Exam Contingency Plan

Senior Leader responsible	Assistant Headteacher
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Contents

1. Aims ..... **Error! Bookmark not defined.**
2. Legislation and guidance ..... **Error! Bookmark not defined.**
3. Responsibilities ..... **Error! Bookmark not defined.**
4. Cyber security arrangements 3
5. Monitoring arrangements 3
6. Links with other policies 3
7. Contingency plan 4

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1. Aims

This plan aims to:

- Examine potential risks and issues that could disrupt the management and administration of exams or assessments
- Mitigate the impact of disruptions to exam/assessment administration and to candidates, by providing actions or procedures to follow

2. Legislation and guidance

This plan complies with the Joint Council for Qualifications' (JCQ) general regulations for approved centres, which require all centres to have an up to date and written examination contingency plan.
It's also based on:

- Ofqual's guidance on contingency planning
- JCQ's guidance on preparing for disruption to examinations and guidance for centres on cyber security

3. Responsibilities

3.1 Head of centre

The head of centre is Mr Jaime Mallett
They are responsible for making sure that:

- A written examination contingency plan/examinations policy is in place, and covers all aspects of exam/assessment administration
- Staff are aware of these plans
- There are procedures in place to maintain the security of user accounts (see section 4)

3.2 Senior designated contact(s)
The senior designated contact(s) must be available to manage emergency requests from awarding bodies that are results-related during the summer holidays. The designated contact is Dawn Daniels.

3.3 Examinations officer
The examinations officer is a distinct/separate role to the head of centre and is responsible for:

- Appointing and training a member of staff as an examinations assistant who can take over their responsibilities in the event of their absence

3.4 Staff and invigilators
Staff and invigilators involved in the centre's exam/assessment process are responsible for reading, understanding and implementing the contingency plan.

4. Cyber security arrangements
Exam/assessment planning includes appropriate preventive measure against issues relating to cyber security, for example, candidates' work is backed up on 2 separate devices, including 1 off-site back-up.

The head of centre is responsible for ensuring there are procedures in place to maintain the security of user accounts by:

- Providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
- Providing training for staff on awareness of all types of social engineering/phishing attempts
- Enabling additional security settings wherever possible
- Updating any passwords that may have been exposed
- Setting up secure account recovery options
- Reviewing and managing connected applications
- Monitoring accounts and regularly reviewing account access, including removing access when no longer required
- Ensuring authorised members of staff securely access awarding bodies' online systems, in line with awarding body regulations regarding cyber security and the JCQ guidance for centres on cyber security. (authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements)
- Reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

5. Monitoring arrangements
This policy will be reviewed by Assistant Headteacher with exams oversight every year in the autumn term. At every review, the policy will be shared with the governing board.

6. Links with other policies
This policy is linked to our:

- Exams Policy
- Assessment policy

7. Contingency plan

7.1 Alternative site(s)

If examinations/assessments cannot be conducted at the centre's registered address, the alternative site is: Our other secondary Trust High Schools – Wymondham High School, Taverham High School, North Walsham High School, and Diss High School.

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Disruption of teaching time in the weeks before an exam/assessment, due to the centre being closed for an extended period	When the centre is closed and candidates are unable to attend for an extended period during normal teaching or supported study time, interrupting the provision of normal teaching and learning	› Seek advice from relevant awarding organisations and the JCQ › Communicate with parents, carers and candidates about the potential for disruption to teaching time and plans to address this › Have a contingency plan to facilitate alternative methods of learning, alternative venues or both › Prioritise candidates who will be facing examinations/assessments shortly › Advise candidates, where appropriate, to sit examinations/assessment in the next available series › Communicate any changes to your plans with parents, carers and candidates	Head of Centre and Exams Officer
The head of centre is absent at a critical stage of the examination cycle*	If the head of centre is absent due to illness or other unforeseen circumstances and unable to perform key tasks required for the management and administration of examinations/assessments	› Contact the relevant awarding organisation promptly and follow its instructions › Designated member of SLT will deputise for the head of centre	Assistant Headtecher (Achievement)

7.2 Scenarios

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Exams officer is absent at a critical stage of the examination cycle*	If the exams officer is absent due to illness or other unforeseen circumstances and unable to perform key tasks required for the management and administration of examinations/assessments	› Contact the relevant awarding organisation promptly and follow its instructions › The examinations Line Manager will deputise for the exams officer	Examinations Line Manager
SENCO is absent at a critical stage of the examination cycle*	If the SENCO is absent due to illness or other unforeseen circumstances and unable to perform key tasks required for the management and administration of examinations/assessments	› Contact the relevant awarding organisation promptly and follow its instructions › Exams officer to work with deputy SENCO/member of the SLT to put access arrangements in place	Deputy SENCO Exams Officer
Absence/lack of available and suitably trained invigilators	If school is not going to meet JCQ requirements for invigilation	› School always employs an additional invigilator for all exams › The school has support staff who are trained invigilators › All data and exams teams staff are trained invigilators › External invigilators can be contracted through supply agencies	Exams officer
Absence of relevant Heads of Dept/subject teachers responsible for exam administrations eg exam entries and coursework mark entries	Head of Dept/relevant subject teacher isn't available to complete administrative tasks such as exam entries, coursework submissions, early release material review and dissemination to candidates	› All tasks can be completed by another relevant subject teacher who is acting in the absence of their colleague	Exams officer
Lack of appropriate exam rooms	When planning the exam timetable or if rooms are no longer available at time of exams	› The school has many rooms available to make use of for exams, so alternatives are available. We also can make use of our Gym as a larger space. › If necessary we can also contact our other Trust schools and local primaries and secondary (as long as these were approved by JCQ)	Exams officer

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Candidates are unable to take examinations/ assessments because of a crisis, but the centre remains open	If candidates are unable to attend examination centres to take examinations/assessments as normal, e.g. due to a sickness bug	› Communicate with relevant awarding organisations at the outset, to make them aware of the issue › Liaise with these candidates to identify whether the examination/assessment can be sat at an alternative venue, in agreement with relevant awarding organisations › Communicate with parents, carers and candidates regarding solutions to the issue › Offer candidates an opportunity to sit examinations/ assessments missed at the next available series, if possible › Apply to awarding organisations for special consideration for candidates, where they've met the minimum requirements	Exams Officer
Centre is unable to open as normal during the examination period*	If the centre is unable to open as normal for scheduled examinations/assessments, e.g. it's forced to close due to a fire or flood	› Inform relevant awarding organisations as soon as possible › Refer to emergency plans and/or health and safety policy, where appropriate › Head of centre will decide whether the centre is safe to open, based on advice or instructions from relevant local or national agencies. Consider whether to open for examinations/assessments and candidates only, if possible › Use alternative venues in agreement with relevant awarding organisations › Communicate any changes to plans with parents, carers and candidates › Apply to awarding organisations for special consideration for candidates where they've met the minimum requirements › Offer candidates an opportunity to sit examinations/ assessments missed at the next available series, if possible	Exams Officer

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Emergency evacuation of the exam room (or centre lockdown)	When school is required to be evacuated eg fire alarms sounds or school lockdown is required alarm sounds	› Exam fire line-up procedures implemented – pupils in examinations line up in a separate space outside the tennis courts away from other pupils › Exam candidates are required to remain silent throughout the fire evacuation and invigilators remain with candidates to supervise them › Inform relevant bodies that this has happened as soon as possible › If lockdown is required, candidates leave exam papers on desks and sit underneath their desks in absolute silence. Doors are locked from inside by invigilators, lights are switched off. Doors are blocked with furniture.	Exams officer
Buildings being unavailable due to flooding or identification of reinforced autoclaved aerated concrete (RAAC)	Building in deemed not available	› Where possible use alternatives rooms within our own site in first instance › If not available we would contact our other Trust schools and local schools	Head of Centre
The rest of the centre being closed due to strike action	If the school has closed to pupils due to number of staff taking strike action.	› All examinations team and support staff, not taking strike action, called in to support exam procedures as necessary. › Line Manager of exams is first aid trained so available to support as required. › Ensure have minimum required staff on site to ensure safety of pupils and exam requirements being met	Head of Centre

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Disruption to the centre's IT systems*	If a critical failure of the centre's IT systems significantly impacts the administration of exams, e.g. in the event of a cyber attack	› Initiate measures to protect candidates work from corruption/cyber attacks (see section 4) › Contact the relevant awarding organisation promptly and follow its instructions (if digital communications aren't available, make contact by other means, e.g. phone call) › Take advice, or follow instructions, from relevant local or national agencies in deciding whether your centre is able to open › Identify whether the exam/assessment can be sat at an alternative venue, in agreement with the relevant awarding organisation, ensuring the secure transportation of question papers/assessment materials to the alternative venue › Where accommodation is limited, prioritise pupils whose progression will be severely delayed if they do not take their exam/assessment when planned › Communicate with pupils, parents and carers any changes to the exam or assessment timetable or to the venue › Communicate with any external assessors, invigilators or relevant third parties regarding any changes to the exam/ assessment timetable	Exams Officer
Disruption in the distribution of examination papers	If there is disruption to the distribution of examination papers to centres in advance of examinations	› Find out from the awarding organisation if they're able to organise an alternative courier and time to deliver hard copies › If the above isn't possible, organise receipt of electronic access to papers via a secure external network › Have plans in place to ensure the school is able to receive, make and store papers under secure conditions › As a last resort, the awarding organisation may consider rescheduling the examination	Exams Officer

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Disruption to the transportation of completed examination scripts	If there is a delay in normal collection arrangements for completed examination scripts	› If your examinations are part of the national 'yellow label service' or where your awarding organisation arranges collections, seek advice from awarding organisations and their normal collection agency regarding collection › Only make alternative arrangements after approval from the awarding organisation › Ensure secure storage of completed examination papers until collection › If your centre makes its own transportation arrangements, investigate alternative arrangements that comply with the JCQ's instructions for conducting examinations	Exams Officer
Assessment evidence isn't available to be marked	In the event of large-scale damage to, or destruction of, completed examination scripts or assessment evidence before it can be marked – e.g. a fire or flood at the centre destroys completed examination scripts	› Communicate this immediately to the relevant awarding organisation, candidates and their parents or carers › Where possible, the awarding organisation will generate candidate marks based on other appropriate evidence of candidate achievement › Where marks cannot be generated by awarding organisations, candidates may need to retake affected assessment in a subsequent assessment series	

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Centre is unable to distribute results as normal or facilitate post-results services*	If the centre is unable to access or manage the distribution of results to candidates, or to facilitate post-results services – e.g. due to failure of IT systems or a cyber attack	› Contact awarding organisations about alternative options (if digital communications aren't available, make contact by other means, e.g. phone call) › Make arrangements to access results at an alternative site eg one of our Trust schools or the other local high school › Share facilities with other schools/colleges if possible eg Northgate High School › Co-ordinate access to post-results services from an alternative site › Contact the relevant awarding organisation if electronic post-results requests are not possible	Exams officer