

Examinations, E-Assessment and Invigilation Policy

Skills Bootcamp Provision | Adult Learners 19+ | Version 2.0

Policy field	Current position
Provider	Quack Recruitment & Training Ltd
Applies to	Adult learners aged 19+, tutors, assessors, internal quality assurers, invigilators, centre administrators, learner support staff, managers, contractors, associates, employers and venues involved in examinations or secure assessments.
Policy owner / Exams and Assessment Lead	Jessica Roughton - Quality & Compliance Lead, Lead IQA, DSL and SEND Lead
Senior accountable lead / Head of Centre	Dion Bishop - Director of Contracts & Operations
Approved invigilators	Only staff or authorised associates who are competent, briefed on the current awarding-organisation requirements, free from prohibited relationships or conflicts, and formally allocated to the examination.
Approved systems and records	Highfield systems including Highfield Central, Works, e-assessment and remote-invigilation systems where applicable; PICS; Microsoft Teams and SharePoint; approved examination files; booking, secure-materials, invigilator, incident, results and certificate records.
Effective date / next review	August 2026 / August 2027, or sooner following legislation, regulator, awarding-organisation, funder, qualification or operational change.

Policy intent

Examinations and secure assessments must be planned, delivered and recorded so that every learner has a fair opportunity to demonstrate their knowledge and skills while assessment security, identity, confidentiality and awarding-organisation requirements are protected. Quack will not use convenience, delivery pressure or funding deadlines to override assessment integrity.

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1. Purpose and Policy Intent

This policy establishes Quack Recruitment & Training Ltd's arrangements for planning, administering, invigilating and quality assuring examinations, e-assessments and other secure externally assessed activity. It replaces the March 2024 Exams Policy and reflects Quack's current adult Skills Bootcamp, Highfield qualification, online learning, reasonable-adjustment, malpractice, appeals and information-security arrangements.

The intended impact is that learners are entered accurately, understand what to expect, receive approved access arrangements, are correctly identified, sit assessments under secure and consistent conditions, receive results and certificates promptly, and can use clear enquiry or appeal routes where appropriate.

Assessment integrity

No learner may be allowed to sit an examination where identity cannot be established in accordance with the applicable awarding-organisation rules. Examination security, approved adjustments and invigilation requirements must be followed exactly, even where this causes delay or requires the examination to be rescheduled.

2. Scope and Policy Hierarchy

This policy covers	Examples
Paper-based examinations	Sealed examination papers, answer sheets, learner lists, declarations, invigilation, secure storage and dispatch.
Centre-invigilated e-assessment	On-screen examinations taken at a Quack or approved third-party venue under in-person invigilation.
Awarding-organisation remote invigilation	Assessments delivered through an approved remote-invigilation service in accordance with the awarding organisation's instructions.
Externally marked assessments	Assessments where Quack administers the sitting but the awarding organisation makes the marking or final result decision.
Secure controlled assessment activity	Any assessment requiring controlled access, identity checks, supervision, restricted resources or secure handling.
Post-assessment administration	Results, enquiries, appeals, special consideration, certificate receipt, distribution, replacement and record retention.

The following hierarchy applies. The current qualification specification and awarding-organisation instructions take precedence. For Highfield qualifications, the current Highfield Examination and Invigilation Procedures and related policies apply. This Quack policy sets the centre controls used to implement those requirements. JCQ regulations apply only where the relevant awarding organisation, qualification or assessment explicitly requires them; they are not applied automatically to all Highfield vocational qualifications.

This policy does not replace the Internal Quality Assurance, Assessment and Standardisation Policy, Assessment Appeals Procedure, Malpractice, Maladministration and Assessment Integrity Policy, Learner Support Policy, Online and E-Learning Policy, GDPR and Learner Privacy Policy or Business Continuity Policy.

3. Legal, Regulatory and Awarding-Organisation Context

Framework / requirement	Relevance to this policy
Highfield Examination and Invigilation Procedures V4, August 2025	Requires approved centres to protect examination integrity, notify Highfield of vocational examination arrangements, use appropriate invigilators, verify learner identity, secure materials, prepare suitable venues, control prohibited devices and return materials promptly.
Highfield Reasonable Adjustments Policy V4, August 2025	Requires centres to identify need early, use valid and sufficient evidence, apply only permitted adjustments, seek prior approval where required and preserve the competence standard.
Highfield Special Considerations Policy V3.1, August 2025	Allows post-assessment applications for eligible temporary illness, injury or adverse circumstances and requires the centre to submit the relevant form within the awarding-organisation timeframe.
Highfield Enquiries and Appeals Procedure V4.2, February 2026	Provides external enquiry and appeal routes after the learner has normally completed the centre's internal process.
Ofqual General Conditions of Recognition	Require awarding organisations to maintain valid, reliable and secure assessments, manage malpractice and provide effective enquiries and appeals. Quack supports these controls as an approved centre.
Equality Act 2010	Requires reasonable adjustments and accessible administration without changing the knowledge, skills or competence being assessed.
UK GDPR and Data Protection Act 2018	Requires identity, assessment, incident, result and certificate information to be processed lawfully, accurately, securely and proportionately.
Skills Bootcamp and funder requirements	Assessment outcomes may support achievement and milestone evidence; entries, results and certificates must therefore be accurate, traceable and never altered to meet funding deadlines.

4. Definitions

Term	Meaning for this policy
Examination	A timed or otherwise controlled assessment completed under prescribed conditions, normally marked or determined by an awarding organisation.
E-assessment	An examination or assessment accessed and completed electronically through an approved awarding-organisation platform.
Invigilator	A competent and authorised person responsible for maintaining examination conditions and protecting assessment integrity without teaching, coaching or assisting the learner.
Remote invigilation	Awarding-organisation-approved supervision of an examination through an online proctoring service rather than an in-person centre invigilator.
Secure assessment material	Question papers, answer sheets, access codes, passwords, examination files, assessment content and any information that could compromise the assessment if disclosed.
Reasonable adjustment	An approved arrangement that reduces disability-related or other qualifying disadvantage without changing the competence standard or giving an unfair advantage.
Special consideration	A post-assessment application where temporary illness, injury or unforeseen adverse circumstances materially affected a learner's performance or ability to complete the assessment.
Enquiry about results	A request for a clerical check, review or other awarding-organisation service after a result has been issued.
Examination incident	Any event that may affect safety, fairness, security, identity, timing, access arrangements or the validity of an assessment.

5. Core Principles

- Learners will be entered only for the correct qualification, unit and assessment version after their details and readiness have been checked.
- Assessment security begins when materials, links or codes are received and continues until all materials are returned, closed or securely retained.
- Invigilators must be independent, competent and able to maintain continuous supervision. They must not provide teaching, definitions, translation, hints or feedback.
- Learner identity must be verified using the current awarding-organisation rules before access is granted.
- Approved reasonable adjustments must reflect the learner's normal way of working and must not change the competence standard.
- All start, finish, interruption, departure, incident and material-control information must be recorded accurately and contemporaneously.
- No examination record, answer sheet, result or certificate may be altered, backdated, recreated or withheld for funding, performance or commercial reasons.
- Learners will receive clear information about examination rules, prohibited items, results, certificates and available enquiry or appeal routes.
- Where a requirement is unclear, staff must pause and obtain guidance from the Policy Owner or awarding organisation before proceeding.

6. Roles and Responsibilities

Role	Key responsibilities	Evidence / assurance
Senior accountable lead / Head of Centre	Ensure adequate resources, secure arrangements and qualified staff; approve exceptional decisions; notify serious incidents; prevent funding or delivery pressure from compromising examinations.	Centre records, management review, awarding-organisation correspondence, governance oversight.
Policy owner / Exams and Assessment Lead	Maintain this policy, examination calendar, staff competence and approved arrangements; review entries, adjustments, incidents, results and certificates; liaise with Highfield.	Exam plan, booking and materials logs, staff briefing records, incident log, result/certificate log.
Invigilators	Prepare the venue, verify identity, issue instructions, supervise continuously, record events, protect materials and report concerns immediately.	Invigilator declaration, learner list, seating plan, incident report, secure-materials record.
Tutors / assessors	Prepare learners through legitimate teaching and formative assessment; provide accurate entry information; identify support needs; avoid access to secure papers and avoid assisting during the examination.	Entry confirmation, readiness review, learner support information, conflict declaration.
Learner support / SEND Lead	Identify needs, gather evidence, agree the normal way of working, submit or authorise adjustments and ensure arrangements are implemented.	Support plan, reasonable-adjustment form, awarding-organisation approval, implementation record.
Centre administration staff	Complete accurate entries, bookings and learner details; control access to systems and materials; dispatch documents; issue results and certificates.	System audit trail, booking log, dispatch tracking, certificate issue record.
IQA / quality staff	Review examination administration, incidents, appeals, results and trends; confirm that actions are completed and linked to QIP where required.	Quality sampling, audit report, QIP action, standardisation or staff briefing.
Learners	Provide accurate details and ID, disclose needs promptly, follow examination rules, protect assessment content and report concerns honestly.	Learner declaration, attendance, ID check, appeal or incident records where applicable.

7. Examination Planning, Entry and Scheduling

The Policy Owner will maintain an examination plan for each active cohort. No examination will be booked until the qualification, learner registration, assessment method, venue, invigilator, equipment, access arrangements and required notification route have been checked.

Planning control	Required action
Correct entry	Check learner name, date of birth, registration number, qualification, unit, assessment language/version and planned examination method against PICS and Highfield records.
Readiness	Tutor confirms that planned learning has been delivered and the learner has had appropriate formative preparation. Readiness confirmation must not be used to coach the learner in secure content.
Scheduling and notification	For Highfield vocational qualifications, notify Highfield of the date, time and venue at least five working days before the examination where required and reasonably practicable.
Venue and staffing	Confirm a suitable room, trained invigilator, emergency arrangements, equipment, connectivity, spare device or contingency where proportionate, and any separate accommodation.
Conflicts	Confirm that the invigilator is not related to a learner and has no personal, financial or other interest in the result. Qualification-specific restrictions must be followed.
Learner information	Send written confirmation of date, time, location or access route, required ID, prohibited items, adjustment arrangements and arrival time.
Contingency	Identify the action if materials do not arrive, systems fail, the invigilator is absent, the venue is unsuitable or the learner lacks acceptable ID.

8. Learner Information, Readiness and Identity

8.1 Pre-examination information

- Learners will be told the assessment format, duration, pass/fail or grading arrangements where permitted, required identification, permitted resources and conduct expectations.
- Learners must be informed that mobile phones, smart watches, tablets, headphones, in-ear devices, notes and unauthorised software, including artificial intelligence tools, are prohibited unless explicitly authorised as an adjustment.
- Learners will be reminded that they must not copy, photograph, record, discuss or share secure assessment content.
- Learners will receive information about approved reasonable adjustments, absence reporting, special consideration, results, resits, enquiries and appeals.

8.2 Identity checks

Photographic identification is Quack's default standard. The invigilator must compare the learner with the identification and the learner list before the assessment starts. Acceptable forms must follow the current awarding-organisation rules and may include a valid passport, signed photocard driving licence or other current photographic identification accepted by the awarding organisation.

Where an awarding organisation permits another form of identity or third-party verification, the Policy Owner must approve and record the method before the assessment. If the invigilator is not satisfied, the learner must not be admitted and Highfield must be contacted where required. Qualification-specific rules that prohibit alternative verification must always be followed.

9. Reasonable Adjustments and Special Consideration

9.1 Identification and approval of reasonable adjustments

Needs should be identified during IAG, enrolment, initial assessment, learner support review or as soon as they emerge. The SEND Lead, tutor and learner will consider the learner's normal way of working and the specific assessment requirements. Evidence must be valid, sufficient, reliable and proportionate.

Control	Quack requirement
Centre-permitted adjustment	May be implemented only where the current awarding-organisation permissions table allows it. The rationale, evidence and implementation must be recorded and submitted after the assessment where required.
Prior awarding-organisation approval	The relevant application must be submitted at the earliest opportunity. For Highfield vocational qualifications, current policy requires applications that need approval to be submitted at least five working days before the assessment.
Examples	Extra time, supervised rest breaks, room changes, coloured overlays, enlarged materials, assistive software, reader, scribe, prompter or practical assistance may be available, but the exact permission route must be checked.
Restrictions	The adjustment must not change the competence standard, provide an unfair advantage, create safety risk or exceed what the awarding organisation has approved.
Reader / scribe controls	The person must be independent, must not lead or define terms, must not normally be the learner's tutor, must not be related to the learner and must not also act as invigilator where awarding-organisation rules prohibit this.

Control	Quack requirement
Implementation check	Before the assessment, the invigilator must be briefed and confirm that the room, timing, materials, equipment and support person match the approved arrangement.

9.2 Special consideration

Special consideration is considered after an assessment where temporary illness, injury, bereavement, technical failure, emergency or another unforeseen adverse circumstance may have materially affected performance. The learner or staff member must report the circumstances immediately and provide available evidence.

For Highfield assessments, the centre must submit the current Special Considerations Form within five working days following the assessment. Quack will not promise a mark adjustment or result because the final decision rests with the awarding organisation. Where a later sitting is more appropriate, the learner will be supported to reschedule.

10. Invigilator Selection, Training and Independence

The Policy Owner will maintain an approved invigilator list. Before each examination, the assigned invigilator must receive the current awarding-organisation procedure, examination details, learner list, adjustment information, emergency arrangements and incident-reporting route.

- Invigilators must understand that their sole purpose is to maintain secure, fair and consistent conditions.
- An invigilator must not be related to a learner or have another interest that could affect impartiality.
- Where a qualification prohibits the course tutor from invigilating, that restriction must be followed. Even where a tutor is technically permitted, Quack will use an independent invigilator wherever reasonably practicable.
- Invigilators must not read questions, define words, translate, prompt, coach, correct responses or indicate whether an answer is right or wrong.
- Invigilators must know the venue evacuation arrangements, approved adjustments, identity requirements and action for suspected malpractice.
- Quack will keep a record of who invigilated each Highfield examination for at least three years after the assessment, or longer where funder or awarding-organisation requirements apply.

11. Secure Materials and E-Assessment Access

Stage	Control
Receipt	Check packages, learner lists, paper codes, quantities and condition immediately. Report discrepancies or damage to the awarding organisation without delay.
Storage	Keep paper materials sealed in a locked, access-controlled location, normally a locked safe or secure cabinet. Access is restricted to authorised staff.
Transport	Move materials only in a secure, locked container by an authorised responsible person. A custody record must show collection, movement and return.
Opening paper materials	For Highfield paper examinations, the sealed assessment package must not be opened before the time permitted by Highfield. Individual sealed papers are opened only as directed by the current procedure.
E-assessment access	Passwords, access codes and examination links are confidential. Highfield e-assessments must not be accessed or unlocked more than five minutes before the scheduled start unless Highfield instructs otherwise.
Device security	The invigilator must check that only the approved assessment platform is accessible and that unauthorised software, messaging, screen sharing, stored notes, AI tools and assistive functions are disabled unless explicitly approved.
Secure content	Question papers, screenshots, photographs, recordings, copied questions or assessment content must never be retained, reproduced or shared unless the awarding organisation expressly authorises it.

12. Examination Venue and Room Set-Up

The invigilator must inspect the venue before admitting learners. Where any requirement cannot be met, the assessment must not start until the issue is resolved or authorised guidance is obtained.

Room requirement	Minimum control
Access and environment	Quiet, appropriately lit, ventilated, accessible, free from avoidable disturbance and with suitable emergency arrangements.
Signage	An "Examination in Progress" notice displayed at the entrance and access restricted to authorised people.
Learning aids	Posters, workbooks, displays, whiteboards or other material that could assist learners removed or fully covered.
Clock and timing	A clearly visible clock and an accurate start/finish record. Learners are told the permitted duration.
Workspace and spacing	Each learner has a suitable desk and chair. For Highfield examinations, learners must be spaced at least 1.25 metres apart unless the current procedure authorises another arrangement.
Seating and identification	A seating plan or clear learner-position record is used where more than one learner sits the examination.

Room requirement	Minimum control
Equipment	Devices are charged, updated, connected and restricted to the approved assessment. A contingency device or technical support route is available where proportionate.
Adjustments	Separate accommodation, additional time, rest breaks, equipment and support persons are prepared exactly as approved.

13. Conduct Before and During the Examination

13.1 Before the start

1. Confirm room readiness, materials, devices, timing, emergency arrangements and approved adjustments.
2. Admit learners in a controlled way and verify identity before access to the assessment.
3. Confirm that prohibited items are switched off and stored out of sight and that no unauthorised materials are available.
4. Complete learner details, declarations, attendance and seating records accurately.
5. Explain the start and finish time, silence requirement, permitted resources, early-departure rule, emergency procedure and how to request assistance without discussing assessment content.
6. Open or unlock the assessment only within the current awarding-organisation timeframe.

13.2 During the assessment

- The invigilator must maintain continuous active supervision and must not undertake unrelated work that prevents proper oversight.
- For e-assessment, screens must be checked regularly for unauthorised software, communication, stored information or artificial intelligence use.
- Learners must not communicate with one another or access prohibited material or devices.
- The invigilator may repeat procedural instructions but must not interpret assessment questions or subject terminology.
- A learner who must leave in exceptional circumstances must be accompanied by an authorised person and must not communicate, use a device or access notes. The time, reason and accompanying person must be recorded.
- A learner who submits and leaves early must hand in all materials or close the assessment and must not be readmitted unless the awarding organisation's rules explicitly allow it.
- Approximately 15 minutes before the scheduled finish, the invigilator should provide a time reminder where the awarding-organisation procedure requires or permits this.

14. Remote Invigilation and Online Assessments

Remote invigilation may be used only through a service approved by the awarding organisation. Quack staff must not create an informal video-call alternative to regulated remote invigilation.

Control area	Required approach
Learner suitability and consent information	Confirm the learner understands the identity, camera, microphone, room, system and data-processing requirements before booking.
Technical readiness	Complete the awarding-organisation system checks, use the required browser or software, verify connectivity and identify a support route before the assessment date.
Environment	Learner must use a private, quiet, well-lit space and comply with the remote room and device checks required by the proctoring service.
Identity and permitted materials	Follow the remote-invigilation identity process and ensure only authorised equipment and materials are present.
Reasonable adjustments	Confirm that the adjustment is compatible with remote invigilation and approved in advance. Where it is not, arrange a suitable in-person assessment.
Incident management	Technical failure, loss of supervision, unauthorised person entry or suspected malpractice must be reported through the awarding-organisation process and recorded by Quack.
Recordings and privacy	Quack will not make separate recordings of remote assessments. Any awarding-organisation recording or proctoring data will be handled under the relevant privacy information and contract.

15. Incidents, Emergencies and Suspected Malpractice

15.1 Examination incidents

All incidents must be recorded at the time or immediately after the assessment. The record must include date, learner(s), assessment, room or platform, start/finish times, what happened, action taken, people present, effect on assessment integrity and who was notified.

15.2 Emergencies

Safety takes priority. In an evacuation, the invigilator must follow the venue procedure and instruct learners not to communicate. For Highfield paper assessments, papers and answer sheets should normally remain on desks during evacuation. The assessment may resume only if the invigilator is satisfied that integrity has not been compromised and the awarding organisation's procedure allows this. A full report must be submitted.

15.3 Suspected malpractice

Where malpractice is observed or suspected, the invigilator must prevent further compromise, preserve evidence and record the facts without conducting a prolonged investigation in the examination room. Where the conduct is serious, materials may be collected and the learner may be removed in accordance with the awarding-organisation procedure. The Policy Owner must notify Highfield promptly and activate Quack's Malpractice, Maladministration and Assessment Integrity Policy.

Do not alter evidence

Answer sheets, learner declarations, system records and incident evidence must not be amended to "correct" an irregularity. Any correction to administrative information must be transparent, authorised, dated and made only where the awarding organisation permits it.

16. End of Examination, Dispatch and Record Retention

1. Record the finish time and confirm that each learner has submitted or closed the assessment correctly.
2. Count all answer sheets, papers, booklets and other secure materials and reconcile them to the learner list.
3. Check that learner and centre details are complete. The invigilator must not change learner answers or mark the assessment.
4. Seal paper materials in the approved return packaging in the examination room, with a witness where required.
5. Return all opened question papers and unused or completed materials as instructed. Highfield paper assessment materials must be dispatched within two working days of the examination unless current instructions state otherwise.
6. Do not copy or photograph question papers. Answer-sheet copies may be retained only where the awarding organisation expressly permits this, the copying is witnessed and the copy is stored securely.
7. Record dispatch date, tracking reference, package contents and the responsible person. Retain proof of dispatch.
8. Close or secure e-assessment access and retain the required system and invigilator audit trail.

Examination administration, invigilator, adjustment, incident, result and certificate records will be retained in line with awarding-organisation, funder, audit and data-retention requirements. The Highfield invigilator record will be retained for at least three years after the assessment.

17. Results, Enquiries, Certificates and Replacement Documents

17.1 Results

Results will be checked against the learner's identity and registration before release. Individual results will be communicated through an approved secure route, normally the learner's recorded email address or approved system. Results must not be published to a group or shared with an employer without a lawful and appropriate basis.

17.2 Enquiries and appeals

A learner who believes there may be an administrative error, procedural irregularity or other permitted ground may use Quack's Assessment Appeals, Enquiries and Reviews Procedure. Where an enquiry or appeal must be submitted to Highfield, Quack will explain the current deadline, evidence, consent and fee position and will submit the request where appropriate.

17.3 Certificates

Certificates will be checked for correct learner details, qualification and achievement before issue. Quack will normally dispatch or make certificates available within five working days of receipt from the awarding organisation. The issue date, method, address or collection details and responsible staff member must be recorded.

Where a certificate does not arrive, is incorrect or is damaged in transit, Quack will investigate and support correction or replacement in accordance with awarding-organisation rules. Where a learner loses a correctly issued certificate after safe receipt, the awarding organisation may charge for a replacement.

18. Fees, Resits and Non-Attendance

For funded Skills Bootcamp provision, the first planned examination or assessment sitting is included within the funded programme unless the applicable contract states otherwise. Learners will not be charged for Quack administrative errors, approved reasonable adjustments or an awarding-organisation correction.

Situation	Control
Authorised absence or eligible adverse circumstance	Review support and special-consideration options. A charge must not be applied automatically.
Unexplained non-attendance	Record the reason, attempt contact, assess welfare or safeguarding factors, and decide whether a resit is appropriate.
Unsuccessful first attempt	Provide feedback where available, identify learning needs and agree preparation before resit.
Potential learner charge	A resit, no-show or external service fee may be passed to a learner only where permitted by the funder and awarding organisation, disclosed clearly before enrolment or before the charge arises, proportionate, and authorised in writing by the Head of Centre.
Name change or correction	Learner must provide appropriate evidence. Any awarding-organisation fee may be passed on only if lawful, permitted, previously disclosed and not caused by Quack error.
Financial hardship or equality impact	Consider reasonable discretion, support or alternative arrangements so that a learner is not unfairly prevented from completing.

19. Learner Protection and Centre Closure

If Quack ceases delivery, loses approval, cannot complete an assessment cycle or experiences a material disruption, the Head of Centre will notify the awarding organisation and relevant funder promptly. Quack will protect learners by:

1. Attempting to complete registered learners safely and within approval conditions where this remains possible.
2. Claiming completed units or achievements only where valid evidence and awarding-organisation rules permit.
3. Providing learners with accurate records, results and evidence to support transfer.
4. Working with the awarding organisation and funder to identify an appropriate alternative centre or teach-out arrangement.
5. Protecting secure materials, learner data, certificates and assessment records throughout the transition.

20. Monitoring, Quality Assurance and Review

Monitoring activity	Purpose	Frequency / trigger
Examination calendar and entry review	Confirm bookings, learner details, venue, invigilator and adjustment arrangements are correct.	Before every examination.
Secure-materials audit	Check receipt, storage, access, transport, opening, return and dispatch records.	Every paper examination and periodic spot check.
Invigilator competence and briefing	Confirm current procedure, independence, role understanding and incident response.	Before allocation and annual refresher.
Adjustment review	Check evidence, permission, implementation and impact without changing competence standards.	Every approved adjustment and termly trend review.
Incident and malpractice review	Identify root cause, required notification, affected learners and corrective action.	After every incident and through management review.
Results and certificates reconciliation	Match registrations, results, certificates, PICS and funding evidence; identify missing or incorrect records.	On result/certificate receipt and monthly QA.
Learner voice and appeals	Identify concerns about information, fairness, access, conduct, results and communication.	Cohort review and annual policy review.
Policy review	Update controls where Highfield, Ofqual, funder, systems or delivery arrangements change.	At least annually or sooner after change.

Significant failures, repeated incidents, insecure materials, incorrect results or unimplemented adjustments will be escalated to the Head of Centre, added to the QIP where appropriate and reported to governance. Where the evidence indicates wider risk, Quack will check other learners, cohorts, venues and assessments rather than treating the issue as isolated.

Appendix A: Examination Planning Checklist

Check	Required evidence	Complete / reference
Learner entry verified	Name, date of birth, registration, qualification, unit and assessment method checked against PICS and Highfield.	
Readiness confirmed	Tutor confirmation that planned learning and legitimate preparation are complete.	
Date / time / venue notified	Awarding-organisation notification completed where required; booking confirmation retained.	
Invigilator allocated	Competence, independence and conflict check completed.	
Room / system confirmed	Venue, equipment, connectivity, security and contingency checked.	
Identity route confirmed	Learner has acceptable ID or an approved alternative route.	
Adjustments confirmed	Evidence, permission, equipment, timing and support person recorded.	
Learner instructions issued	Date, arrival time, ID, prohibited items, assessment rules and support route sent.	
Materials / access received	Quantities, condition, codes and secure storage recorded.	

Appendix B: Invigilator and Room Readiness Checklist

Area	Invigilator confirmation	Complete / evidence
Current procedure	Read current awarding-organisation instructions and Quack policy.	
Independence	No prohibited relationship or conflict with any learner.	
Emergency arrangements	Evacuation route, assembly point and incident process understood.	
Room condition	Quiet, accessible, sign displayed, learning aids removed, clock visible.	
Spacing / seating	Suitable desks and required spacing; seating record prepared.	
Equipment	Devices restricted to approved assessment; unauthorised software/AI disabled.	
Identity	Acceptable ID checked for every learner before admission.	
Adjustments	Approved arrangements implemented exactly and support persons briefed.	
Instructions	Start/finish, prohibited items, silence, leaving and emergency rules explained.	
Materials control	Issue, count, collection, sealing and dispatch arrangements understood.	

Appendix C: Examination Incident and Emergency Checklist

Stage	Required action	Record
Immediate safety / security	Protect people, stop further compromise and follow emergency arrangements.	
Assessment control	Pause, continue, remove learner or evacuate only as the applicable procedure permits.	
Preserve evidence	Keep papers, answer sheets, system logs, seating plan, witness details and timings unchanged.	
Notify	Inform Policy Owner / Head of Centre and awarding organisation promptly where required.	
Written report	Record exact facts, people, times, action taken and assessment impact.	
Learner support	Explain next steps, special consideration, resit or investigation without promising an outcome.	
Wider review	Check whether other learners, sittings, venues, systems or staff are affected.	
Corrective action	Update risk assessment, training, QIP, systems or policy and monitor completion.	

Appendix D: Results and Certificate Checklist

Check	Required action	Complete / evidence
Result identity check	Match result to learner registration and personal details.	
System update	Update PICS, learner file and approved trackers without changing source evidence.	
Secure communication	Send individual result through approved route.	
Enquiry / appeal information	Explain applicable deadline and internal/external route where requested.	

Check	Required action	Complete / evidence
Certificate accuracy	Check name, qualification, level, units and date before issue.	
Issue record	Record date, method, address/collection and responsible staff member.	
Non-arrival / error	Investigate promptly and use awarding-organisation replacement or correction route.	
Funding reconciliation	Ensure achievement evidence and any claim are supported by the verified result/certificate.	

Appendix E: Version Control

Version	Date	Author / owner	Summary of change	Next review
1.0	March 2024	Dion Bishop	Original Exams Policy.	Superseded
2.0	August 2026	Jessica Roughton / Dion Bishop	Complete rewrite for adult Skills Bootcamp provision; aligned to current Highfield examination, e-assessment, invigilation, reasonable-adjustment, special-consideration, malpractice, appeals, security and certificate controls; removed inappropriate universal JCQ assumptions and introduced operational checklists.	August 2027

Reference framework

This policy should be read alongside current Highfield qualification specifications, Highfield Examination and Invigilation Procedures V4 (August 2025), Highfield Reasonable Adjustments Policy V4 (August 2025), Highfield Special Considerations Policy V3.1 (August 2025), Highfield Enquiries and Appeals Procedure V4.2 (February 2026), the Ofqual General Conditions of Recognition and current JCQ instructions only where explicitly applicable to the qualification or awarding organisation.