual update, heads of centre and senior leaders are confirming their adherence to these *Instructions* and the *General Regulations for Approved Centres*.

QUALIFICATIONS COVERED BY THESE *INSTRUCTIONS*

These *Instructions* must be used in timetabled written and on-screen examinations of the following qualifications:

- AEA
- AQA Applied General qualifications
- AQA Level 2 Certificate in Further Maths
- AQA Level 3 Certificate in Mathematical Studies
- BTEC qualifications (BTEC Firsts, BTEC Nationals, BTEC Tech Awards, BTEC Technicals)
- Cambridge Advanced Nationals
- Cambridge Nationals
- Cambridge OCR Level 3 Award
- Cambridge Technicals
- CCEA Level 1, 2 and 3 non-general qualifications
- City & Guilds Level 2 and Level 3 Technical qualifications
- Edexcel Awards
- Edexcel International GCSE
- ELC
- FSMQ
- GCE
- GCSE
- NCFE AIQ Level 1/2 Technical Awards (from November 2026)
- NCFE CACHE Level 1/2 Technical Awards
- NCFE CACHE Level 3 Applied General Awards, Certificates, Diplomas and Extended Diplomas
- NCFE CACHE Level 3 Technical Diplomas and Technical Extended Diplomas
- NCFE V-Cert Level 1/2 Technical Awards
- OCR Level 3 Certificates
- T Levels (Technical qualifications)
- TQUK Design, Engineer and Construct! qualifications
- WJEC Level 1 and Level 2 General qualifications
- WJEC Level 1 and Level 2 Vocational Awards
- WJEC Level 1 and Level 2 Vocational Awards (Technical Awards)
- WJEC Level 3 Applied Certificates, Diplomas and Extended Diplomas (including Alternative Academic Qualifications)
- WJEC VCSE qualifications

These *Instructions* also apply to timed Art examinations, timetabled CCEA Science practical examinations and WJEC GCE A2 Science practical examinations.

USING THESE *INSTRUCTIONS*

These *Instructions* **must** be followed by all centre staff involved in examination administration. This includes, but is not limited to:

- heads of centre;
- SLT members;
- exams officers;
- invigilators;
- Language Modifiers, practical assistants, prompters, readers, scribes and Sign Language Professionals.

Heads of centres, senior leaders and exams officers **must** read all chapters of this document.

When reading this document, centres should note that any reference to 'JCQ' or 'Joint Council for Qualifications' within this document should be read as JCQ[CIC] or the Joint Council for Qualifications[CIC].

HEAD OF CENTRE RESPONSIBILITIES

The **head of centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations and/or assessments. **It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this document.** Failure to do so may constitute malpractice, as defined in the JCQ document *Suspected Malpractice: Policies and Procedures*.

For details about specific head of centre responsibilities, see sections 1, 8, 11, 12, 13, 16, 24, 32 and Appendix 7.

Tip: click on a chapter or paragraph number to jump to it.

JCQ CENTRE INSPECTION SERVICE

The JCQ Centre Inspection Service will visit centres throughout the year to check on centre compliance. Centres must be permanently staffed between 8.30am and 3.30pm during term time. A senior member of staff, or a member of the exams office, must be available until all afternoon examinations have been completed and all examination scripts have been despatched or placed in the centre's secure room for despatch the next working day.

Centres must co-operate with any visit from an Inspector. A senior member of staff, or a member of the exams office, must be available to accompany the Inspector throughout the course of their centre visit, including inspection of the centre's secure storage facility. Authorised Inspectors will present and identify themselves to the centre by means of a formal identity document.

CHANGES MADE THIS YEAR

The changes for the academic year 2026/27 have been highlighted in yellow and the principal changes have been listed on page 6.

RESOURCES FOR EXAMS OFFICERS

The JCQ has produced the following resources to assist exams officers:

- Centre emergency evacuation procedure
- Exam Materials Receipt Log – at the point of delivery to the centre
- Exam Materials Receipt Log – Exams Officer
- Exam Room Incident Log
- Second Pair of Eyes Check form

Checklists

- After the exam checklist
- Checklist for invigilators (for written examinations)
- Exam Day Checklist
- Invigilator training checklist
- Pre-Series Checklist

Infographics

- Handling of secure electronic materials
- Key reminders for exams officers
- Removing question paper packets from secure storage
- Starting times for examinations and supervising candidates
- The journey of a question paper through the centre

These resources may be found at:
https://www.jcq.org.uk/exams-office/instructions-for-conducting-examinations-ice/

Chapter 2 Summary

Preparing for the examination

This chapter forms a significant proportion of this guidance. It is designed to help centres prepare effectively for examinations.

The guidance covers handling question papers, starting times for examinations, timetable clashes, overnight supervision, resources, using calculators, accommodation, invigilation, access arrangements and contingency planning.

The sections in this chapter include:

1.	**Receipt of question papers and other examination materials**		
2.	**Checking and arranging question paper packets**		
3.	**The secure room and the secure storage facility**		
4.	**Arrangements for handling secure electronic materials** · Centre authorisation · Secure account management · Accessing and printing secure files · Reporting to an awarding body		
5.	**Removing question papers from secure storage**		
6.	**Starting times for examinations**	**7.**	**Timetable clashes**
8.	**Overnight supervision arrangements**	**9.**	**Resources for examinations**
10.	**Using calculators**	**11.**	**Accommodation** · Alternative sites for the conduct of examinations · The examination room
12.	**Invigilation arrangements**		
13.	**Invigilation arrangements for candidates with access arrangements** · Language Modifier · Practical assistant · Computer reader/reader · Scribe/speech recognition technology · Sign Language Professional · General principles for invigilating candidates with access arrangements		
14.	**Access arrangements** · Bilingual translation dictionaries · Bilingual translation dictionary and 25% extra time · Colour naming by the invigilator for candidates who are colour blind · Prompter · Read aloud and/or an examination reading pen · Alternative rooming arrangements · Braille transcript · Word processors (computers, laptops and tablets)		
15.	**Contingency planning**		



Tip: click on a chapter tab to jump to that chapter.

Preparing for the examination

1. RECEIPT OF QUESTION PAPERS AND OTHER EXAMINATION MATERIALS

1.1 The following instructions apply to all confidential materials to ensure the integrity and security of the examinations. This includes both standard and modified question papers.

1.2 **Awarding bodies must be informed immediately if the security of the question papers or confidential supporting instructions is put at risk.** This includes any natural disaster, fire, theft, loss, damage or other circumstance which places the existing accommodation or secure storage of examination materials at risk.

1.3 Centres must be able to demonstrate the receipt, secure movement and secure storage of question papers and confidential materials.

1.4 The head of centre must ensure that appropriate arrangements are in place so that confidential examination materials are only handed over to authorised members of staff. Care must always be taken to ensure the security of materials.

1.5 Centres must ensure that envelopes and boxes containing confidential materials are signed for. A log must be kept at the initial point of delivery of confidential materials.

The log **must** record:

a. the date and time of receipt;
b. the name of the member of staff who received the delivery;
c. the waybill or tracking number;
d. the number of packages, i.e. envelopes and boxes;
e. the awarding body;
f. the name of the member of staff collecting the material for initial storage in the secure room (including the date and time).

1.6 The JCQ has produced an *Exams Materials Receipt Log – At the point of delivery to the centre*. This can be found at: https://www.jcq.org.uk/exams-office/instructions-for-conducting-examinations-ice/

1.7 Examination materials must only be accessed in accordance with the awarding body's specific instructions.

1.8 Modified question papers may arrive separately from the main despatch of question papers.

2. CHECKING AND ARRANGING QUESTION PAPER PACKETS

2.1 On receipt, the question paper packets, still in their despatch packaging, must be moved immediately to the secure room for checking and transfer to the centre's secure storage facility (see section 3). Only persons authorised by the head of centre must be allowed access to the centre's secure storage facility.

2.2 Checking must take place as soon as possible on the day the question papers are received.

If this is not possible, e.g. due to a late delivery or the unavailability of authorised members of staff, the checking must take place no later than the next working day and must be undertaken in the secure room. The head of centre must ensure there is an authorised key holder to the secure room and secure storage facility on-site the next working day.

2.3 When question paper packets are removed from the despatch packaging, they must be checked against the awarding body's despatch note and the centre timetable or entries. Care must be taken when handling question paper packets to ensure the packaging is not damaged.

2.4 A log of the checking must be kept. The log **must** record:

a. the awarding body;
b. the waybill or tracking number;
c. the number of packages, i.e. envelopes and boxes;
d. the date and time question paper packets were checked against the despatch note in the secure room;
e. confirmation that the question paper packets have been placed in the secure storage facility in timetable date order;
f. the name and position of the member of centre staff performing tasks (d) and(e).

2.5 The JCQ has produced an *Exam Materials Receipt Log – Exams Officer.* This can be found at: https://www.jcq.org.uk/exams-office/instructions-for-conducting-examinations-ice/

2.6 **The awarding body must be informed immediately if there are any problems,** e.g.

a. it appears that the parcel or one of the packets has been opened during transit and, therefore, there may have been a breach of security;
b. there are any differences between the material received and the despatch or delivery note;
c. the material has been significantly damaged in transit or upon opening;
d. the material appears not to meet the centre's requirements;
e. the material has been received in error.

Awarding body contact details

AQA Questions matter
0800 197 7162

CEA Rewarding Learning
028 9026 1213

WJEC CBAC
02920 265 077

TQUK
03333 583 344
tquk.org

City & Guilds
0192 4930 800

Pearson
UK Centres:
0344 463 2535
International Centres:
+44 (0)120 4770 696

CAMBRIDGE OCR
01223 553 998

NCFE
0191 239 8000

2.7 Following the checking, question paper packets **must** be arranged in timetable order to reduce the possibility of opening a packet at the wrong time and must then be immediately locked in the secure storage facility.

2.8 **Question papers must always be kept in their sealed packets until the second pair of eyes check and log have been completed (see paragraph 5.2).**

The second pair of eyes check **must** take place before **each** question paper packet is opened.

If a question paper packet needs to be split for any reason (e.g. to facilitate an access arrangement, for smaller rooms or different sites), the second pair of eyes check must take place in the secure room immediately before the packet is opened.

For all remaining sealed packets, the second pair of eyes check may take place either in the secure room, or in the designated examination room immediately before the packet is opened. Centres must determine which location provides the most secure and effective arrangement.

Centres are accountable for conducting **and** recording the second pair of eyes check. All members of centre staff involved in the second pair of eyes check must understand their responsibilities to maintain question paper security.

3. THE SECURE ROOM AND THE SECURE STORAGE FACILITY

3.1 **Question papers and pre-release materials issued by the awarding bodies must always be stored at the centre's registered address in a secure room with a secure storage facility**, e.g. safe or security cabinet.

The secure room

The secure room must only be used for the purpose of administering secure examination materials.

Access to the secure room **must** be restricted to a minimum of two and a maximum of six key holders, one of whom **must** be the exams officer. The two to six key holders **must** be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures.

Facilities staff directly employed by or contracted by the centre may have access to the secure room either as a named keyholder or accompanied by a keyholder.

The secure room **must** be accessible throughout an examination series for the storage of question papers and be available for inspection.

The secure storage facility

Access to the secure storage facility **must** be restricted to between two and six key holders, one of whom **must** be the exams officer.

The two to six key holders **must** either be part of the exams team or the senior leadership team. A key holder from the exams team **must** be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures.

Where an electronic digital lock is installed, it **must** meet EN1300 Class B, VdS Class 2 or a higher standard. The lock should support multiple identifiable users and include a designated lock manager, typically the exams officer. Additionally, the lock must feature an audit trail that records all lock-related activities, including the user, date and time of each event. To ensure reliability, batteries should be replaced annually before the June examination series and all authorised users must test the lock to confirm proper functionality.

When the secure storage facility is being accessed for the storage and preparation of secure assessment materials, the door to the secure room **must** be closed.

3.2 The National Centre Number Register Team, ncn@ocr.org.uk, which is administered by Cambridge OCR on behalf of the JCQ awarding bodies AQA, Cambridge OCR, CCEA, City & Guilds, NCFE, Pearson and WJEC, must be informed no later than 6 weeks prior to a centre moving to a new address or relocating the secure storage facility. As a result of this notification, a centre inspection will take place.

3.3 The centre's secure storage facility must have the capacity to hold up to three weeks of question papers and any other confidential material.

3.4 **The centre's secure storage facility must only contain current and 'live' confidential awarding body material. Past examination question papers, internal school tests and mock examinations must not be kept in the centre's secure storage facility.**

3.5 Mock examinations and internal school tests may be stored in the secure room but must always be kept separately from 'live' awarding body material and be clearly identified.

3.6 **Question papers must always be kept in their sealed packets until the second pair of eyes check and log have been completed (see paragraph 5.2).**

The second pair of eyes check **must** take place before **each** question paper packet is opened.

If a question paper packet needs to be split for any reason (e.g. to facilitate an access arrangement, for smaller rooms or different sites), the second pair of eyes check must take place in the secure room immediately before the packet is opened.

For all remaining sealed packets, the second pair of eyes check may take place either in the secure room, or in the designated examination room immediately before the packet is opened. Centres must determine which location provides the most secure and effective arrangement.

Centres are accountable for conducting **and** recording the second pair of eyes check. All members of centre staff involved in the second pair of eyes check must understand their responsibilities to maintain question paper security.

3.7 Examination stationery, e.g. answer booklets and formula booklets, must be stored in the secure room. Although it is good practice to store this material in the secure storage facility, it is not mandatory.

3.8 In an emergency situation where the secure room and the secure storage facility cannot be accessed and the centre will need to invoke a contingency arrangement, the JCQ Centre Inspection Service **must** be contacted **immediately**. The contact details for the JCQ Centre Inspection Service are on page 17.

TABLE 1 – SECURE ROOM (THE 'BOX')		
Requirement	**Note**	**Additional information**
A secure room solely assigned to exams in a fixed building, i.e. not a portable cabin or portable building. Where a centre is unsure of the structure of the building they must contact the JCQ Centre Inspection Service: **Centres in England and Scotland** email: jcqinspectionservice@aqa.org.uk **Centres in Wales** email: jcqinspectionservice@wjec.co.uk **Centres in Northern Ireland** email: centresupport@ccea.org.uk	Preferably on an upper floor with no windows.	The room must only contain exam related material. Access must be restricted and staff approved by the head of centre must be accompanied by a keyholder at all times. There must be between two and six keyholders only. The exams officer must be one of the key holders. The keyholders must be directly employed by the centre. Each keyholder must fully understand their responsibilities as a key holder to the secure storage facility. A large cupboard is acceptable provided someone can walk into it, close the door behind them and sort confidential exam material in private. A second box built around the secure storage unit is not appropriate. The room must not house any other items or equipment, e.g. a server, a boiler, electrical units or any archive material.
Walls, ceiling and floor of strong, solid construction.	Stud partition walls are only acceptable with metal reinforcement.	Unless a wall is solid brick it must be reinforced with metal on the inside. The type or thickness of the metal is not specified but it must be metal sheeting or strong, heavy-duty mesh. (Heavy duty mesh would be a strong grid of metal strands designed to withstand a substantial impact.) There is no requirement to cover it over afterwards; it can be as simple as just fixing the sheeting to the surface of the walls in the room. Please note MDF is not considered sufficiently robust. False ceilings are not permitted.
Solid door or reinforced door with: Strong secure/heavy duty hinges; and Security lock e.g. a minimum of a 5-lever mortice lock or coded keypad lock or electronic security lock; and Two to six key holders only, one of whom must be the exams officer. The keyholders must be directly employed by the centre.	A hollow panel door would require extra metal reinforcement. Double doors are not acceptable.	The metal sheeting must be screwed on the inside of the panel door. Cylinder locks are not acceptable. Unless an electronic digital lock has been installed, there must be at least two keys rather than one key accessed by two or more members of staff. Centres must not keep a spare set of keys anywhere they can be accessed by members of staff who are not involved in exam administration. This includes in a cabinet or safe. Keys must either be kept on the key holder's person or in a coded key safe (securely attached to the wall) which is only accessible to the designated key holders.

TABLE 1 – SECURE ROOM (THE 'BOX')		
The following must also be met (where applicable): If question papers are stored in a room with windows which are easily accessible, bars must be fitted or the room alarmed. If the room has a glass panel in or above the door, e.g. for health and safety reasons, the glass must be toughened safety glass.	Upper floor window(s) with a balcony or flat roof must be fitted with bars or the room must be alarmed. The room must not have a door which directly leads out to the exterior of the building.	

TABLE 2 – SECURE STORAGE FACILITY ('THE BOX WITHIN THE BOX')		
REQUIREMENT **The secure room(s) must contain one of the following:**	**NOTE**	**ADDITIONAL INFORMATION**
Strong non-portable safe or;	Small safes must be fixed securely in place.	
Non-portable security cabinet with multi-point locking system or;		A multi-point locking system means a cabinet with thick heavy-duty bolts in the door (not a slim internal bar).
Metal cabinet with full-length external locking bar. The metal cabinet must be bolted to the wall or floor; or	A full-length external locking bar will ensure that question papers are always stored in a secure environment.	A filing cabinet requires a full-length external locking bar that runs the entire length of the centre of the cabinet. A standard wardrobe style cabinet requires an external locking bar across the entire width of the cabinet. These cabinets can be purchased with a pre-fitted bar that runs the entire length, covering the point where the doors meet.
The two to six key holders **must** either be part of the exams team or the senior leadership team. A key holder from the exams team **must** be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures.		
Where a centre has large numbers of question papers to store: Metal security screen*, e.g. roll-down shutter, directly in front of open shelving.		The screen must be directly flush against the shelving, in effect creating a cabinet. It cannot be directly behind or in front of a door.

*Where a centre is planning to install security screens advice must be sought from the JCQ Centre Inspection Service prior to instalment. This will allow the centre to run through their plans with the JCQ Centre Inspection Service.

4. ARRANGEMENTS FOR HANDLING SECURE ELECTRONIC MATERIALS

Centre authorisation

4.1 Electronic question paper materials must only be handled by members of staff authorised to do so by the head of centre.

4.2 The head of centre must ensure that authorised staff are familiar with the most recent instructions issued by the relevant awarding bodies.

4.3 A minimum of two and a maximum of six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision.

Secure account management

4.4 All staff accessing secure assessment material via awarding bodies' online systems **must** have a device complying with awarding bodies' multi-factor authentication (MFA) requirements.

4.5 Email accounts used to access awarding body systems, including for secure material access, must belong to named individuals or be a group email account accessed solely by individuals authorised by the head of centre to handle secure materials. Where group email accounts are in place, regular checks must be conducted to ensure all authorised individuals in the group still require access.

4.6 Files must only be accessed by the named individual(s) to whom they have been sent. Emails or links to secure materials must never be forwarded or shared.

4.7 By accessing secure material, the individual is accepting personal responsibility for maintaining the security of the material.

4.8 Accounts used to access secure material must be audited regularly. Any unused or unneeded accounts must be closed promptly; for example, when a member of staff has left the centre or changed roles.

4.9 Accounts must be reviewed by the head of centre ahead of each examination series to ensure that users have appropriate levels of access and all inactive accounts have been removed.

4.10 Devices used for the purposes of multi-factor authentication (MFA) must never be shared by more than one member of staff.

4.11 Secure password management is critical. Passwords used to access secure material must be strong and must never be written down or shared.

Accessing and printing secure files

4.12 The release time for electronic question paper materials will be set by the awarding body. It may be varied by the awarding body to protect the security of the examination.

4.13 The integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process. The centre must ensure that the question paper is printed correctly, is of good quality and is collated in the right order.

4.14 The file must be accessed and downloaded only for use by candidates who have been entered for the examination.

4.15 The file must be stored locally only for the purposes of printing and must then be deleted immediately. The file must then be deleted from the deleted items folder.

4.16 Any emails or links associated with the secure file must also be immediately deleted and then deleted from the deleted items folder.

4.17 Do not create any unnecessary hard copies of the file, and securely destroy any unneeded hard copies once printing has been completed.

4.18 Secure files must be accessed and printed within a secure environment at the centre. Files must not be accessed or printed at alternative locations without the awarding body's prior permission. Only authorised members of staff must be present in the room, e.g. exams office staff and a reprographics assistant. A subject teacher must not be present in the room.

4.19 Once printed, question papers must be sealed within a non-transparent envelope marked clearly with the exam details on the outside of the envelope. The envelope must be stored securely and kept ready for transfer to the examination room at the appropriate time, in line with the requirements in section 3.

Reporting to an awarding body

4.20 Report any deviation from these *instructions* to the awarding body using JCQ Form M2.

4.21 Report any concerns of a potential breach of security by telephone to the awarding body immediately:

AQA Questions matter
0800 197 7162

CEA Rewarding Learning
028 9026 1213

WJEC CBAC
02920 265 351

TQUK
03333 583 344
tquk.org

City & Guilds
0192 4930 800

Pearson
UK Centres:
0344 463 2535
International Centres:
+44 (0)120 4770 696

CAMBRIDGE OCR
01223 553 998

NCFE
0191 239 8000

5. REMOVING QUESTION PAPERS FROM SECURE STORAGE

5.1 To avoid potential breaches of security, care must be taken to ensure that the correct question paper packets are opened.

5.2 Two members of staff **must** both check that the day, date, time, subject, unit or component and tier of entry (if applicable) is correct **before** opening each question paper packet. This second pair of eyes check must be recorded. By signing the second pair of eyes check form, these individuals are confirming that this check has been conducted on each packet before it was opened.

5.3 One way of conducting the second pair of eyes check is to adopt an 'eyes and ears' approach. One person reads the information from the question paper packet to the second person. This addresses the risk that people read what they expect to see. The second person is more likely to hear if there is an issue with the day, date, time or paper.

5.4 The JCQ has produced a template for centres to use, known as the Second pair of eyes check form.

5.5 If, following the second pair of eyes check, it is subsequently identified that the wrong question paper packet has been opened, the packet must be resealed immediately. The incident must immediately be reported to the relevant awarding body's Malpractice Investigation Team.

5.6 Unless there is a need to split question paper packets for different examination rooms (see paragraph 5.9) or facilitate access arrangements (see paragraphs 5.10 to 5.13 and paragraph 14.10), question paper packets must not be opened more than 60 minutes before the exam and must be opened in the designated examination room(s).

5.7 Question paper packets should be taken to the designated examination room(s) as close to the starting time of the examination as possible. They must not be removed from the centre's secure storage facility and taken to the designated examination room(s) any earlier than 60 minutes prior to the awarding body's published starting time for the examination.

5.8 **The question papers must not be left unattended. Care must always be taken to ensure the security of the question papers.**

5.9 Centres may open the packet(s) of question papers to make them up into more appropriately sized sets for different rooms on one or more sites provided the following conditions are met:

a. as few packets as possible should be opened and this must be within 90 minutes of the awarding body's published starting time for the examination. Centres following this approach should note that prior awarding body approval is not required;

b. **the question paper packet must be opened in the secure room and not in the examination room**. The question paper packet must be resealed and placed back into the centre's secure storage facility. Unless the question paper packets being removed from the centre's secure storage facility are required for an alternative site (see paragraph 11.3), they must not be taken to the different examination rooms any earlier than 60 minutes prior to the awarding body's published starting time for the examination;

c. where a question paper needs to be scanned or photocopied, the exams officer (or a member of staff authorised by the head of centre or the exams officer) must transport the question paper in **a sealed, non-transparent envelope** to the printer or scanner. The question paper and the copy must then be returned to the secure room and placed back into the original question paper packet, which must be resealed and returned to the centre's secure storage facility;

d. the question papers extracted from the packet must be taken to the examination room(s) or site(s) in **a sealed non-transparent envelope**. **An invigilator must always be present in the examination room(s). Question papers must not be left unattended.**

5.10 **Coloured or enlarged paper**

a. Where a candidate requires a question paper on coloured paper and/or enlarged from A4 to A3, it is strongly recommended that a PDF copy of the standard question paper is used. The use of a PDF copy of the standard question paper will ensure better print quality and reduce the possibility of human error when collating and stapling.

b. **For AQA, NCFE, Pearson and WJEC centres**, a non-interactive PDF copy of the standard question paper is downloaded from AQA Centre Services, NCFE Portal, Pearson Edexcel Online (SDS) or WJEC Portal within 60 minutes of the awarding body's published starting time for the examination.

c. **For Cambridge OCR and CCEA centres,** a non-interactive electronic (PDF) question paper must be ordered using *Access arrangements online*. A PDF copy of the standard question paper can then be downloaded from the awarding body's secure extranet site within 60 minutes of the awarding body's published starting time for the examination.

d. Where a centre requires access to a PDF copy of the standard question paper for this purpose, the 60 minute release time should be considered. An awarding body **will not** vary the release time for a PDF copy of the standard question paper to accommodate a centre's earlier starting time for the examination.

e. **For City & Guilds centres**, a non-interactive electronic (PDF) question paper cannot be requested where a candidate requires a question paper on coloured paper and/or enlarged from A4 to A3. For multiple choice examinations, the answer sheet can be photocopied onto coloured paper, but the candidate's answers must be transcribed onto the original answer sheet for marking.

f. **For TQUK centres,** a non-interactive electronic (PDF) question paper must be ordered using the Reasonable Adjustments process. A PDF copy of the standard question paper will be sent to the centre within 60 minutes of the awarding body's published starting time for the examination.

5.11 **Computer reader**

a. Where a candidate requires a computer reader, it is strongly recommended that a PDF copy of the standard question paper is used.

b. **For AQA, NCFE, Pearson and WJEC centres,** a PDF copy of the standard question paper is downloaded from AQA Centre Services, NCFE Portal, Pearson Edexcel Online (SDS) or WJEC Portal within 60 minutes of the awarding body's published starting time for the examination.

c. **For Cambridge OCR and CCEA centres,** a non-interactive electronic (PDF) question paper must be ordered using Access arrangements online. A PDF copy of the standard question paper can then be downloaded from the awarding body's secure extranet site within 60 minutes of the awarding body's published starting time for the examination.

d. **For City & Guilds centres,** a non-interactive electronic (PDF) question paper must be ordered using the modified papers form. A PDF copy of the standard question paper will be sent to the centre within 60 minutes of the awarding body's published starting time for the examination.

e. **For TQUK centres,** a non-interactive electronic (PDF) question paper must be ordered using the Reasonable Adjustments process. A PDF copy of the standard question paper will be sent to the centre within 60 minutes of the awarding body's published starting time for the examination.

Where a centre requires access to a PDF copy of the standard question paper for this purpose, the 60 minute release time should be considered. An awarding body will not vary the release time for a PDF copy of the standard question paper to accommodate a centre's earlier starting time for the examination.

Alternatively, the centre may open the question paper packet **in the secure room** within 90 minutes of the awarding body's published starting time for the examination. Prior permission is not required.

5.12 **Language Modifier**

Where an awarding body has granted approval for a Language Modifier, they may have access to the question paper 60 minutes prior to the awarding body's published starting time for the examination, in order to prepare.

5.13 **Live Speaker or Sign Language Professional**

Where the SENCo has granted the candidate a Live Speaker and/or a Sign Language Professional:

a. the Live Speaker may have access to the transcript of the Listening examination 60 minutes prior to the awarding body's published starting time for the examination, in order to prepare;

b. the Sign Language Professional may have access to the question paper 60 minutes prior to the awarding body's published starting time for the examination, in order to prepare.

Readers and/or scribes are not allowed access to the question paper prior to the starting time for the examination, in order to prepare.

5.14 Where confidential materials, such as live assignments, need to be opened in advance of the examination and held for use over an extended period, strict precautions must be taken to safeguard them after they have been opened or downloaded from an awarding body's secure extranet site:

a. they must only be issued at the time of the assessment and must be collected at the end of the assessment session;

b. they must not be removed from the centre and when not in use must be kept secure under the conditions described in section 3;

c. each copy must be checked prior to the examination to ensure that it is clean and free from pen or pencil annotations or amendments;

d. live assessment material must not be used as practice material for any qualifications.

5.15 Centres should consult the JCQ *Notice to Centres – Instructions for conducting GCSE & GCE Modern Foreign Languages & Irish Listening examinations: CD players, MP3 players, laptops, tablets and digitising listening material*.

6. STARTING TIMES FOR EXAMINATIONS

6.1 **The awarding bodies' published starting time is 9.00am for all morning examinations and 1.30pm for all afternoon examinations.** These are known as the morning and afternoon sessions. These times are the UK times (either GMT or BST, as appropriate) current on the examination date. **Centres outside the UK must adjust their local starting times so that they begin at the same time as UK centres.**

NB The published starting times for CCEA examinations are 9.15am and 1.30pm.

6.2 **Candidates must always be allowed the full amount of time for the examination as listed in the awarding body's published timetable.**

6.3 Centres should refer to section 21, *Candidates who arrive late*, for procedures relating to those candidates who arrive late for an examination.

6.4 The JCQ awarding bodies allow centres in the UK to start examinations up to 30 minutes earlier than, or later than, the published starting time for the session, without the need to complete any paperwork. Prior permission from an awarding body is not required.

6.5 Where this policy is followed, to avoid any possible breach of security, late arriving candidates or early departing candidates must be supervised as if the awarding body's published starting time had been in place.

6.6 An awarding body **will not** vary the release time for a PDF copy of the question paper to accommodate a centre's earlier starting time for the examination.

6.7 To maintain the security of the question papers, **all candidates must start:**

a. **examinations scheduled for a morning session no earlier than 8.30am (8.45 CCEA examinations) and no later than 9.30am (9.45am CCEA examinations);**
b. **examinations scheduled for an afternoon session no earlier than 1.00pm and no later than 2.00pm**;

unless they are involved in arrangements as described in paragraph 7.2 or have a timetable clash which is covered by paragraph 7.4.

NB The published afternoon starting time for City & Guilds and NCFE T Level examinations is 1.00pm.

6.8 **Candidates who take an examination earlier than the awarding body's published starting time must be kept under centre supervision (which the centre must arrange) until one hour after the published starting time for that examination.** Centres must ensure that question papers used by those candidates are returned to the centre's secure storage facility until 24 hours after the awarding body's published finishing for that examination.

6.9 **Candidates who take an examination later than the awarding body's published starting time must be kept under centre supervision (which the centre must arrange) from 30 minutes after the published starting time for that examination until they begin it.**

6.10 **For examinations that last less than one hour, candidates must be supervised until the awarding body's published finishing time for that examination. Question papers must be kept in the centre's secure room until 24 hours after the awarding body's published finishing time for that examination.**

(For advice regarding examinations which last for less than an hour, see Appendix 1.)

See also paragraphs 7.3, 7.4 and 7.5.

7. TIMETABLE CLASHES

7.1 Centres must not vary the timetable if a timetabled examination clashes with any of the following:

a. work experience;
b. a school function or closure;
c. a field trip;
d. sporting events below international level;
e. holidays and weddings;
f. a candidate's personal arrangements.

Where school transport arrangements would conflict with the conducting of examinations, advice should be sought from the relevant awarding body.

Candidates must not be entered for the same subject at the same qualification level with more than one awarding body in the same series. Please see paragraph 5.6(g) of the JCQ document *General Regulations for Approved Centres*.

7.2 **In exceptional circumstances**, where the size of the cohort means that it is not possible for all candidates to sit the examination(s) at the same time, the centre may split the cohort into two groups. One group of candidates will sit the examination earlier than or later than the awarding body's published starting time.

7.3 **The security of the examination(s) must always be maintained. Candidates must always be supervised in line with paragraph 7.8.** There is no need to complete any paperwork, and prior permission from an awarding body is not required.

7.4 If candidates are taking two or more examinations in a session and the total time is three hours or less, the centre may decide the order of the examinations within the timetabled session.

7.5 Candidates may also be given a supervised break of no more than 20 minutes between papers within a session. This must be conducted within the examination room, under formal examination conditions at all times*. This means that candidates cannot use this time to revise.

7.6 If candidates are taking two or more examinations timetabled for the same session and the total time is more than three hours including approved extra time allowances and/or supervised rest breaks†, the centre may conduct one examination in a later or earlier session within the same day. There is no need to complete any paperwork for this. Prior permission from an awarding body is not required. The centre may determine the examination which is to be conducted in a later or earlier session within the same day.

7.7 If the centre does this, the security of the examination must still be maintained. Candidates must be supervised in line with the requirements in points a) to d) below and in paragraph 7.8:

a. **candidates who take an examination earlier than the awarding body's published starting time must be kept under centre supervision (which the centre must arrange) until one hour after the published starting time for that examination.**

   Question papers used by those candidates must be kept in the centre's secure storage facility until 24 hours after the awarding body's published finishing time for that examination.

   Where a candidate is taking an examination earlier than the awarding body's published starting time due to a timetable clash and a PDF copy of the standard question paper is required, the relevant awarding body must be contacted.

b. for examinations that last less than one hour, candidates must be supervised until the awarding body's published finishing time for that examination. Question papers must be kept in the centre's secure room until 24 hours after the awarding body's published finishing time for that examination;

c. **candidates who take an examination later than the awarding body's published starting time must be kept under centre supervision from 30 minutes after the published starting time for that examination until they begin it;**

d. if some candidates take an examination in a different session from other candidates, the centre must seal all copies of the question paper used in the earlier session in an envelope and return them to the centre's secure storage facility.

**For candidates with approved supervised rest breaks, the rest break may be conducted outside of the examination room, with the candidate being supervised at all times†.*

†Where reference is made to supervised rest breaks, this is a supervised rest break as defined in section 5.1 of the JCQ document Access Arrangements and Reasonable Adjustments.

7.8 'Centre supervision' means that a member of centre staff, or an invigilator, will always be in the same room as the candidate(s). The invigilator **must not** be the subject teacher for the rescheduled examination. Candidates may revise using their own resources whilst under centre supervision between examinations but must not:

a. be in possession of an electronic communication or storage device or have access to the internet;
b. have contact with any candidate who has sat the examination;
c. be coached by a member of centre staff.

AQA, Cambridge OCR and Pearson AS Further Mathematics, AS Mathematics, A level Further Mathematics or A level Mathematics examinations

Where a candidate has a timetable clash involving an AS Further Mathematics, AS Mathematics, A level Further Mathematics or A level Mathematics examination, a centre cannot move the examination to the morning session.

An AS Further Mathematics, AS Mathematics, A level Further Mathematics or A level Mathematics examination **must always** be sat in the published afternoon session, as per the awarding body's timetable.

For further information, please see the JCQ document *Timetable clashes involving an AS Further Mathematics, AS Mathematics, A-level Further Mathematics or A-level Mathematics examination.*

8. OVERNIGHT SUPERVISION ARRANGEMENTS

Overnight supervision arrangements should only be applied as a last resort and only once all other options have been exhausted. The head of centre must be satisfied with any necessary arrangement for overnight supervision of a candidate and must accept full responsibility for the security of the examination throughout.

8.1 When candidates are entered for multiple examinations (three or more examinations) timetabled for the same day and the total duration for those papers is:

a. **more than six hours for Level 3 examinations** (AS, A2, A level, Level 3 VTQs), including approved extra time allowances and/or supervised rest breaks†; or
b. **more than five and a half hours for Level 1/2 examinations** (GCSE examinations, Level 1 and 2 VTQs), including approved extra time allowances and/or supervised rest breaks†;

candidates may, at the centre's discretion, be allowed to take an examination scheduled for the afternoon session the following morning, including Saturdays (see paragraph 8.10). Candidates are not allowed to take examinations on an earlier day than that scheduled on the timetable.

8.2 If the candidate opts to sit all examinations in one day, then the supervised break between each examination can be more than 20 minutes. The supervised break may be conducted in an alternative location within the centre.

Where the supervised break is conducted outside of the examination room, the candidate may revise using their own resources. However, the candidate must not:

a. be in possession of an electronic communication or storage device or have access to the internet;
b. have contact with any candidate who has sat the examination;
c. be coached by a member of centre staff.

†*Where reference is made to supervised rest breaks, this is a supervised rest break as defined in section 5.1 of the JCQ document* Access Arrangements and Reasonable Adjustments.

A member of centre staff, or an invigilator, must always be in the same room as the candidate. The invigilator must not be the subject teacher for the rescheduled examination.

8.3 The arrangements detailed in paragraphs 8.1 and 8.2 **do not** apply where a GCSE, Level 1/2 VTQ candidate has five and a half hours or less of examinations in one day or where a GCE AS, A level or Level 3 VTQ candidate has six hours or less of examinations in one day.

8.4 Where a candidate takes an examination the following morning, **the centre must appoint a member of centre staff or an invigilator to supervise the candidate at all times while they are on the premises sitting examinations.** The candidate must be under centre supervision from 30 minutes after the awarding body's published starting time for the delayed examination. The centre must ensure there is no contact with other candidates.

8.5 The supervision of a candidate on journeys to and from the centre and overnight may be undertaken by the candidate's parent, carer or centre staff. The centre must determine a method of supervision which ensures the candidate's wellbeing.

8.6 The overnight supervision arrangements must ensure that the candidate does not have advance warning of the content of the examination that is deferred until the following morning. This means the candidate must not meet or communicate with anyone who may have knowledge of the content. This includes email, internet, online streaming services, printed media, radio, social media (including messaging apps), telephone or television.

8.7 The JCQ *Overnight Supervision* and *Overnight supervision declaration* forms must be completed before the overnight supervision is to commence. The JCQ *Overnight Supervision* form is completed online using the Centre Admin Portal (CAP), which can be accessed using any of the awarding bodies' secure extranet sites. The JCQ *Overnight supervision declaration* form is downloaded from the Centre Admin Portal (CAP) for signing by the candidate, the supervisor and the head of centre. Guidance notes for the overnight supervision of candidates with a timetable variation may be found at: jcq.org.uk/exams-office/online-forms

8.8 The centre must:

a. **inform the parties involved that any infringement of the conditions governing overnight supervision arrangements may lead to the awarding body being unable to accept the script and/or the application of sanctions,** as detailed in the JCQ document *Suspected Malpractice: Policies and Procedures*;

b. be satisfied that the arrangements maintain the integrity and security of the examination;

c. keep all completed forms available for inspection until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Forms may be stored electronically or in hard copy paper format and must not be sent to an awarding body, unless specifically requested;

d. **inform the relevant awarding body immediately of any known or suspected contravention of the arrangements for overnight supervision of a candidate**.

8.9 **The awarding body may use appropriate means to check that the conditions for overnight supervision have been adhered to and will take action if there is evidence of any contravention. This could lead to the disqualification of any candidates involved and could affect whether the awarding body would allow such concessions to be made in the future.**

8.10 The centre must rearrange for the following morning any examination that cannot be taken in the scheduled afternoon session. If an examination is deferred from Friday afternoon, it must be taken the following morning, i.e. Saturday morning.

8.11 If some candidates are allowed to take an examination on a later day than other candidates at the centre, all copies of the question paper used on the scheduled day of the examination must be sealed in an envelope and returned to the centre's secure storage facility until 24 hours after the awarding body's published finishing time for that examination.

Timetable variations for a disabled candidate

A disabled candidate may need to:

a. sit examinations scheduled for the morning session later that morning; or
b. sit examinations scheduled for the morning session in the afternoon; or
c. sit examinations scheduled for the afternoon session in the morning.

Further information may be found within paragraph 5.22 of the JCQ document *Access Arrangements and Reasonable Adjustments*:
jcq.org.uk/exams-office/access-arrangements-and-special-consideration

A disabled candidate may only be able to sit one examination per day, with an examination being transferred from the published afternoon session to the following morning.

Further information may be found within paragraph 5.21 of the JCQ document *Access Arrangements and Reasonable Adjustments*:
jcq.org.uk/exams-office/access-arrangements-and-special-consideration

9. RESOURCES FOR EXAMINATIONS

9.1 Candidates may use resources, such as anthologies, bilingual translation dictionaries and editions of set texts, as set out in the instructions on the question paper.

9.2 Candidates must be given prior notice that they are responsible for bringing with them any materials needed for the examination.

If candidates have any unauthorised material in an examination (whether or not they intend to use it), this may be considered as malpractice. In such circumstances, centres must refer to the JCQ document *Suspected Malpractice: Policies and Procedures*.

9.3 In examinations where resources are not shown on the question paper or on the awarding body's stationery list (including those where calculators are not allowed), centres must warn candidates that taking a resource into an examination may be considered as malpractice in the same way as having any other unauthorised items.

9.4 For Art examinations, appropriate art materials and design media and technology must be provided by the centre.

10. USING CALCULATORS

10.1 In this chapter a calculator is defined as an electronic device whose primary purpose is to carry out mathematical calculations.

10.2 This is the published guidance on calculators, unless specifically varied by an awarding body within their relevant qualification specification.

10.3 The instructions on the question paper may say whether calculators are allowed or not but if the instructions do not include such a statement, calculators should be treated as standard equipment and may be used by candidates.

10.4 Where the use of a calculator is allowed, candidates are responsible for making sure that their calculators meet the awarding bodies' regulations.

10.5 Candidates must be told these regulations beforehand and be familiar with the *Information for candidates* documents.

10.6 During an examination, a calculator must not be able to offer any of these facilities:

a. language translation;
b. symbolic algebra manipulation;
c. symbolic differentiation or integration;
d. communication with other machines or the internet.

10.7 During an examination, a calculator must not give access to any information stored prior to that examination. This includes:

a. databanks, such as the periodic table (with the exception of scientific constants);
b. dictionaries;
c. mathematical formulae;
d. text.

10.8 A calculator must not be borrowed from another candidate during an examination.

10.9 Some calculators have an 'exam mode'. This is acceptable in examinations where the exam mode is activated and the exam mode results in the calculator becoming compliant with the above requirements.

10.10 An invigilator may give a candidate a replacement calculator.

10.11 **Where access is permitted to a calculator for part of an examination, it is acceptable for candidates to place their calculators on the floor under their desks in sight of the invigilator(s) for the non-calculator portion of the examination.**

10.12 A series of FAQs on the use of calculators in examinations may be found at: https://www.jcq.org.uk/exams-office/instructions-for-conducting-examinations-ice/

11. ACCOMMODATION

11.1 Centres must ensure appropriate accommodation exists to support the size of the cohorts they are teaching.

11.2 **Candidates must sit their examination(s) at the centre's registered address unless the centre is using an alternative site arrangement or has received permission from an awarding body for a transferred candidate arrangement.** (This is where a candidate transfers from one registered centre to another after the submission of examination entries. Information on transferred candidate arrangements may be found at: jcq.org.uk/exams-office/online-forms)

Alternative sites for the conduct of examinations

11.3 Where it is intended that an examination for any candidate(s) will be conducted at an address other than the centre's registered address, e.g.

a. a hospital which is a non-registered centre;

b. the candidate's home;

c. a local church hall;

d. a local community hall;

e. a local sports hall;

f. another building owned by the centre which is situated at a different location from the centre's registered address;

g. the centre operates as part of a consortium at borough or county level or through a Multi-Academy Trust and can securely transport question papers and other examination material to another local centre within 90 minutes of the awarding body's published starting time for the examination;

the centre must notify the JCQ Centre Inspection Service by submitting the JCQ *Alternative Site form* online, using the Centre Admin Portal (CAP), **no later than six weeks before the start of the examination series.** The Centre Admin Portal (CAP) can be accessed via any of the awarding bodies' secure extranet sites.

NB The address of the alternative examination venue, the dates it is to be used and the maximum number of candidates likely to be involved must be given.

The accompanying guidance notes must be read before completing the online form: jcq.org.uk/exams-office/online-forms

11.4 Question papers must:

a. **be kept in the centre's secure storage facility at the centre's registered address**, as approved by the JCQ Centre Inspection Service, **until 90 minutes before the awarding body's published starting time for the examination;**

b. **be taken to the alternative examination venue by a member of centre staff**;

c. **be transported to the alternative examination venue, securely packaged and always kept under secure conditions,** no more than 90 minutes before the awarding body's published starting time for the examination.

An awarding body **will not** vary the release time for a PDF copy of the question paper to accommodate travel time to the alternative site.

The PDF copy of the question paper **must** be downloaded and printed within a secure environment at the centre. It must not be accessed or printed at an alternative location without the awarding body's prior permission.

The head of centre remains accountable for ensuring that the examination will be conducted at the alternative site in accordance with this document.

The examination room

For on-screen examinations, centres must refer to section 32.

11.5 Any room in which an examination is held must provide candidates with appropriate conditions for taking the examination. The centre must pay attention to conditions such as heating, lighting, ventilation and noise, whether internal or external, intermittent or continuous.

11.6 Timed Art examinations, timetabled CCEA Science Practical examinations and WJEC GCE A2 Science Practical examinations must be held under conditions that will give all candidates the chance to carry out their tasks and to display their true levels of attainment in the subject concerned.

11.7 Display material (such as maps, diagrams, wall charts and projected images) which might be helpful to candidates must not be visible in the examination room. Care must be taken with examinations conducted in classrooms, laboratories or libraries.

11.8 **A reliable clock (analogue and/or digital) must be visible to each candidate in the examination room when seated.** It must be big enough for all candidates to be able to read clearly.

The clock must show the actual time.

Countdown and 'count up' clocks are not permissible.

Centres must carry out regular checks in advance of the examinations to make sure all clocks used in the examination room are in good working order and show the same time.

11.9 A board, flip chart or whiteboard **must** be visible to all candidates when seated, showing the:

a. centre number, subject title and paper number; and
b. the actual starting and finishing times and date of each examination.

11.10 **The seating arrangements must prevent candidates from overlooking (intentionally or otherwise) the work of others. The minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres.**

11.11 Wherever possible, for timetabled examinations:

a. all candidates should face in the same direction;

b. each candidate should have a separate desk or table big enough to hold question papers, maps (as appropriate) and answer booklets. Candidates who are not working at individual desks must be spaced far enough apart to ensure that their work cannot be seen by, and no contact can be made with, other candidates;

c. candidates who are working on a drawing board set on an easel or other non-horizontal surface must be arranged in an inward-facing circle or in some similar pattern.

11.12 Where centres are using screened booths for GCE and GCSE MFL Listening examinations or for candidates awarded readers, scribes or word processors, the invigilator(s) must always be able to see the candidates. Additionally, candidates must not be able to overhear or distract one another.

11.13 Candidates should normally be seated in candidate number order.

11.14 Prior to the examination, the centre must create a seating plan that shows the exact position of each candidate in the examination room. Any changes made to seating arrangements during the examination must be noted on the seating plan. The seating plan must be available to an awarding body upon request.

11.15 Candidates with access arrangements must be identified on the seating plans.

11.16 Another external examination may be held in the examination room at the same time, so long as it does not cause any disturbance.

11.17 Internal school tests and mock examinations cannot take place in the same room when an external examination is being conducted. The room can only be used for conducting an awarding body's examination.

11.18 Formal examination conditions must always be maintained for candidates taking external examinations.

11.19 A room becomes a 'designated examination room' as soon as exams office staff begin to check and prepare it to ensure compliance with section 11 of these *Instructions*.

11.20 As soon as preparation for the examination begins, no other activity can take place in that room. Candidates must not be allowed into the room at this stage. Once the room has been prepared, candidates may enter under supervision to begin the examination.

11.21 The room remains a 'designated examination room' until all candidates have left and all materials, such as candidates' scripts, question papers and resource materials, have been removed from the room.

11.22 Adequate time must be allowed for the set up and clearing of the room before and after the scheduled examination time. Throughout this period, the room remains 'designated' and cannot be used for any other activity. Centres will need to determine what constitutes 'adequate time' to meet their individual needs. This will be influenced by factors such as the size of the room and the number and nature of the examinations being conducted.

11.23 At all other times, the room may be used for alternative purposes. For example, coaching sessions, revision sessions, internal school tests or mock examinations.

11.24 **The JCQ *Warning to candidates* poster (Appendix 3) and the JCQ *Unauthorised items* poster (Appendix 6) must be displayed in a prominent place outside each examination room.** This may either be a hard copy A3 paper version of the poster, in either black and white or colour, or a projection of the poster onto a wall or screen for all candidates to see.

Any candidate suffering from, or suspected of suffering from, an infectious or contagious disease must take the examination in a separate room where these *Instructions* can be applied.

The candidate's script must be kept separate from other scripts.

The script must not be despatched until advice has been sought from the awarding body.

12. INVIGILATION ARRANGEMENTS

It is the responsibility of the head of centre to ensure that invigilators are appropriately trained in their duties.

12.1 Invigilators are the people in examination rooms responsible for conducting examinations in the presence of the candidates. CCTV cannot be used to invigilate candidates.

If CCTV is set up in the examination room and the footage can be viewed in live time, as question paper content may be visible, the persons viewing the footage **must** be authorised by the head of centre and have no conflict of interest. They **must** understand their role in maintaining the integrity of the examination.

Invigilators have a key role in upholding the integrity of the external examination and assessment process. The invigilator's role is to ensure that the examination is conducted according to these *Instructions*, in order to:

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

12.2 Centres must make sure that invigilators know what is expected of them. Invigilators must be made aware of the *Checklist for invigilators (for written examinations)*: https://www.jcq.org.uk/exams-office/instructions-for-conducting-examinations-ice/

12.3 Centres must provide thorough training on these current regulations for any new invigilators and those facilitating an access arrangement for a candidate under examination conditions. The existing invigilation team must be made aware of any changes.

12.4 Centres must ensure that the testing of invigilators' competence and their understanding of these regulations is rigorous. This must also extend to those facilitating an access arrangement.

12.5 A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions must be available for inspection, as well as a record of invigilator attendance, and retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

12.6 When contracting supply staff to act as invigilators, the head of centre must ensure that they are competent and fully trained, understanding what is and what is not permissible. An assurance from a recruitment agency, for example, would not be sufficient.

12.7 An invigilator must be asked to declare whether they have invigilated previously and whether they have any current maladministration or malpractice sanctions applied to them. This will allow the head of centre to be satisfied that the person is a competent invigilator of examinations. As good practice, centres should consider devising a standard template which each invigilator is required to complete.

12.8 The head of centre, a senior member of centre staff, such as an Assistant Headteacher, or the exams officer must:

a. ensure that this document is available to invigilators in the main examination hall or room(s), either as an electronic copy accessible via a laptop or tablet or a printed paper copy;

b. ensure that the examination is conducted as follows:

- at least one invigilator must be present for each group of 30 candidates or fewer sitting timetabled written examinations;
- at least one invigilator must be present for each group of 20 candidates or fewer sitting timed Art examinations, timetabled CCEA Science practical examinations or WJEC GCE A2 Science practical examinations;
- **invigilators may be changed during the examination, as long as the number of invigilators present in the examination room does not fall below the required number;**
- when one invigilator is present, they must be able to get help easily, without leaving the examination room and without disturbing the candidates. **An invigilator is only allowed a mobile phone in the examination room for this specific purpose.** The mobile phone must be kept on silent mode. This will also apply where the invigilator is additionally acting as a practical assistant, a prompter, a reader and/or a scribe;

c. ensure that all invigilators are suitably qualified and experienced adults who must not be current students at the centre. Although centres may decide who is suitably qualified and experienced, any relative, friend or peer of a candidate in the examination room must not be the sole invigilator;

d. ensure that where the following individuals teach the subject being examined, they are not assigned as invigilators during an examination: a teacher, tutor, or senior member of centre staff. In exceptional circumstances a teaching assistant or a Learning Support Assistant, who has supported one or more candidates in the room, may act as an invigilator. However, they **must not** be the sole invigilator. Where a candidate with a particular need is accommodated in another room and their allocated teaching assistant or Learning Support Assistant must act as the invigilator, another invigilator will be required;

e. keep records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. The awarding bodies may need to refer to them. The centre must keep them until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. The deadlines for reviews of marking are stated in the JCQ document: *Post-Results Services, Information and guidance to centres*: jcq.org.uk/exams-office/post-results-services

12.9 Invigilators must:

a. be familiar with these *Instructions*;

b. give their full attention to conducting the examination properly;

c. always be able to see each candidate in the examination room (see section 20);

d. be familiar with the JCQ *Warning to candidates*, JCQ *Information for candidates* and the JCQ *Unauthorised items* poster, (see Appendices 3, 4, 5 and 6) and any specific instructions relating to the subject(s) being examined;

e. **inform the exams officer or head of centre if they have any concerns regarding the security of the question papers.** (In such cases, the head of centre must inform the awarding body immediately and send JCQ Form M2.)

12.10 Invigilators must not carry out any other non-examination related tasks in the examination room. **This also extends to reading the question paper**.

12.11 Timed Art examinations will normally be invigilated by an Art and Design teacher. However, as the Art and Design teacher may be required to give technical assistance to an individual candidate, additional invigilators should be deployed at the head of centre's discretion to ensure the supervision of candidates is always maintained.

12.12 In CCEA Science Practical examinations it is essential that a teacher of the subject is present in the examination room at the start of the examination (and as necessary after that) to deal with any technical difficulties that may arise, including matters of safety.

Additional arrangements for invigilating on-screen examinations can be found in section 32.

13. INVIGILATION ARRANGEMENTS FOR CANDIDATES WITH ACCESS ARRANGEMENTS

Where the invigilator additionally acts as a practical assistant, a prompter, a reader and/or a scribe, as in paragraphs 13.2 to 13.4, the centre must additionally use a 'roving' invigilator.

The 'roving' invigilator will enter the room at regular intervals to observe the conducting of the examination, ensure all relevant rules are being adhered to and to support the practical assistant, prompter, reader and/or scribe in maintaining the integrity of the examination.

13.1 **Language Modifier**

Wherever possible, each candidate should be accommodated in a separate room with their own dedicated Language Modifier and invigilator. The invigilator must listen carefully and observe the conduct of the Language Modifier throughout the duration of the examination. The invigilator must countersign the cover sheet ensuring that it accurately reflects the actions of the Language Modifier during the examination.

13.2 **Practical assistant**

Candidates using a practical assistant may need to be accommodated in another room. Where the candidate and practical assistant are accommodated in another room on a one-to-one basis, the invigilator may additionally act as the practical assistant. The practical assistant must be made aware, prior to the examination, of the task(s) they will be performing, as specifically approved by the awarding body. Where a group of candidates are accommodated in the same room, each with their own practical assistant, a separate invigilator will be required.

13.3 **Computer reader/reader**

The centre is responsible for ensuring that the candidate and reader cannot be overheard by or distract other candidates. (This will also apply if the candidate uses a computer reader.) Where the candidate and reader are accommodated in another room on a one-to-one basis, the invigilator may additionally act as the reader.

13.3.1 Three or four candidates may share one reader. The candidate will need to put up their hand or use a prompt card when they need help with reading. If the group is accommodated in another room, a separate invigilator will be required.

13.3.2 Where a group of candidates are accommodated in the same room, each with their own reader, a separate invigilator will be required.

13.4 **Scribe/speech recognition technology**

The centre is responsible for ensuring that the candidate and scribe cannot be overheard by or distract other candidates. (This will also apply if the candidate uses speech recognition technology.) Normally, the candidate and scribe will be accommodated in another room. Where the candidate and scribe are accommodated in another room on a one-to-one basis, the invigilator may additionally act as the scribe.

Where a group of candidates are accommodated in the same room, each with their own scribe, a separate invigilator will be required.

13.5 **Sign Language Professional**

Candidates requiring the use of a Sign Language Professional may need to be accommodated in another room, in which case a separate invigilator will be required. Where a group of candidates are accommodated in the same room, each with their own Sign Language Professional, a separate invigilator will be required.

General principles for invigilating candidates with access arrangements

13.6 Where a person is appointed to facilitate an access arrangement, i.e.

a. a Language Modifier;
b. a practical assistant;
c. a prompter;
d. a reader;
e. a scribe; or
f. a Sign Language Professional;

they are responsible to the exams officer and must be acceptable to the head of centre.

13.7 The person appointed must not normally be the candidate's own subject teacher, Learning Support Assistant or teaching assistant. Where the candidate's own subject teacher, Learning Support Assistant or teaching assistant is used, a separate invigilator must always be present.

13.8 The person appointed must not be a relative, friend or peer of the candidate. A private tutor cannot facilitate an access arrangement.

13.9 **The head of centre must ensure that the person appointed is an appropriate and responsible adult, is thoroughly trained and fully understands the rules of the access arrangement(s).**

13.10 **It is not acceptable for a centre to use a current student to facilitate an access arrangement.**

13.11 Invigilators and those acting as a Language Modifier, a practical assistant, a prompter, a reader, a scribe or a Sign Language Professional must fully understand their respective role and what is and what is not permissible in the examination room (see section 12).

Additionally, exams officers must ensure that those acting as:

a. a Language Modifier;
b. a practical assistant;
c. a scribe; or
d. a Sign Language Professional

are provided with the appropriate cover sheet prior to the examination commencing. This will enable the cover sheet to be completed during the examination and accurately reflect the activities performed by the Language Modifier, practical assistant, scribe or Sign Language Professional, as appropriate.

14. ACCESS ARRANGEMENTS

14.1 The following arrangements may be provided to a candidate at the time of their examinations without prior approval:

- amplification equipment;
- braillers;
- coloured overlays;
- low vision aid or magnifier;
- optical character reader (OCR) scanners.

These arrangements will be determined by the SENCo or an equivalent member of staff based on their knowledge of the candidate's needs.

Bilingual translation dictionaries

14.2 A bilingual translation dictionary must:

a. only be used in examinations by a candidate whose first language is not English, Irish or Welsh; and
b. reflect the candidate's normal way of working within the centre.

14.3 Unless an awarding body's specification says otherwise, a bilingual translation dictionary may be used in GCE AS, A2 and A level examinations.

A bilingual translation dictionary must not, however, be used in the following GCE AS, A level and GCSE examinations:

a. English, English Language or WJEC GCSE English Language and Literature examinations;
b. Cymraeg Language and Literature, Core Cymraeg, Irish or Welsh Language examinations; or
c. Modern Foreign Language examinations testing one of the languages of the dictionary or a similar language, for example a Portuguese dictionary in a Spanish examination.

A bilingual translation dictionary must not be used in WJEC Level 2 Award in Additional Core Cymraeg Unit 1.

Additionally*, due to the assessment of spelling, punctuation and grammar, a bilingual dictionary must not be used in:

a. GCSE English Literature examinations;
b. GCSE Geography examinations;
c. GCSE History examinations‡;
d. GCSE Religious Studies examinations†; and
e. GCSE Welsh Literature examinations.

14.4 A standard bilingual translation dictionary must be used by the candidate. This may be an electronic bilingual translation dictionary or, more typically, a hard copy paper bilingual translation dictionary. Monolingual dictionaries (which define words and phrases), translators (including web-based translators), wordlists or glossaries must not be used.

14.5 The bilingual translation dictionary must not:

a. contain or display pictures; or
b. provide an explanation or clarification of words and phrases.

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*This is not applicable to CCEA GCSE examinations or WJEC Made for Wales GCSE specifications.
‡ A bilingual dictionary may be used in Component Group 2 (Papers 8-10) of the Cambridge OCR GCSE History A specification and Component Groups 1 and 3 (Papers 11-19 and Papers 31-39) of the Cambridge OCR GCSE History B specification. These component groups **do not** assess spelling, punctuation and grammar.
†A bilingual dictionary may be used in Component 3 of the Eduqas GCSE Religious Studies specification.

As an example, a Polish to English bilingual translation dictionary must simply be the word in Polish and the equivalent word in English.

14.6 Bilingual translation dictionaries to be used in the examination must be:

a. held in the centre under secure conditions; and
b. thoroughly checked to ensure that no unauthorised information, such as notes, or revision data, have been enclosed within or written on the pages of the dictionary.

A candidate using a bilingual translation dictionary which contains notes or revision data will lose their marks and their right to this arrangement.

14.7 Translation of either examination material or the candidate's answers into or from the candidate's first language is not permitted.

14.8 The regulations for the use of bilingual translation dictionaries must be adhered to; failure to do so can lead to the disqualification of the candidate.

14.9 **Bilingual translation dictionary and 25% extra time**

For the use of a bilingual translation dictionary and 25% extra time, centres must refer to the JCQ document *Access Arrangements and Reasonable Adjustments*

14.10 **Colour naming by the invigilator for candidates who are colour blind**

This arrangement will not be permitted where the ability to identify specific colours forms part of the assessment objectives. No other information or explanation can be given to the candidate. If the candidate has been using a colour chart, they will be permitted to do so in written examinations or practical examinations.

14.10.1 Where coloured images are included in a question paper but do not form part of the assessment objectives and are not specifically testing the candidate's knowledge and understanding of the paper, the centre may photocopy the question paper into black and white (up to 90 minutes before the awarding body's published starting time for the examination) where required by the candidate.

Prompter

14.11 A prompter may be permitted by the SENCo where a candidate has little or no sense of time, loses concentration easily or is affected by an obsessive-compulsive disorder which leads them to keep revisiting a question rather than moving on to other questions.

14.12 A prompter is an appropriate and responsible adult who may sit beside the candidate in order to keep them focused on the need to answer a question and then move on to answering the next question.

14.13 A prompter is not a practical assistant, a reader or a scribe but the same person may act as such, provided permission has been given for any of these arrangements.

14.14 The prompter is responsible to the exams officer and must also be a person acceptable to the head of centre.

14.15 The prompter must not normally be the candidate's own subject teacher, Learning Support Assistant or teaching assistant and must not be a relative, friend or peer of the candidate. A private tutor cannot act as a prompter for the candidate.

14.16 A prompter:

a. may use the following prompts either vocally or written on a flash card, such as: 'Jack - focus on the question'; 'Jack - there are 15 minutes left';

b. may tap on the desk or on the candidate's arm, depending on what is normal practice, to remind the candidate that they must pay attention to the question or that it is time for the candidate to move on to the next question;

c. may use the candidate's name as an appropriate prompt during the examination to bring the candidate's attention back to the question paper, e.g. 'Jack';

d. **must abide by the regulations since failure to do so could lead to the disqualification of the candidate;**

e. must not advise the candidate about which questions to do nor about the order in which questions should be answered;

f. must not give factual help or offer any suggestions or communicate in any way other than those listed above.

Read aloud and/or an examination reading pen

14.17 The arrangement, as permitted by the SENCo, must reflect the candidate's normal way of working in internal school tests and mock examinations.

14.17.1 A permitted examination reading pen, provided by the centre, must not have an in-built dictionary or thesaurus or a data storage facility.

14.17.2 A candidate using an examination reading pen may be accommodated within the main examination hall. However, the candidate must use headphones plugged into the examination reading pen.

Alternative rooming arrangements, e.g. a room for a smaller group of candidates with similar needs

14.18 A candidate may only take their examinations in a smaller environment away from the main examination room if they have an established difficulty – see section 5.16 of the JCQ document *Access Arrangements and Reasonable Adjustments*.

14.18.1 Where candidates sit their examinations in a smaller environment away from the main examination room, the regulations and guidance within this document must always be adhered to. This is particularly so in relation to accommodation and invigilation arrangements (see sections 11 and 12).

Braille transcript

14.19 Manual braillers will require transcription into print. Braille scripts must be transcribed by the centre. The Braille transcript must be:

a. produced by a member of the centre's staff, which may include the candidate's subject teacher, who is fully competent in the Braille code for the subject concerned;
b. an exact copy of the candidate's Braille script which is made after the examination has taken place and without the participation of the candidate. The transcriber must not insert or omit any words, nor alter their order. Spellings and technical terms must not be corrected.

A Braille transcript cover sheet (Form 5) must be:

a. printed from the JCQ website: jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms
b. inserted inside the candidate's transcript. The candidate's Braille script must also be despatched to the examiner or awarding body.

The production of the Braille transcript must not delay the despatch of other scripts to the awarding body or examiner. Additional information must not be sent to the awarding body or examiner.

Word processors (computers, laptops and tablets)

14.20 The centre will provide a word processor (e.g. computer, laptop or tablet), with the spelling and grammar check and predictive text switched off, to a candidate where it is their normal way of working within the centre, unless an awarding body's specification says otherwise. For example, where the curriculum is delivered electronically and the centre provides word processors to all candidates. This also includes an electronic brailler.

14.21 Tablets are designed to run for a long period of time once fully charged. Their purpose is to be 'free-standing'.

14.21.1 The battery capacity of a laptop or a tablet must be checked before the candidate's examination(s) and the centre must ensure that the battery is sufficiently charged to last for the entire duration of the examination.

14.21.2 The use of a fully-charged laptop or tablet will allow centres to seat a candidate within the main examination hall without the need for separate invigilation and power points.

14.22 Candidates must be reminded to ensure that their centre number, candidate number and the unit or component code appear on each page as a header or footer: e.g. 12345/8001 – 6391/01.

14.22.1 If a candidate is using the software application Notepad, this does not allow for the insertion of a header or footer. Once the candidate has completed the examination and printed off their typed script, they must handwrite their details as a header or footer. The candidate must be supervised to ensure that they are solely performing this task and not re-reading their answers or amending their work in any way.

14.23 Each page of the typed script must be numbered, e.g. page 1 of 6.

14.24 Invigilators must remind candidates to save their work at regular intervals. Alternatively, an IT technician can set up 'autosave' on each laptop or tablet. This will ensure that the candidate's work is not lost if there is a complication or technical issue.

To make marking easier for examiners, candidates should use a minimum font size of 12pt and double spacing.

14.25 A word processor:

a. must be used as a typewriter, not as a database, although standard formatting software is acceptable;

b. must have been cleared of any previously stored data, as must any portable storage medium used. **An unauthorised memory stick must not be used by a candidate.** When needed, the centre must provide a memory stick, which is cleared of any previously stored data, to the candidate;

c. must be in good working order at the time of the examination;

d. must be accommodated in such a way that other candidates are not disturbed and cannot read the screen. Where a candidate using a word processor is accommodated in another room, a separate invigilator will be required;

e. must either be connected to a printer so that a script can be printed off, or have the facility to print from a portable storage medium. This must be done after the examination is over. **The candidate must be present to verify that the work printed is their own.** Word-processed scripts must be attached to any answer booklet which contains some of the answers;

f. must be used to produce work under secure conditions, otherwise the candidate's script may not be accepted;

g. must not be used to perform skills which are being assessed;

h. must not give the candidate access to other applications, such as a calculator (where prohibited in the examination), email, the Internet, social media sites or spreadsheets;

i. must not include graphics packages or computer aided design software unless permission has been given to use these;

j. must not have any predictive text software or an automatic spelling and grammar check enabled unless the candidate has been permitted a scribe (a scribe cover sheet must be completed) or the awarding body's specification permits the use of automatic spellchecking;

k. must not include computer reading (text to speech) software unless the candidate has permission to use a computer reader;

l. must not include speech recognition technology unless the candidate has permission to use a scribe (a scribe cover sheet must be completed);

m. must not include AI tools;

n. must not be used on the candidate's behalf by a third party unless the candidate has permission to use a scribe (a scribe cover sheet must be completed).

For paper-based examinations where candidates are using a word processor and are not allowed internet access, centres must turn off all AI tools that the candidate could use during the examination. This means:

- AI features inside the word processor itself (for example, writing assistants, "rewrite this" suggestions, AI summaries).
- AI features built into the device's operating system (for example, Microsoft Copilot, Apple Intelligence or similar tools that the candidate could open from outside the word processor).
- AI features available through any web browser or other application installed on the device.

If the examination tests spelling, punctuation and grammar (SPaG), centres must also turn off spell-check and grammar-check tools. This includes any application on the device that offers these features, not just the main word processor. Even simple applications such as Notepad now include spell-check.

It is the centre's responsibility to identify how AI and writing-assistance tools are available on the devices being used for examinations and to make sure they are turned off. AI can be generated from three places:

- the application the candidate is using;
- the device's operating system, and
- the network the device is connected to.

Centres must not assume that turning one of these off is enough on its own.

Centres are expected to test their chosen approach before the examination and to confirm that the candidate cannot access any AI or assistance tools during the examination.

Centres remain responsible for keeping candidate work safe and for sending it to the awarding body for marking by the method the awarding body stipulates.

14.26 An awarding body may require a word processor cover sheet to be included with the candidate's typed script. Please refer to the relevant awarding body's instructions.

14.27 Centres may retain electronic copies of word-processed scripts. The electronic copy of a word-processed script may be accepted by an awarding body where the printed copy has been lost. However, the centre would need to demonstrate to the awarding body that the electronic file has been kept securely. The head of centre would be required to confirm this in writing to the awarding body.

15. CONTINGENCY PLANNING

15.1 The qualification regulators, awarding bodies and government departments responsible for education have prepared and agreed information for schools and colleges in the event of examinations being seriously disrupted. This jointly agreed information will ensure consistency of response in the event of major disruption to the examinations system affecting significant numbers of candidates. Further information may be found at: https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland

15.2 In addition, awarding bodies have their own well-established contingency plans in place to respond to disruptions. It is important that exams officers who are facing disruption liaise directly with the relevant awarding body or bodies.

15.3 All centres must have a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or where the head of centre, exams officer or SENCo is absent at a critical stage of the examination cycle. The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.

All relevant centre staff must be familiar with the examination contingency plan. Consideration should be given as to how these arrangements will be communicated to candidates, parents and staff should disruption to examinations occur.

15.4 If the head of centre decides the centre cannot be opened for scheduled examinations, the centre's contingency plan must be invoked, utilising the centre's alternative site(s) and the relevant awarding bodies must be informed as soon as possible. Awarding bodies will be able to offer advice regarding the alternative arrangements for conducting examinations that may be available and the options for candidates who have not been able to take scheduled examinations.

15.5 The awarding bodies will designate 'contingency sessions' for summer examinations. This is consistent with the qualification regulators' document *Exam system contingency plan: England, Wales and Northern Ireland*.

15.6 The designation of 'contingency sessions' within the common examination timetable is for use in the event of national or significant local disruption to examinations. It is part of the awarding bodies' standard contingency planning for examinations.

15.7 In the event of national disruption to a day of examinations in a summer series, the awarding bodies will liaise with the qualification regulators and government departments to agree the most appropriate option for managing the impact. As a last resort, the affected examinations will be rescheduled. Although every effort would be taken to keep the impact to a minimum, it is possible that there could be more than one timetable date affected following the disruption, up to and including the last contingency day. Centres will be alerted if it is agreed to reschedule the examinations and the affected candidates will be expected to make themselves available in such circumstances. The decision regarding the rescheduling of examinations will always rest with the awarding body. The centre must conduct the examination on the scheduled date unless instructed to do otherwise by the awarding body.

15.8 Where candidates choose not to be available for the rescheduled examination(s) for reasons other than those covered by special consideration, they will not be eligible for enhanced grading. Centres **must,** therefore, ensure candidates and parents are aware of the contingency arrangements so that they take them into account when making their plans for the summer.

Chapter 3 Summary

At the beginning of the examination

This chapter focuses on the process for beginning examinations.

It covers:

Identifying candidates
Centres must have a written procedure which details how the identity of all candidates sitting examinations will be confirmed. Invigilators must then establish the identity of all candidates sitting examinations, in accordance with the written procedure.

The people present
Only approved members of staff and candidates sitting the examination can be present in the examination room.

Question papers, stationery, materials and other equipment
To avoid potential breaches of security, care must be taken to ensure only the correct question papers, approved stationery and other materials are present during the examination.

Starting the examination
Invigilators must follow these instructions very carefully to avoid malpractice, to ensure centre compliance and to ensure that candidates have everything they need to successfully complete the examination.

At the beginning of the examination

16. IDENTIFYING CANDIDATES

16.1 Centres must have a written procedure which details how the identity of all candidates sitting examinations will be confirmed. Invigilators must establish the identity of all candidates sitting examinations, in accordance with the written procedure.

16.2 The head of centre must make sure that appropriate arrangements are in place so that invigilators can carry out adequate checks on the identity of all candidates.

16.3 Senior members of centre staff who have been authorised by their head of centre, such as an Assistant Headteacher, may be present at the start of the examination to assist with the identification of candidates.

16.4 When identifying candidates, the attendance register should ideally be completed (see section 22).

16.5 **A private or external candidate or a transferred candidate who is not known to the school or college must show original photographic documentary evidence to prove that they are the same person who entered or registered for the examination or assessment, e.g. a passport or photographic driving licence.**

16.6 Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by a member of staff of the same gender, then taken to a private room and politely asked to remove the religious clothing for identification purposes. Centres must inform candidates in advance of this procedure and well before their first examination.

16.7 Once identification has been established, the candidate should replace their religious clothing and proceed as normal to sit the examination.

16.8 Invigilators must be informed of those candidates with access arrangements and must be made aware of the access arrangement(s) awarded.

17. THE PEOPLE PRESENT

17.1 Senior members of centre staff approved by the head of centre, who have not taught the subject being examined, may be present at the start of the examination(s). This is to:

a. identify and settle candidates and instil discipline;

b. check that the candidates have been issued with the correct question papers for the day, date, time, subject, unit or component and tier of entry, if appropriate;

c. check that the candidates have the necessary equipment and materials, i.e. calculators, preliminary material, anthologies or set texts, where permitted;

d. start the examination.

Only those senior members of centre staff authorised by the head of centre to specifically perform the above tasks may be present in the examination room.

Senior members of centre staff must not provide advice and/or guidance on the examination. They must not comment on the question paper or give advice on which sections of the paper or which questions should be attempted.

17.2 The *Notice to centres – The people present in the examination room* (see Appendix 7) provides further guidance and clarity on the role of centre staff in the examination room, other than exams officers and invigilators. This *Notice* must be brought to the attention of all members of centre staff so that they are clear about their role in the examination room.

17.3 **Only candidates sitting the examination or assessment must be present in the examination room while an examination is taking place.**

17.4 Centre staff who are called upon to enter the examination room during the examination because a candidate has identified a possible problem which the invigilator cannot resolve, such as a suspected error on the question paper, do not need prior authorisation from the head of centre. **If they leave the examination room, they may only take the question paper with them if they need to check a possible problem with the relevant awarding body.**

17.5 **If the awarding body has not issued an erratum, then the instruction to candidates must be to answer the question as printed. Centre staff must not provide advice to candidates without the permission of the awarding body.**

18. QUESTION PAPERS, STATIONERY, MATERIALS AND OTHER EQUIPMENT

18.1 **To avoid potential breaches of security, care must be taken to ensure the correct question paper packets are opened.**

Two members of staff **must** both check that the day, date, time, subject, unit or component and tier of entry (if applicable) is correct **before** opening each question paper packet. This second pair of eyes check must be recorded. By signing the second pair of eyes check form, these individuals are confirming that this check has been conducted on each packet before it was opened.

If a question paper packet needs to be split for any reason (e.g. to facilitate an access arrangement, for smaller rooms or different sites) the second pair of eyes check must take place in the secure room immediately before the packet is opened.

18.2 One way of conducting the second pair of eyes check is to adopt an 'eyes and ears' approach. One person reads the information from the question paper packet to the second person. This addresses the risk that people read what they expect to see. The second person is more likely to hear if there is an issue with the day, date, time or paper.

18.3 **Question papers must never be left unattended once they have been removed from the centre's secure storage facility.**

18.4 Invigilators must take all reasonable steps to make sure that the following conditions are met:

a. The correct examination question papers have been placed face-up on candidates' desks along with any other required materials. This includes modified papers and those on coloured paper.

b. The official examination stationery for the unit or component, e.g. answer booklets and additional answer sheets, must be issued to candidates. **No other stationery, including paper for rough work, can be provided.**

c. In a subject where there is an objective test or a personalised question paper and individual pre-printed answer sheets are provided for each candidate, each individual answer sheet or personalised question paper must be given to the candidate whose name appears on it. Invigilators must check that the sheets relate to the subject and the unit or component concerned.

d. In the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.

e. **Candidates must not be in possession of devices which could provide an advantage, including:**

- earphones or earbuds (e.g. AirPods);
- mobile phones;
- MP3/4 players or similar devices;
- smart glasses;
- tablets (e.g, iPads or iPods);
- watches;
- any other smart devices.

This means that:

- ideally, all unauthorised items are left outside of the examination room;
- any pencil cases taken into the examination room must be see-through;
- any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates (and not under their desks) before the examination starts. This will normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items.

f. Following the invigilator's announcement (see Appendix 2), any mobile phones or other unauthorised items in the candidates' possession must be handed to the invigilator prior to the examination starting. This also includes watches. Candidates are responsible for ensuring devices are handed to centre staff and are turned off/ turned to silent mode.

g. **If candidates have access to unauthorised items in the examination room, this may be considered as malpractice.** They could be subject to penalties in accordance with the JCQ document *Suspected Malpractice: Policies and Procedures*.

h. Food and drink may be allowed in the examination room at the discretion of the head of centre. To enable invigilators to check these items quickly and efficiently:

- food brought into the examination room by the candidate must be free of packaging and in a transparent container;
- drink bottles must be transparent with all labels removed, which would include transparent, reusable plastic bottles.

Access to a mobile phone for medical purposes

A candidate with a medical condition, such as diabetes, may need access to their mobile phone during an examination.

Further information may be found within section 5.19 of the JCQ document *Access Arrangements and Reasonable Adjustments*:
jcq.org.uk/exams-office/access-arrangements-and-special-consideration

Additional invigilators will be needed where a candidate requires access to a mobile phone. Once in possession of their mobile phone for medical purposes, each candidate **must** be individually supervised.

Listening to music or white noise due to a substantial impairment

A candidate with a substantial impairment may need to listen to music or white noise. Where the candidate will be wearing headphones, these **must not** be worn until the invigilator's announcement and any erratum notice have been read out to the candidate(s).

Further information may be found within section 5.23 of the JCQ document *Access Arrangements and Reasonable Adjustments*:
jcq.org.uk/exams-office/access-arrangements-and-special-consideration

Candidates wearing hearing aids/cochlear implant processors

Deaf candidates should not be asked to remove their hearing aids/cochlear implant speech processors during an examination. It would be disorientating for a candidate to be without their hearing aids/cochlear implant speech processors, and this would not align with their normal way of working. Before the examination starts, the centre should make sure the candidate has unpaired any Bluetooth connection they have with their device and set their hearing aids to 'flight mode', as this will disable the Bluetooth connection.

Timed Art examinations

18.5 For timed Art examinations, candidates may take into the examination room any preparatory supporting studies, work journals, notes or sketches which they have produced and which are to be submitted for assessment along with the work done during the timed test. Candidates may also take into the examination room the objects and materials which are required to set up a still-life group.

18.6 The invigilator must ensure that when candidates take preparatory supporting studies into the examination room, these are each candidate's own studies.

18.7 **Timed Art examinations must be taken under formal examination conditions.** Candidates are not permitted to listen to music.

19. STARTING THE EXAMINATION

19.1 **Candidates are under formal examination conditions from the moment they enter the room in which they will be taking their examination(s) until the point at which they are permitted to leave.**

Candidates must not talk to, attempt to communicate with or disturb other candidates once they have entered the examination room. If they do, this must be reported to the relevant awarding body.

Candidates must not open the question paper until the examination begins. If they do, this must be reported to the relevant awarding body.

19.2 Before candidates can start the examination, the invigilator **must**:

a. make sure that candidates are seated according to the set seating arrangements (see section 11 of these *Instructions*);

b. tell the candidates that they must now follow the regulations of the examination;

c. ask candidates to check that they have been given the correct question paper for the day, date, time, subject, unit or component and tier of entry, if appropriate;

d. tell the candidates to read the instructions on the front of the question paper;

e. check that candidates have all the materials they need for the examination;

f. tell the candidates about any erratum notices;

g. instruct candidates about emergency procedures;

h. be aware of any access arrangements being provided to candidates they are invigilating.

19.3 **Invigilators must also give candidates the following information before the examination.** Suggested optional wording for invigilators to use is provided in Appendix 2.

Centres must be aware of candidates with disabilities and learning difficulties who may need the invigilator's announcement in an alternative format or may need to hear it more than once.

Candidates must:

a. hand in their mobile phones and any other unauthorised items if they have not already done so. This is their final chance. Failure to do so **must** be reported to the relevant awarding body and may lead to disqualification;

b. write clearly and in black ink;

c. write their name, surname, (except for CCEA examinations), centre number, candidate number and unit or component code or paper details on their answer booklet(s) and on any additional answer sheet(s) used (candidates must only do this when the invigilator's announcement is made);

d. fill in any other details as necessary;

e. do all work, including rough work, on examination stationery unless otherwise stated;

f. write answers in the designated sections of the answer booklet;

g. neatly cross through any rough work but not make it totally illegible, as it will be forwarded to the examiner;

h. do any rough work for multiple choice papers in the question booklet.

For City & Guilds multiple choice examinations, candidates must record their answers on the answer sheet. Answers on the question paper will not be marked. If the answer sheet has been photocopied onto coloured paper, the candidate's answers must be transcribed onto the original answer sheet for marking.

As candidates complete the details on their answer booklet, invigilators should move around the exam room ensuring that this is being done.

Candidates must not use:

a. correcting pens, fluid or tape;

b. erasable pens;

c. highlighter pens in answers (although they may be used to highlight questions, words or phrases within the question paper or question and answer booklet. Candidates may also use a highlighter pen to highlight extracts in any resource material provided);

d. gel pens in answers;

19.4 The invigilator may read the instructions on the front of the question paper (the question paper rubric) to the candidates.

19.5 The invigilator must:

a. announce clearly to the candidates when they may complete the details on their answer booklet;

b. specify the time allowed for the examination(s);

c. remind candidates that they are not allowed to communicate in any way with, ask for help from or give help to another candidate while they are in the examination room;

d. remind candidates sitting timed Art examinations that the work produced during the timed test period must be their own, that they are not allowed to communicate in any way with, ask for help from or give help to another candidate while they are in the examination room. **The timed Art examination must be carried out under formal examination conditions**;

e. only answer questions from candidates about the instructions on the front of the question paper;

f. announce clearly to the candidates when they may begin to write their answers. **The examination will formally start at this point.**

19.6 The invigilator **must not**:

a. direct candidates to particular questions or particular sections of the question paper;

b. make any comment where a candidate believes that there is an error or omission on the question paper. The invigilator **must**, however, refer the matter immediately to the exams officer. The exams officer will then verify the error or omission with the relevant subject teacher before reporting the matter to the awarding body;

c. give any information to candidates about possible mistakes in the question paper, unless there is an erratum notice or permission has been given by the awarding body;

d. comment on the content of the question paper;

e. read a word or words printed on the question paper to a candidate, other than the instructions on the front cover;

f. rephrase a question for a candidate;

g. explain any subject-specific or technical terms to a candidate;

h. offer any advice or comment on the work of a candidate;

i. give any indication of the time elapsed or remaining unless the candidate has been awarded a prompter. This also extends to where a question paper consists of distinct sections. (A five minute warning to candidates may only be given at the end of the examination.)

19.7 **The invigilator must not undertake any of the above, as they constitute malpractice.**

During the examination

This chapter is designed to support centres during the examination process.

The content includes:

Supervising the candidates
Invigilators must supervise the candidates throughout the whole examination and any incidents must be recorded using an incident log.

Candidates who arrive late
A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the examination at the discretion of the centre. Form JCQ/VLA must be completed for any candidate who arrives very late for an examination.

Completing the attendance register
Centres must pay close attention to the completion of the attendance register. Failure to do so will affect an awarding body's ability to deliver an accurate set of results.

Leaving the examination room
Candidates can only leave the examination room where necessary or where supervised rest breaks have been granted by the SENCo (they cannot be supervised by the subject teacher or a subject expert). The centre must ensure that candidates who leave the room do not have access to any unauthorised materials.

Candidates who have finished the examination and have been allowed to leave the examination room early must hand in their script, question paper and any other material before they leave the examination room.

Malpractice
The head of centre must report to the awarding body immediately all cases of suspected or actual malpractice in connection with the examination, including malpractice by invigilators, centre staff and candidates. Candidates should be warned of the possible sanctions an awarding body may apply.

Emergencies
When dealing with emergencies, staff must be aware of the centre's policy and, where appropriate, any instructions from relevant local or national agencies.

Chapter 4

During the examination

20. SUPERVISING THE CANDIDATES

20.1 **Invigilators must supervise the candidates throughout the whole time the examination is in progress, always giving their complete attention to this duty.**

Place invigilators at the front, back and sides of the room, where possible.

20.2 **Invigilators must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice** or candidates who, for example, may be feeling unwell or require a toilet break.

These incidents must be recorded using an incident log which must be available in each examination room.

Centres may wish to use the Exam Room Incident Log available on the JCQ website: https://www.jcq.org.uk/exams-office/instructions-for-conducting-examinations-ice/

20.3 Invigilators are required to move around the examination room quietly and at frequent intervals.

20.4 During a practical examination, candidates may need to move around and spoken instructions may be necessary. These must be limited to those which are essential to achieve the objectives of the examination. However, all other regulations within this document apply.

21. CANDIDATES WHO ARRIVE LATE

21.1 A candidate who arrives after the start of the examination may be allowed to sit the examination. This is entirely at the discretion of the centre.

21.2 A candidate who arrives late and is permitted by the centre to sit the examination **must** be given all pre-examination information and warnings **before** they start the examination. The candidate must be allowed the full time for the examination.

21.3 A candidate will be considered very late if they arrive:

a. more than one hour after the awarding body's published starting time for an examination which lasts one hour or more, i.e. after 10.00am for a morning examination or after 2.30pm for an afternoon examination;
b. after the awarding body's published finishing time for an examination that lasts less than one hour.

21.4 Where a candidate arrives very late for an examination, centres must:

a. send the script to the awarding body or examiner in the normal way;
b. submit Form JCQ/VLA-Report on candidate admitted very late to examination room online, using the Centre Admin Portal (CAP), within seven days of the examination having taken place. The Centre Admin Portal can be accessed via any of the awarding bodies' secure extranet sites.

The accompanying guidance notes must be read before completing the online form: jcq.org.uk/exams-office/online-forms

Centres must provide the following information:

- the time the candidate came under centre staff supervision;
- the reason the candidate arrived late, including any details of special arrangements made for the candidate to reach the centre;
- the actual starting and finishing times of the examination;
- the time the candidate started the examination;
- the time the candidate finished the examination;
- any assurances that the candidate did not access and was not made aware of the paper's content prior to sitting the examination.

c. warn the candidate that the awarding body may not accept their script.

21.5 If a candidate arrives in the afternoon for an examination that had been rearranged for a morning session, the candidate may be allowed to take the examination at the published time as long as they have not had any contact with candidates who sat the examination earlier.

21.6 The awarding body must be informed of the situation and will decide whether to accept the script.

Centres should note that there is no requirement to complete any paperwork for those candidates who arrive within one hour of the awarding body's published starting time for an examination which lasts an hour or more, i.e. candidates arriving between 9.00am and 10.00am for a morning examination or between 1.30pm and 2.30pm for an afternoon examination.

22. COMPLETING THE ATTENDANCE REGISTER

22.1 **Centres must pay close attention to the completion of the attendance register. Failure to do so will affect an awarding body's ability to deliver an accurate set of results.**

22.2 **The attendance register is a key part of the process of identifying candidates present in the examination room (see section 16).**

22.3 Centres may record candidate attendance data for examinations through their MIS and produce a centre-generated attendance register. Centres must submit candidate attendance data, but there is not a requirement for centres to use the paper attendance registers produced by the awarding bodies.

A centre-generated attendance register must list:

a. the centre number;
b. paper details, including tier and date of examination;
c. candidate numbers and candidate names;
d. whether candidates were present or absent for the examination.

For Pearson examinations, centres must continue to use the address label, found at the bottom of the attendance register, when despatching scripts.

22.4 The invigilator must:

a. accurately complete the attendance register during the examination, in line with the awarding body's instructions, clearly indicating those candidates who are either present, absent or transferred;

b. write on the attendance register the details of candidates who took the examination but are not shown on the register; (The exams officer must make formal entries to the awarding body as soon as possible, if this has not already been done.)

c. cross through the numbers and names of candidates who have been officially withdrawn from a paper or a subject but who are still shown on the register.

22.5 The attendance register must have been completed before the end of the examination. This will ensure that a check can be made as the scripts are collected.

Once candidates are seated and have started the examination, complete the attendance register. This will allow for the identification of absent candidates, who can be contacted as to their whereabouts.

22.6 The centre must:

a. brief invigilators on arrangements for transferred candidates (where relevant);
b. keep a copy of the attendance register until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

23. LEAVING THE EXAMINATION ROOM

23.1 **For examinations that last one hour or more, candidates must stay under centre supervision until 10.00am for a morning examination or 2.30pm for an afternoon examination, i.e. one hour after the awarding body's published starting time for that examination.**

23.2 **For examinations that last less than one hour, candidates must be supervised until the awarding body's published finishing time for that examination. Question papers must be kept in the secure room until 24 hours after the awarding body's published finishing time for that examination.** (See also Appendix 1: *Advice regarding examinations which last for less than an hour.*)

23.3 **Candidates who are allowed to leave the examination room temporarily must be accompanied by a member of centre staff.** This must not be the candidate's subject teacher or a subject expert for the examination in question.

23.4 Candidates can only leave the examination room where necessary or where supervised rest breaks have been granted by the SENCo. The centre **must** ensure that candidates who leave the room do not have access to any unauthorised materials.

23.5 Candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence.

23.6 Candidates who have finished the examination and have been allowed to leave the examination room early must hand in their script, question paper and any other material before they leave the examination room. Those candidates must not be allowed back into the room.

23.7 **At the end of the examination, candidates must hand in their script, question paper and any other material before they leave the examination room.**

23.8 **Where an examination has been rescheduled in a morning or afternoon session, or deferred to the following morning, for one or more candidates, the question papers must not be released to any individual until 24 hours after the awarding body's published finishing time for that examination.**

23.9 **Scripts, question papers and any other material must not be removed from the examination room until all candidates have completed the examination.**

23.10 **In cases where an examination has been moved from an afternoon session to a morning session due to a timetable variation (see paragraph 7.6), the invigilator must collect all question papers and pass all copies to the exams officer for return to the centre's secure storage facility.**

23.11 **Upon completion of an on-demand BTEC examination, question papers must not be released to centre personnel and/or to candidates at any time. (This applies to both written and on-screen examinations.)**

24. MALPRACTICE

24.1 Where a candidate is being disruptive, the invigilator must warn them that they may be removed from the examination room. The candidate must also be warned that the awarding body will be informed and may decide to penalise them, which could include disqualification.

The head of centre, or authorised members of staff, have the authority to remove a candidate from the examination room but should only do so if the candidate would disrupt others by remaining in the room.

The invigilator must record what has happened.

24.2 Wherever possible, the invigilator should remove and keep any unauthorised material that a candidate may have in the examination. If necessary, the invigilator should summon assistance.

24.3 **The head of centre must report to the awarding body immediately all cases of alleged, suspected or actual malpractice in connection with the examination, including candidates, invigilators and centre staff, using the relevant JCQ forms:** jcq.org.uk/exams-office/malpractice

Form JCQ M1 - Report of suspected candidate malpractice
Form JCQ M2 - Notification of suspected malpractice/maladministration involving centre staff

24.4 **Where candidates commit malpractice, the awarding body may decide to penalise them, which could include disqualification. Candidates should be warned of the possible sanctions an awarding body may apply, as detailed in the JCQ document *Suspected Malpractice: Policies and Procedures*:** jcq.org.uk/exams-office/malpractice

24.5 In cases of suspected malpractice, examination scripts must be packed as normal (see section 28) with Form JCQ M1 or Form JCQ M2 being submitted separately to the relevant awarding body.

25. EMERGENCIES

25.1 When dealing with emergencies, staff must be aware of the centre's policy and, where appropriate, any instructions from relevant local or national agencies.

25.2 Centres must have a written centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service.

A suggested emergency evacuation procedure for centres to use may be found on the JCQ website: https://www.jcq.org.uk/exams-office/instructions-for-conducting-examinations-ice/

25.3 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 (to ensure all candidates are present) and evacuate the examination room in line with the instructions given by the appropriate authority;

c. advise candidates to leave all question papers and scripts in the examination 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 examination room so that there is no discussion about the examination;

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 examination 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 examination.

25.4 A full report of the incident must be produced and retained on file, if required by an awarding body.

25.5 Any breach of question paper security or malpractice must be reported to the awarding body **immediately**.

25.6 As each incident will be different, advice can be sought from the relevant awarding body as soon as it is safe to do so.

25.7 An online application for special consideration must be submitted to the relevant awarding body where candidates have been disadvantaged.

Chapter 5 Summary

At the end of the examination

This chapter provides information and guidance on the end of the examination.

The content includes:

Finishing the examination
A five-minute warning to candidates before the end of the examination can be given at the centre's discretion. At the end of the examination, invigilators must provide a clear set of instructions to candidates, which are covered in paragraph 26.2.

Collecting scripts
Invigilators must collect all the scripts or objective test sheets, question papers and any other materials before candidates are allowed to leave the examination room.

Chapter 5

At the end of the examination

26. FINISHING THE EXAMINATION

26.1 A five-minute warning to candidates before the end of the examination is permitted. However, this is at the centre's discretion. Where candidates have different finishing times, the centre must consider the impact of giving a warning.

26.2 At the end of the examination, invigilators must:

a. tell candidates to stop working and remind them that they are still under examination conditions;
b. allow candidates who arrived late and were allowed the full working time to do their examination 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 examinations to:
   - make sure they have put all the necessary information neatly and clearly 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. Treasury tags should only be used if permitted by the awarding body marking the scripts.

26.2.1 For CCEA examinations, any loose additional answer sheets should be placed **behind** the script.

26.2.2 For City & Guilds multiple choice examinations, candidates should be instructed to make sure they have recorded their answers on the answer sheet, not the question paper.

26.3 Candidates granted extra time and/or supervised rest breaks should be allowed to carry on uninterrupted for the necessary additional time. Invigilators must be made aware in advance which candidates have been granted extra time and/or supervised rest breaks.

27. COLLECTING SCRIPTS

27.1 Invigilators must:

a. **collect all the scripts or objective test sheets, question papers and any other materials before candidates are allowed to leave the examination room;**
b. check that there is a script or 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 (all awarding bodies except CCEA);
d. put the scripts or 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 or objective test sheets to the person responsible for despatching them to the awarding body or examiner.

Exams office staff, including invigilators, must ensure scripts are handled securely at all times.

27.2 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 on any supplementary sheets used. This must be restricted to the centre number, candidate number, candidate name or component or unit code. The correction must be counter-signed on the script. Centres must not alter any other details on the candidate's script.

27.3 **Scripts are confidential between candidates and the awarding body. They may not be read or photocopied before they are sent to the awarding body or examiner, unless the awarding body has stated otherwise.**

Chapter 6 Summary

After the examination

This chapter provides information and guidance on how to proceed once an examination has been completed.

The content includes:

Packing scripts
These instructions must be followed carefully. Read the dos and don'ts in section 28.

Sending scripts
Centres must despatch scripts and accompanying attendance registers to the address provided on the same day of the examination, wherever possible.

Unused stationery
The invigilator must collect all unused stationery in the examination room, return it to the secure storage facility and confidentially destroy any out-of-date stationery.

Releasing question papers
Centres must read paragraph 31.1 regarding the release of question papers.

Chapter 6

After the examination

28. PACKING SCRIPTS

28.1 Centres **must**:

a. check that they have enough large plastic envelopes to despatch all the scripts. Contact the relevant awarding body if more will be needed;

b. use the plastic envelopes provided by the appropriate awarding body regardless of the number of scripts that need to be despatched;

c. ensure that every script or objective test sheet from the examination has been included. Scripts for each unit or component must be packed in a separate plastic envelope;

d. ensure that all scripts or objective test sheets for a unit or component are collected together, including those for any candidates who have been accommodated separately;

e. enclose the relevant attendance register(s) with the scripts or objective test sheets. Scripts and objective test sheets must be in the same order as candidates appear on the attendance register. The attendance register must still be completed and sent even when there are no scripts due to all candidates being absent or withdrawn;

f. ensure cover sheets accompany scripts where appropriate, for example where a candidate has used a scribe. The cover sheet must be placed inside the script;

g. for CCEA examinations, place any loose additional answer sheets **behind** the script;

h. use the pre-addressed labels provided by the awarding body. Ensure the correct label is used for each unit or component and that the most up-to-date label is always used – photocopied labels must not be used;

i. only use one label per package;

j. always use the whole address label, stick it securely to the largest face of the package and ensure it is flat and crease free. The address label must be visible and legible;

k. fasten envelopes securely, but do not use staples, string or tape.

28.2 Centres must not:

a. include anything other than the examination scripts and the attendance register(s);

b. identify the centre in any way to the examiner (for example, through compliment slips or franking machines), in order to ensure the marking process is anonymous;

c. combine packages, even where scripts for more than one examination are going to the same address. If there are too many scripts from one examination to fit into one envelope, the awarding body will send extra address labels so that the scripts can be split into separate packages;

d. overfill packages, as they may split open during transit;

e. write on labels or alter them in any way.

29. SENDING SCRIPTS

29.1 Centres **must**:

a. despatch scripts and accompanying attendance registers to the address provided on the same day as the examination, wherever possible;
b. ensure that any scripts that cannot be despatched on the scheduled day of the examination are despatched no later than the next working day;
c. retain scripts in the centre's secure room if kept within the centre overnight.

29.2 Centres should try to despatch scripts from the morning and afternoon sessions of the Friday before the May half term break on the Friday afternoon. If this is not possible, scripts must be retained in the secure room and be despatched as early as possible on the next working day.

29.3 Where there is a window for delivering an examination, centres must make sure that all scripts are despatched by the end of that period.

29.4 Centres **must** keep script packages in the secure room until they are taken to the agreed pick-up point. Packages may be moved to the pick-up point up to 15 minutes before the collection slot begins, provided the centre has suitable facilities and they are not left unattended.

NB Centres in England should note that Parcelforce will not telephone in advance of script collections.

29.5 Centres involved in the secure despatch of the exam scripts service should ensure the driver signs the despatch log, as this is the centre's proof of despatch.

29.6 Centres not involved in the secure despatch of the exam scripts service:

a. must obtain proof of postage or 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 will indicate that the scripts were written at the appointed time and that, should the scripts not be received by the awarding body or examiner, then special consideration may be possible.)
b. must use a method of despatch which is reliable and ensures prompt delivery.

30. UNUSED STATIONERY

30.1 The invigilator must:

a. collect all unused stationery in the examination room;
b. check it for any loose sheets which candidates may have missed;
c. return it to the exams officer.

30.2 The exams officer must:

a. **return unused stationery to the secure storage facility or secure room until needed for a future examination. Surplus stationery must not be used for internal school tests, mock examinations or non-examination assessments**;
b. **confidentially destroy any out-of-date stationery**.

31. RELEASING QUESTION PAPERS

31.1 Unused question papers must not be released to anyone until 24 hours after the awarding body's published finishing time for the examination. The unused question papers must be stored in the secure room.

31.2 Where a candidate is sitting an examination scheduled for the afternoon session the following morning under an overnight supervision arrangement, unused question papers for that examination must not be released to any individual until 24 hours after the awarding body's published finishing time for the examination.

Chapter 7: Instructions for conducting on-screen examinations

This chapter details the instructions for conducting on-screen examinations.

The content includes:

Preparing for on-screen examinations
Security
Timetabling
Use of calculators
Resources
Accommodation
Invigilation arrangements
Contingency planning
At the beginning of the examination
Emergencies
Finishing the examination

Chapter 7

Instructions for conducting on-screen examinations

32. INTRODUCTION

32.1 This chapter details the instructions for conducting on-screen examinations. Maintaining the integrity and security of on-screen examinations is just as important as for timetabled written examinations.

32.2 Centres must ensure that they meet the requirements detailed in this document and have the expertise to access, administer and support the examination.

Preparing for on-screen examinations

32.3 Centres must be prepared for conducting on-screen examinations. There must be sufficient rooms, computers and trained invigilators.

32.4 Candidates should have the opportunity to become familiar with the on-screen examination platform and the examination requirements, e.g. a locked down examination platform, before they sit a formal on-screen examination.

32.5 Where awarding bodies have a bespoke platform for delivering on-screen examinations, centres must ensure they are using the most up to date version of the examination platform.

Security

32.6 In addition to the requirements set out in section 4 of these *Instructions*, the following instructions apply to all confidential materials relating to the administration and delivery of on-screen examinations.

32.7 Centres must have the relevant software installed to administer the examinations and demonstrate that the appropriate security systems are in place to prevent unauthorised access to the examination or examination materials.

32.8 Electronic examination materials must always be stored securely.

32.9 The examination materials must only be accessed in accordance with the awarding body's subject-specific instructions.

32.10 Confidential candidate log-in details must be stored securely and only given to candidates at the time of the examination. Different passwords must be set up for each session, if more than one session is required. It is not sufficient to rely on candidates keeping their passwords secret.

32.11 Confidential material (including discarded printouts) must be kept secure throughout the examination window (i.e. the range of dates within which the examination must be conducted).

32.12 Centres must maintain the confidentiality of candidate responses and candidate details.

32.13 Centres must have appropriate security systems and procedures in place to prevent candidates using computers or laptops in examinations from having unauthorised external communication with other users of computers or laptops.

Timetabling of examinations

32.14 On-screen examinations can be timetabled (i.e. a specific date and time on which the examination must be sat), windowed (they are sat within a period of time) or on-demand (they can be sat at any time).

32.15 For examinations which are timetabled, the examination sessions must take place according to the awarding body's timetable and will be restricted to the scheduled period.

32.16 The requirements for the supervision of candidates will differ between examinations. Centres must always refer to the appropriate awarding body's subject-specific instructions.

32.17 Centres will need to plan and prepare the sessions before the examination date, considering that access to the examinations will be restricted to the examination window by the software.

32.18 Centres must inform candidates as to which session and room they should attend.

32.19 Where centres do not have sufficient devices for a cohort to sit on-screen examinations at the same time, they must make appropriate arrangements for candidates to be supervised before/after the examination, in accordance with the standard supervision requirements (see section 7).

Use of calculators

32.20 The requirements set out in section 10 of these *Instructions* apply to all on-screen examinations unless stated otherwise in the appropriate awarding body's subject-specific instructions.

Resources

32.21 Centres must ensure that sufficient workstations are available, including at least one replacement computer, and printers where required. The equipment must be fit for purpose, meet the awarding body's minimum technical specifications and must be checked by a competent person before use.

32.22 Centres should consider using one workstation as a 'control centre'. This must be monitored by an invigilator or a member of the centre's IT support team.

32.23 If more than one test is being conducted at the same time, centres should consider using an additional 'control centre'.

32.24 There must be appropriate procedures in place to:

a. protect the network and the security of the hardware and software which is used to deliver on-screen examinations;
b. hold candidate responses.

32.25 The centre's management of the secure test environment in which on-screen examinations operate must be robust.

32.26 The following JCQ notices must be displayed outside the examination room:

a. Unauthorised items poster – see Appendix 6 (A3 version);
b. Warning to candidates poster – see Appendix 3 (A3 version).

32.27 Individual computers should show the time left for the test to run. If not, a clock must be visible to all candidates. The start and finish time of the examination **must** be displayed prominently.

32.28 Candidates may be provided with scrap paper during the examination unless prohibited by the awarding body's subject-specific instructions.

Accommodation

32.29 Centres must ensure an appropriate assessment environment.

32.30 Where computers are used for assessment purposes, the head of centre is responsible for ensuring that health and safety laws are followed. Particular attention must be given to:

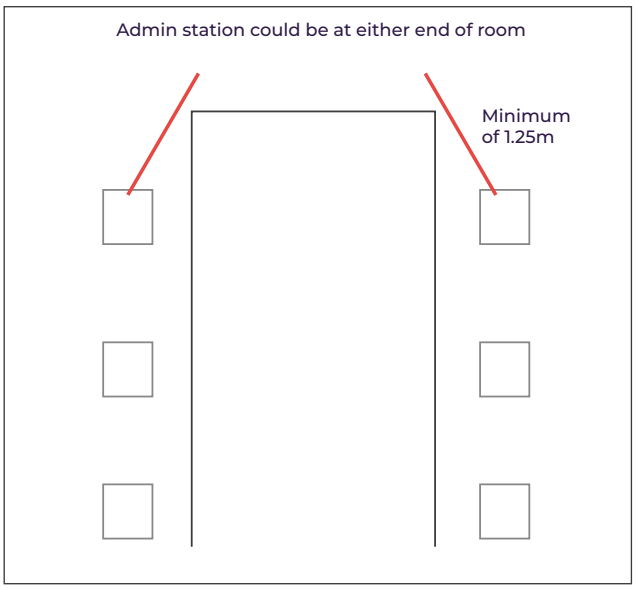
a. electrical safety;
b. environment, heat, light and ventilation;
c. user comfort and safety, such as the position of screens, wrist rests, foot rests, chairs, adjustable tables, copyholders and computer screens on adjustable arms.

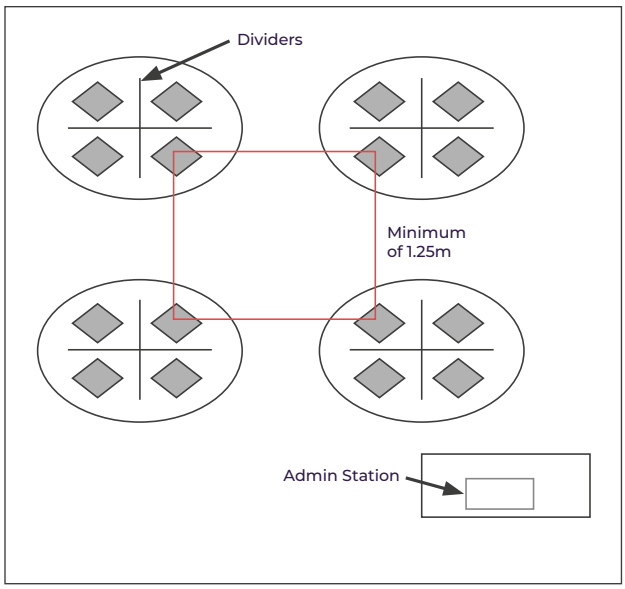
32.31 The arrangement of workstations and the position of the invigilator's desk must facilitate detection of any unauthorised activity by candidates; for example, communication with others or use of unauthorised reference material.

32.32 The layout of the room for on-screen examinations cannot be specifically defined since there will be several solutions to organising workstations within the space available. When planning the layout of the room, centres must consider the following limitations:

a. the distance between the screens, as defined in paragraph 32.33 below;
b. the division of the workspace to allow any permitted additional materials to be used;
c. the use of booths, screens or partitions, whether temporary or permanent;
d. impact on invigilation requirements;
e. ratio of invigilators.

The diagrams below are examples of appropriate layouts.





32.33 Each workstation must be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next, unless the monitors are positioned back to back, separated by dividers or protected by privacy screens.

32.34 Under certain circumstances 1.25 metres may prove to be an insufficient distance to prevent candidates seeing, intentionally or otherwise, the work of others. **The principal objective is to ensure that no candidate's work can be overseen by others. Appropriate steps must be taken to ensure that this can be achieved.**

32.35 Candidates should normally be seated in candidate number order. However, candidates permitted extra time and/or supervised rest breaks should be seated where they will not be disturbed by candidates who have completed the examination.

32.36 Candidates must not be permitted to change seats unless asked to do so by the invigilator.

Centres will need to decide how to accommodate large numbers of candidates. The following alternatives should be considered:

- seating candidates taking the same examination at alternate computers;
- seating a candidate next to someone entered for a different tier;
- seating a candidate next to someone entered for a different subject, unit or component;
- seating the candidates before handing out their confidential log-in details.

If confidential log-in details are placed at workstations before the candidates are seated, centres **must** check to ensure that candidates are seated correctly.

Invigilation arrangements

For on-screen examinations, particularly those involving a large number of candidates and where more than one examination is being conducted, it is recommended that a specialist invigilator is appointed. The specialist invigilator should have proven IT skills and experience in conducting on-screen examinations and should be assisted by at least one other invigilator.

32.37 There must be at least one invigilator for each group of 20 or fewer candidates taking on-screen examinations, unless an awarding body has given permission to do otherwise. This will be dependent on the nature of the examination and the layout of the room. Further invigilators should be employed, at the exams officer's discretion, to ensure that all candidates are always in view.

32.38 Centres must keep a record of the seating plan, even for one candidate. The seating plan must include sufficient information to identify the specific device used by each candidate.

Contingency planning

32.39 Centres who have entered candidates for on-screen examinations **must** test the software which will be used to deliver the examinations prior to the scheduled examination day to ensure it has been correctly installed.

32.40 In line with standard contingency arrangements, centres offering on-screen examinations must ensure that appropriate arrangements are in place, such as an alternative site to host on-screen examinations in the event of centre closure due to an emergency scenario such as a fire or flooding.

At the beginning of the examination

32.41 **The invigilator must check the identity of each candidate and ensure that the correct log-in details are issued.** The candidate is responsible for inputting their log-in details and for ensuring that their details and the name of the examination are correct. If the information presented to the candidate is incorrect, they must notify the invigilator and log out of the examination **before** starting. The invigilator must give the candidate the correct log-in details to access their examination. If a candidate sits an examination in another candidate's name (whether or not it is intentional), this may constitute malpractice.

32.42 Candidates must not be in possession of devices which could provide an advantage, including:

a. earphones or earbuds (e.g. AirPods);
b. mobile phones;
c. MP3/4 players or similar devices;
d. smart glasses;
e. tablets (e.g, iPads or iPods);
f. watches;
g. any other smart devices.

32.43 **Unless permitted by the awarding body's subject-specific instructions, there must be no access to:**

a. AI tools;
b. computer reading (text to speech) software, unless the candidate has permission to use a computer reader;
c. data stored on the hard drive, server or cloud storage;
d. graphics packages or computer aided design software, unless permission has been given to use these;
e. other applications, such as a calculator (where prohibited in the examination), email, the internet, social media sites or spreadsheets;
f. auto-assist features such as auto completion, coding suggestions
g. portable storage media, e.g. CDs, memory sticks;
h. prepared templates;
i. speech recognition technology, unless the candidate has permission to use a scribe.

For centres seeking guidance on preventing access to the internet and prohibited applications see paragraph 14.25.

32.44 Candidates must be informed that any scrap paper given to them must be returned to the invigilator at the end of the examination and must not be taken out of the room.

Emergencies

In dealing with emergencies, staff must be aware of the centre's policy and, where appropriate, any instructions from relevant local or national agencies.

Where the integrity of the examination may have been affected, this must be reported to the awarding body **immediately**.

See also section 25 of the *Instructions*.

32.45 **Centres must ensure that candidates are closely supervised if an evacuation is necessary.**

32.46 You should refer to any software-specific instructions to safeguard[1]:

BS17.1a the security of assessment content and responses (for example, by pausing the test for all candidates and locking the assessment room which has been evacuated without closing down the software);

[1] This document takes account of BS ISO/IEC 23988:2007, which is the British Standard Code of Practice for the use of information technology in the delivery of assessments.

BS17.2.1 procedures for dealing with hardware, software and communication failures (which may affect individual workstations or the whole network) should normally allow the candidate(s) to continue the assessment session at a different workstation or at a later time, if necessary, without loss of working time. Where possible, it may be preferable to provide a paper assessment;

BS17.3 procedures for restarting an assessment after an unplanned break (i.e. an emergency or a technical failure) should ensure that the invigilator:

a. controls the restart;
b. resets the timing, where necessary;
c. ensures that candidates can reaccess their previous responses where this is technically feasible and permitted by the assessment regulations.

32.47 Technical help **must** be available within the centre throughout the examination(s) in case of hardware or software problems and to assist with invigilation of the examination(s).

Finishing the examination

32.48 Where an examination is on demand, once the candidate has completed their examination, there is no reason for them to remain in the examination room.

32.49 For examinations which are completed using the awarding body's platform, the invigilator must check that all candidates' work has been uploaded/submitted to the awarding body.

32.50 For examinations which are not completed using the awarding body's platform, centres must ensure that all candidates' work is saved and secure from unauthorised access.

32.51 Where candidates' user areas are based on the device, network drive or cloud storage, access must be removed at the end of the examination window or after each session, if feasible. Whichever strategy is adopted, centres must ensure that the user areas of those candidates who have already sat the examination cannot be accessed by candidates who are scheduled to sit the examination in a later session within the window, and that candidates cannot access their user areas between or after supervised sessions.

32.52 Invigilators should be aware that work may need to be printed off outside the time allowed for the test. Candidates must not be prevented from doing so but must always be supervised.

32.53 Scrap paper used by candidates must be collected and destroyed.

Chapter 8: Appendices Summary

These Appendices provide information, guidance, templates and supplementary materials to enhance the details provided in the main document.

Appendix 1
Advice regarding examinations which last for less than an hour

Appendix 2
Suggested wording for the invigilator's announcement at the beginning of written examinations

Appendix 3
Warning to candidates

Appendix 4
Information for candidates for written examinations – effective from 1 September 2026

Appendix 5
Information for candidates for on-screen tests – effective from 1 September 2026

Appendix 6
Unauthorised items poster

Appendix 7
Notice to centres: The people present in the examination room

Appendix 1
Advice regarding examinations which last for less than an hour

There is a risk that the security of examinations lasting less than an hour could be compromised.

Paragraph 6.10 of these *Instructions* states:

For examinations that last less than one hour, candidates must be supervised until the awarding body's published finishing time for that examination. Question papers must be kept in the centre's secure room until 24 hours after the awarding body's published finishing time for that examination.

Some examples for GCSE exams

1. AWARDING BODY PUBLISHED STARTING TIME: 9.00AM – 30-MINUTE EXAM

CENTRE START TIME	CENTRE FINISH TIME	CANDIDATES MUST BE KEPT UNDER CENTRE SUPERVISION UNTIL
8.30	9.00	9.30
8.45	9.15	9.30
9.00	9.30	9.30
9.15	9.45	9.30*

*Although earlier than the centre's finish time, a candidate could technically leave the examination room at 9.30am, as this would be the awarding body's published finishing time for the examination.

2. AWARDING BODY PUBLISHED STARTING TIME: 9.00AM – 40-MINUTE EXAM

CENTRE START TIME	CENTRE FINISH TIME	CANDIDATES MUST BE KEPT UNDER CENTRE SUPERVISION UNTIL
8.30	9.10	9.40
8.45	9.25	9.40
9.00	9.40	9.40
9.15	9.55	9.40*

*Although earlier than the centre's finish time, a candidate could technically leave the examination room at 9.40am, as this would be the awarding body's published finishing time for the examination.

3. AWARDING BODY PUBLISHED STARTING TIME: 1.30PM – 30-MINUTE EXAM

CENTRE START TIME	CENTRE FINISH TIME	CANDIDATES MUST BE KEPT UNDER CENTRE SUPERVISION UNTIL
1.00	1.30	2.00
1.15	1.45	2.00
1.30	2.00	2.00
1.45	2.15	2.00*

*Although earlier than the centre's finish time, a candidate could technically leave the examination room at 2.00pm, as this would be the awarding body's published finishing time for the examination.

4. AWARDING BODY PUBLISHED STARTING TIME: 1.30PM – 40-MINUTE EXAM

CENTRE START TIME	CENTRE FINISH TIME	CANDIDATES MUST BE KEPT UNDER CENTRE SUPERVISION UNTIL
1.00	1.40	2.10
1.15	1.55	2.10
1.30	2.10	2.10
1.45	2.25	2.10*

*Although earlier than the centre's finish time, a candidate could technically leave the examination room at 2.10pm, as this would be the awarding body's published finishing time for the examination.

Candidates who take an examination later than the awarding body's published starting time must be kept under centre supervision from 30 minutes after the published starting time for that examination until they begin it. So candidates must be under centre supervision by no later than 9.30am for a morning examination and no later than 2.00pm for an afternoon examination.

Appendix 2
Suggested wording for the invigilator's announcement at the beginning of written examinations

Centres may wish to laminate copies of this announcement or digitally record it. If using a digital recording centres must consider alternative means of communication for candidates with impaired hearing.

1.	You must now follow the regulations of the examination. Do not open your question paper or write anything until you are told to do so.
2.	Only material listed on the question paper is allowed in the exam room. You must not have on or near you any other material.
3.	Check your pockets now. Check for things such as notes, books, papers, AirPods, earphones or earbuds, iPods and smart devices. If you have any of these unauthorised items in your possession, you must hand them in to an invigilator now. Failure to do so may lead to disqualification.
4.	If you have a mobile phone, hand it to an invigilator now.
5.	If you have a watch, hand it to an invigilator now.
6.	(For examinations with books that are allowed, add: check that no notes or papers have accidentally been left inside any book you are allowed to have in the examination room. Check you have the correct edition of the allowed set text(s).)
7.	(For examinations where a calculator is allowed, add: make sure that the lid, case or cover of your calculator does not have printed formulae or instructions and that you have cleared anything stored in the memory.)
8.	Check the day, date, time, subject, unit or component and tier on the front of your question paper now. Put up your hand if you think you have been given the wrong question paper.
9.	Fill in all the details needed on the front of your answer book (or question paper) in black ink. Make sure you fill these details in on any additional answer sheets that you use. Do not write anything else and do not open the question paper until you are instructed that the exam has begun.
PAUSE TO ALLOW TIME FOR CANDIDATES TO FILL IN THE DETAILS	
10.	Read the instructions on the front of the question paper. (You may read these out to the candidates, if required.)
11.	Check that you have all the materials you need for the exam.
PAUSE TO ALLOW TIME FOR QUERIES	
TELL THE CANDIDATES ABOUT ANY ERRATUM NOTICES	
12.	Remember, you must write clearly and in black ink. You may use pencil for drawings and rough notes.
13.	You must write in the designated sections of the answer booklet.
14.	You must write all rough work in your answer book and neatly cross it through with a single line. (For multiple choice papers, add: you must do any rough work in the question booklet.)
15.	You must not use correcting pens, fluid or tape or erasable pens. You must not use highlighters or gel pens in your answers.
16.	You must not communicate in any way with, ask for help from or give help to another candidate while you are in this exam room. You should put up your hand to attract the invigilator's attention.
17.	If the fire alarm sounds, remain seated and wait for instructions from the invigilator.
18.	Check that you have your expected access arrangement(s). If there is a problem, put up your hand to attract the invigilator's attention.
TELL THE CANDIDATES WHEN THEY MAY BEGIN AND HOW MUCH TIME THEY HAVE	

Appendix 3
Warning to candidates



1
You **must** be on time for all your examinations.

2
Possession of a mobile phone or other unauthorised material is not allowed even if you do not intend to use it. You will be subject to penalty and possible disqualification from the examination or qualification.

3
You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.

4
You **must** follow the instructions of the invigilator.

5
You **must not** sit an examination in the name of another candidate.

6
You **must not** become involved in any unfair or dishonest practice in any part of the examination.

7
If you are confused about anything during your examination, raise your hand to speak to an invigilator.
Do not speak to or disturb anyone else.

The *Warning to candidates* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.

JCQ CIC© 2026 – Effective from 1 September 2026

Appendix 4
Information for candidates for written examinations – effective from 1 September 2026

JCQ CIC

This document has been written to help you. Read it carefully and follow the instructions.
If there is anything you do not understand, ask your teacher.
You should also check with your teacher which calculator you may use in your exams.

A	**Regulations – Make sure you understand the rules**
1	Be on time for all your exams. If you are late, your work might not be accepted.
2	**Do not** become involved in any unfair or dishonest practice during the exam.
3	If you try to cheat or break the rules in any way, you could be disqualified from **all** your exams.
4	You **must not** take any unauthorised material into the exam room, including: a) notes; b) earphones or earbuds (e.g. AirPods), MP3/4 players or similar devices, smart devices, smart glasses, tablets (e.g. iPads or iPods); c) a mobile phone; d) a watch (e.g. analogue, digital, smartwatch); Any pencil cases taken into the exam room **must** be see-through. **Remember: possession of unauthorised material is breaking the rules, even if you do not intend to use it, and you will be subject to sanctions and possible disqualification.**
5	**Do not** use correcting pens, fluid or tape, erasable pens, highlighters or gel pens in your answers.
6	**Do not** talk to or try to communicate with or disturb other candidates once you have entered the exam room.
7	You **must not** write inappropriate, obscene or offensive material.
8	If you leave the exam room unaccompanied by an invigilator before the exam has finished, you **will not** be allowed to return.
9	**Do not** borrow anything from another candidate during the exam.
B	**Information – Make sure you attend your exams and bring what you need**
1	Know the dates and times of all your exams. Arrive at least ten minutes before the start of your exam.
2	If you arrive late for an exam, report to the invigilator running the exam.
3	If you arrive more than one hour after the published starting time for the exam, you may not be allowed to take it.
4	Only take into the exam room the pens, pencils, erasers and any other permitted equipment needed for the exam.
5	You **must** write clearly and in black ink. Coloured pencils or inks may be used for only diagrams, maps, charts, etc., unless the instructions printed on the front of the question paper state otherwise.
C	**Calculators, dictionaries and computer spellcheckers**
1	You may use a calculator unless you are told otherwise.
2	If you use a calculator: a) make sure it works properly; check that the batteries are working properly; b) clear anything stored in its memory and make sure it is in exam mode; c) remove any parts such as cases, lids or covers which have printed instructions or formulae; d) **do not** bring any operating instructions or prepared programs into the exam room.
3	**Do not** use a dictionary or computer spellchecker unless you are told otherwise.

D	Instructions during the exam
1	Always listen to the invigilator. Always follow their instructions.
2	Tell the invigilator at once if: a) you think you have not been given the right question paper or all of the materials listed on the front of the paper; b) the question paper is incomplete or badly printed; c) you think you have not been given the expected access arrangement(s).
3	Read carefully and follow the instructions printed on the question paper and/or on the answer booklet.
4	**Do not** start writing anything until the invigilator tells you to fill in all the details required on the front of the question paper and/or the answer booklet. **Do not** open the question paper until you are told that the exam has begun.
5	Remember to write your answers within the designated sections of the answer booklet.
6	Do your rough work on the proper exam stationery. Cross it through and place any additional answer sheets inside your answer booklet. (For CCEA examinations place any additional sheets **behind** your answer booklet.) Make sure you add your candidate details to any additional answer sheets that you use, including those used for rough work.
E	**Advice and assistance**
1	If, on the day of the exam, you feel that your work may be affected by ill health or any other reason, tell the invigilator.
2	Put up your hand during the exam if: a) you have a problem and are not sure what you should do; b) you do not feel well; c) you need more paper.
3	You **must not** ask for, and will not be given, any explanation of the questions.
F	**At the end of the exam**
1	If you have used more than one answer booklet and/or any supplementary answer sheets, place them in the correct order. Place any loose additional answer sheets inside your answer booklet. Make sure you add your candidate details to any additional answer sheets that you use. For CCEA examinations, any loose additional sheets should be placed **behind** your answer booklet.
2	**Do not** leave the exam room until told to do so by the invigilator.
3	**Do not** take any stationery from the exam room. This includes the question paper, answer booklets (used or unused), rough work or any other materials provided for the exam.
This information must be made available to all candidates in advance of their examination(s) for each series. It may be provided electronically to candidates or in hard copy paper format.	

[1] This document takes account of BS ISO/IEC 23988:2007, which is the British Standard Code of Practice for the use of information technology in the delivery of assessments.

Appendix 5
Information for candidates for on-screen examinations – effective from 1 September 2026

JCQ CIC

This document has been written to help you. Read it carefully and follow the instructions. If there is anything you do not understand, ask your teacher.

A	**Regulations – Make sure you understand the rules**
1	Be on time for your on-screen exam(s). If you are late, your work might not be accepted.
2	**Do not** become involved in any unfair or dishonest practice during the on-screen exam.
3	If you try to cheat or break the rules in any way, you could be disqualified from all your exams.
4	Only take into the exam room the materials and equipment which are allowed for that exam.
5	You **must not** take into the exam room any unauthorised material including: a) notes; b) earphones or earbuds (e.g. AirPods), MP3/4 players or similar devices, smart devices, smart glasses, tablets (e.g. iPads or iPods); c) a mobile phone; d) a watch (e.g. analogue, digital and smartwatch); Unless you are told otherwise, you **must not** have access to: e) AI tools, email, graphics packages or computer aided design software, portable storage media, e.g. memory sticks, social media sites, spreadsheets or the internet; f) prepared templates. **Bringing unauthorised material into the exam room is breaking the rules, whether you intend to use it or not. You will be subject to sanctions and possible disqualification.**
6	**Do not** talk to, try to communicate with or disturb other candidates once you have entered the exam room.
7	If you leave the exam room unaccompanied by an invigilator before the on-screen exam has finished, you **will not** be allowed to return.
8	**Do not** borrow anything from another candidate during the on-screen exam.
B	**Information – Make sure you attend your on-screen exam and bring what you need**
1	Know the date and time of your on-screen exam(s). Arrive at least ten minutes before the start of your on-screen exam.
2	If you arrive late for an on-screen exam, report to the invigilator running the exam.
3	If you arrive more than one hour after the published starting time for the on-screen exam, you may not be allowed to take it.
4	Your centre will inform you of any equipment which you may need for the on-screen exam.

C	**Calculators, dictionaries and computer spellcheckers**
1	You may use a calculator unless you are told otherwise.
2	If you use a calculator: a) make sure it works properly; check that the batteries are working properly; b) clear anything stored in its memory and make sure it is in exam mode; c) remove any parts such as cases, lids or covers which have printed instructions or formulae; d) **do not** bring any operating instructions or prepared programs into the exam room.
3	**Do not** use a dictionary or computer spellchecker unless you are told otherwise.
D	**Instructions during the on-screen exam**
1	Always listen to the invigilator. Always follow their instructions.
2	Tell the invigilator at once if: a) you have been entered for the wrong on-screen exam; b) the on-screen exam is in another candidate's name; c) you experience system delays or any other IT issues; d) your access to the on-screen exam has not been set up correctly; e) adjustments to the on-screen exam have not been made for you, e.g. additional time has not been added, computer reading software or speech recognition software has not been uploaded.
3	You may be given a question paper or the instructions may be on-screen. In either case, read carefully and follow the instructions. **Do not** open the question paper until you are told that the exam has begun.
E	**Advice and assistance**
1	If, on the day of the on-screen exam, you feel that your work may be affected by ill health or any other reason, tell the invigilator.
2	Put up your hand during the on-screen exam if: a) you have a problem with your computer and are not sure what you should do; b) you do not feel well.
3	You **must not** ask for, and will not be given, any explanation of the questions.
F	**At the end of the on-screen exam**
1	Ensure that the software closes at the end of the on-screen exam.
2	If you are required to print off work outside the time allowed for the on-screen exam, ensure that you collect your own work. You **must not** share your work with other candidates. Make sure that another candidate does not collect your printout(s).
3	**Do not** leave the exam room until told to do so by the invigilator.
4	**Do not** take any stationery from the exam room. This includes rough work, printouts or any other materials provided for the on-screen exam.
This information must be made available to all candidates in advance of their on-screen exam(s) for each series. It may be provided electronically to candidates or in hard copy paper format.	

Appendix 6

JCQ CIC

AQA Realising potential · CAMBRIDGE OCR · City&Guilds · cea Rewarding Learning · NCFE · Pearson · wjec cbac

NO MOBILE PHONES
NO SMART GLASSES
NO WATCHES

NO STORAGE OR WEB-ENABLED DEVICES



Possession of unauthorised items is a serious offence and could result in

DISQUALIFICATION

from your examination and your overall qualification.

This poster must be displayed in a prominent place outside each examination room.

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Appendix 7
Notice to centres: The people present in the examination room

The JCQ awarding bodies wish to provide further guidance and clarity on the role of centre staff in the examination room, other than exams officers and invigilators.

Section 17 of these *Instructions* provides clarity on who may be present in the examination room.

The head of centre has a duty to maintain the integrity of the examination and to ensure that fully trained invigilators are in place for all examinations.

Invigilators must have been thoroughly trained to undertake their duties (see section 12 of these *Instructions*).

Rules relating to centre staff other than exams officers and invigilators

Senior members of centre staff approved by the head of centre who have not taught the subject being examined may be present at the start of the examination(s). When entering an examination room, the senior member of centre staff must identify themselves and their purpose for being there to the senior invigilator and/or exams officer.

Senior members of centre staff have a very clear role. Principally:

- to assist with the identification of candidates;
- to deal with any disciplinary matters;
- to check that candidates have been issued with the correct question paper for the day, date, time, subject, unit or component and, if appropriate, tier of entry;
- to check that candidates have the appropriate equipment and materials for the examination;
- to commence the examination.

Under no circumstances may members of centre staff:

- be present at the start of the examination and then sit and read the examination question paper before leaving the examination room;
- enter the examination room with the intention of accessing the examination question paper;
- have access to the examination question paper, unless this is specifically requested by either the exams officer or an invigilator. For example, a possible printing error has been identified and, in the absence of an erratum notice, the exams officer needs this verified by the relevant subject teacher before reporting the issue to the awarding body;
- give any indication of their opinion of a question paper to candidates, verbally or otherwise, having been asked to inspect the content;
- communicate with candidates (except in timed Art tests and timetabled CCEA and WJEC GCE A2 Science Practical examinations or when maintaining discipline in the examination room). This constraint extends to coaching candidates, reminding candidates which section(s) of the question paper to answer or which questions they should answer;
- enter the examination room and approach candidates, either to prompt them to make an attempt at the examination or to provide support and encouragement;
- enter the examination room and read candidates' scripts.

Support and encouragement may be offered at any point up until the time that candidates enter the examination room. From that moment onwards they are under formal examination conditions and the strict protocols must be adhered to.