



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.BIGCREATIVE.EDUCATION



BCT Examination Policy

The College is committed to ensuring that all examination and assessment practices are conducted fairly and comply with the regulations of the Joint Council for Qualifications (JCQ), meet the individual awarding body requirements and the Equality Act 2010. It is the responsibility of all staff involved in examination and assessment processes at the College to read, understand and implement this policy.

The Exams Officer will review the exam policy annually.

The Managing Director has overall responsibility for the College as an exam centre and is responsible for reporting on all suspicions or actual incidents of malpractice (refer to the JCQ document - Suspected malpractice in examinations and assessments).

The Exams Officer manages the administration of exams and analysis of results. Responsibilities of the Exams Officer are as follows:

- To advise the Senior Management Team, tutors and relevant support staff on annual exam timetables and procedures as set by the various awarding bodies and update the Planning Cycle with GCSE exam dates at the beginning of the academic year
- To create and distribute to staff and learners the timetables of all exams in which they will be involved and communicates regularly with staff concerning imminent deadlines
- To ensure that learners' parents/carers are informed of the GCSE exam timetable in the weeks leading up to the first GCSE exam
- To calculate and make entries online within the deadline produced by the awarding body
- To arrange and facilitate a JCQ inspection of the secure facilities if/when required
- To store securely all exam papers and completed scripts
- To administer access arrangements as advised by the SENCO
- To make applications for special consideration when applicable
- To manage expenditure of exam postage charges
- To organise the recruitment, training and monitoring of a team of exam invigilators responsible for the conduct of exams
- To oversee the set up and equipping of exam rooms
- To submit candidates' coursework marks and track the despatch of any other coursework material required by the appropriate awarding bodies correctly and on schedule
- To disseminate the exam results and certificates to learners
- To liaise with centre managers with regards to set up and furnishing of exam rooms
- To securely keep accurate seating plans for all exams

Invigilators are expected to:

- Complete the yearly invigilator training arranged by the Exams officer
- Support the Exams Officer when preparing and equipping the exam room for the start of exams



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.BIGCREATIVE.EDUCATION



- Supervise learners and ensure JCQ 'Instructions for Conducting Examinations' are adhered to
- Check the personal details on exam entries are correct and inform the Exams Officer of any discrepancies
- Ensure they know the date, time and location of all the exams they are invigilating
- Create a drawn seating plan, mapping the positions of all learners within the exam room. This must be dated, titled with the name and level of the exam and filed by the Exams Officer after the exam
- Read aloud the exam instructions to candidates and give exam timings
- Record start and finish times on a board that can be seen by all learners, and remind them when they have 10 or 20 minutes left as directed by the Exams Officer.

Receipt of Examination materials

- The delivery of all confidential examination materials received to Big Creative Training are logged by reception upon receipt, using the exam materials receipt log.
- The receptionist will transfer the confidential materials to the Exams Officer to be stored in the secure storage room. The Exams officer will check the delivery against the delivery note and log the receipt of the confidential materials into the secure storage unit.

Exam Window Planning

Exam boards publish exam timetables for November and June series on their websites and the Exams Officer will create exam plans for the exam period. This is a google document and is shared with the whole staff team. A copy of the current exam plans are available during inspection.

The plans contain a tab for each separate exam which lists the details of;

- o the students taking the exam
- o access arrangements
- o the room where they are sitting their exam
- o invigilator details
- A list of available staff to help plan for exam invigilation and contingency
- A list of the staff who have completed invigilation training

Access Arrangements

As per the Equality Act 2010 all candidates are entitled to equal opportunities and all reasonable adjustments should be made to ensure that all candidates are able to take their examinations in a setting that meets their requirements and needs. Please refer to the BCT Disability policy and Special Educational Needs policy for more details.

The LLDD team complete their assessments of all learners to establish whether there are any access arrangement needs. Access Arrangements are collated and detailed both on Arbor and in the English & Maths tracker (available to view during inspection).

The Exams Officer works in conjunction with the SENDCo and uses the Access Arrangement information to plan the exams for learners with Access arrangements. All learners entitled to readers or scribes or with anxiety disorders who need a quiet exam



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.BIGCREATIVE.EDUCATION



space, are accommodated in smaller classrooms or 1:1 rooms and have their own invigilator throughout the exam.

Learners who are entitled to extra time, are grouped together in an extra time room so that the disruption of candidates leaving the exam is kept to an absolute minimum.

Learners who are unable to access the 1st floor complete their exams on the ground floor.

Word Processors during Examinations

Learners are assessed during their initial assessment period for their need for access arrangements during exams, including the use of a word processor. The learners' prior access arrangements which form part of a learners' educational health plan are also taken into consideration during this period.

Learners who may benefit from using a word processor, include, but are not limited to learners with medical conditions, physical disability, sensory impairment, poor handwriting and a long term learning difficulty, which prevents the learner being able to write legibly. For a learner to be permitted to use a word processor during exams, it must be the learners' usual way of working during their lessons.

Details of learners who are entitled to use a word processor for examinations are recorded onto the access arrangements tracker, this is used when planning examinations throughout the academic year.

Word processing cover sheets provided by JCQ are used for all learners who use a word processor during an exam.

Managing Invigilators and Exam Days

Where possible, available tutors will be asked to invigilate before any other staff are employed. These invigilators will be trained and timetabled by the Exams Officer. The Exams Officer will book all examination rooms after liaison with other users and make the question papers, other examination stationery and materials available for the invigilators.

- All invigilators will meet with the Exams Officer before an exam to be briefed about any changes or additional information needed.
- The lead invigilator or Exams Officer will start all examinations in accordance with JCQ guidelines.
- Exam papers must not be removed from the examination room before the end of an exam. The Exams Officer will collect the papers from the exam room at the end of the exam.
- Staff in the exam room must operate the exam room to JCQ and a copy of the JCQ 'ICE' handbook must be present in each examination room.

Contingency Planning

Contingency planning for exams administration is the responsibility of the Exams Officer. The Exams Officer has an allocated chain of command who has full overview of the specific plans for the exam window and will have access to the secure facilities.

Contingency Plan for Building Emergency

- The Exams officer arrives to check the site at 7.00am on exam days and does a check on the building.



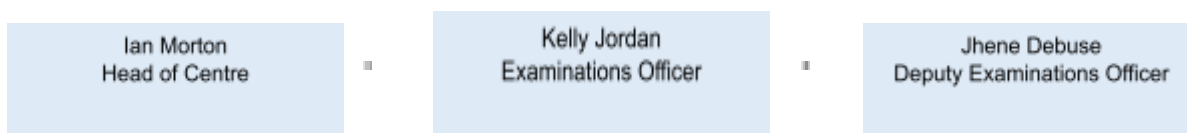
BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.BIGCREATIVE.EDUCATION



- If the building cannot be accessed, they should ring the site managers immediately. The exams could be relocated to the other campus at Digital Futures with permission from the exam board.
- After establishing the reasons for the building being un-accessible, the Exams officer should call the Exam board for advice.

Chain of Command



Contingency plan for Exam Process

In the case of the Examinations Officer being absent during the exam period (including the ordering and administration of exam papers) the following contingency plan applies:

Ordering exam papers

- Exam papers for GCSE or Vocational courses are ordered many months in advance and have a specific final entry date as set by JCQ or AO.
- All Exam entry deadlines are scheduled in the Exam officer and Deputy Exam officer's calendar, with a week in advance reminder set.
- The Examinations officer will follow the examination board process to create and order the correct exam papers.
- When papers are ordered, the Receptionist/site manager must be informed about the delivery.
- Yearly Exam officer training is completed to keep up to date with any changes.
- If the Examinations officer is absent when the papers arrive at the Centre they are to be immediately locked in the exam cupboard by the Deputy Exams Officer or exams administrator.
- The Receptionist/Site manager must inform the examinations officer/deputy examinations officer that the papers have arrived.
- On the receipt of the exam papers the exam officer must open the outer packets of the exam materials and double check that the received papers match the order. The contents of the delivery must be recorded on the exam storage log in the exam storage room.

Contingency Plan for Exam day

- If the Exams officer is absent on the day of the exam the Deputy Exams Officer will complete the duties of the Exams officer as set out in this policy.

Contingency Plan for breaks in education



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.BIGCREATIVE.EDUCATION



- If during the academic year a teacher has prolonged absence, suitable subject specific tutor would be in post to ensure a continuous level of education is maintained and learners receive the correct preparation for examinations.

Exam Day - Candidate Identification

Identification of candidates takes place at various points in the lead up to each examination. The following identification measures are in place:

- Digital (Arbor) and paper registers are completed as learners arrive and photo ID is checked with candidate lanyards or, for subcontractors, other photo ID is requested.
- Room lists are pinned in the foyer that includes all candidates.
- Colour-printed candidate cards including learner name, college ID photograph, date of birth, access arrangements, candidate number are placed on candidate desks.
- Seating plans include candidate full name, candidate number and access arrangements. The seating plan includes tick boxes for invigilators to check candidate seating/candidate cards against the seating plan.
- Each learner is provided with a named envelope for devices and prohibited items. Named envelopes are matched with the candidate card that is placed on the desk. Envelopes are collected and safely stored.

Exam Day Process

- Exams Officer prints off the exam details for the day & checks that the setup of the exam rooms meet JCQ guidelines
- The Exams officer puts up the exam room posters inside (x2) and outside (x2) the room and completes the information board for each room (AO, Name paper, paper code, centre No. Centre name, start time, finish time, extra time).
- The Exams Officer prints and places candidate information with the candidate's name, number and any access arrangements on the desks in the exam rooms.
- The Exams Officer puts out the equipment allowed for the exam according to JCQ guidelines
- The Exams Officer locks all exam rooms
- The Exams Officer meets with all the invigilators to advise of any changes to the exam plans and to answer any questions they have and to advise them to go to their allocated exam room
- The Exam Officer liaises with the deputy Exams Officer about missing candidates and all missing candidates that have not arrived by 8.30am are called
- Half an hour before the exam is due to start the Exams Officer goes with an invigilator to the secure cabinet and removes the correct exam papers. The invigilator double checks the papers are for the correct date and time. This information is recorded on the second pair of eyes check form. The Secure cabinet is then locked.
- Where it is required that exam packs need to be opened and papers are split to accommodate different rooms, this must be completed in the secure storage room. All exam



papers that are removed from the secure packet must be put into an envelope and sealed before leaving the secure storage room. The sealed envelopes must then be delivered to the exam rooms by the Exams Officer and handed over to the head invigilator in the exam room.

- Candidates are asked to leave their coats, bags and mobile devices in the designated and secured areas for the duration of their exam.
- Candidates are directed to go to their exam room 10 minutes prior to the start of the exam
- The exam room invigilator will check and confirm the seating plan and direct learners to their designated seats.
- The Exams Officer takes the papers to the exam rooms, giving where possible complete packets of unopened exams. The Lead invigilator will receive the exam papers and issue to candidates
- The Lead invigilators start the exam by reading the information to candidates and recording the start time on the notice board
- The Exam Officer will do a sweep of the building at 9.10am to ensure all exam rooms have started
- The Exams Officer is located in the reception area to manage late candidates, or issues arising during the exam
- The lead invigilator will collect the exam scripts from their exam room at the end of the exam period.
- The Exams Officer and the Deputy Exams Officer will check all exam scripts for names and centre numbers and are marked onto the attendance register.
- The completed exam scripts are packed into the Exam board Stationary bags and returned to the secure cabinet to await collection from the Parcel Force Yellow Label service.
- The Despatch log is completed (copies of the despatch log are stored in the exam folder in the exam storage room).
- The Exam storage log must be completed.
- All Unused exam scripts are locked in the secure cabinet.

Conducting Exams in absence of the Exams Officer

- If the Exams Officer is absent on the day of the exams then the chain of command is observed.
- If the Exams officer is absent on the day of the exams the Deputy Exams Officer will use their own keys to access the exam room and papers.
- The Deputy Exam Officer will follow the JCQ guidelines in administering the examination using the most recent exam guidelines and the steps in the Exam Day Process, which is above.

Procedures for Removing Learners from the Exam Room

Where a candidate creates a disturbance the following procedure should be followed:

- The candidate will be asked to stop causing the disruption and informed that if they carry on disturbing the exam they will be removed from the room.
- If the candidate fails to stop, the invigilator must report the learner to the Exams Officer.



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.BIGCREATIVE.EDUCATION



- It will be the decision of the Exams Officer to remove the learner and relocate to another exam space or remove them completely from the exam room and send them home without allowing them to complete the exam

A candidate who involuntarily causes a disturbance, e.g. by a fit of coughing must be asked to leave the room and told they will be re-admitted once the Exams Officer is satisfied that the disturbance is unlikely to recur for the time being. Extra time will be allowed to make up for the time lost. In this event, disturbances will be recorded on the invigilator's incident log, and checked by the Exams Officer.

Emergency Evacuation of the Exam Room

- On hearing the alarm signal, the invigilator will immediately stop the examination and make a note of the time.
- The invigilator will remind candidates they are still under exam conditions and ask them to leave the room in silence and in single file, ensuring all question papers and scripts are left in the exam room.
-
- All learners and staff will leave the building by the nearest fire exit and learners will be escorted to the assembly point as quickly as possible.
- No rooms are locked and nobody is permitted to use the lifts.
- Learners must be supervised as closely as possible while they are out of the exam room to make sure there is no discussion about the examination.
- Invigilators will remain with the learners at all times.
- The Exams Officer will take a register of invigilators and learners.
- Once the site manager has given the all clear, candidates must be escorted back into the exam room.
- The invigilator will make a note of the time when the examination can resume and allow the candidates the full working time set for the exam.
- The invigilator must write a full report of the incident recorded in the exam room incident log including reference to any action taken. This will be collected from the exam rooms by the Exams Officer.
- The Exams Officer must then inform the Awarding Body.

Internally assessed GCSE – English Spoken Language

Examination preparation

Students are provided with the assessment criteria. Discussions take place between the tutor and the student to decide on a topic suitable for the exam. Students are given one directed session (an hour and a half long) to prepare for the exam with support from the tutor. The tutor shares the spoken language exam deadline with all students and books exam slots for learners required to take the exam.

Standardisation



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.BIGCREATIVE.EDUCATION



All teaching staff conducting the spoken language exams use the standardising clips provided by Pearson to ensure that marks awarded are to the correct standard. In addition to this advice and training is taken with the awarding body.

Conducting examinations

The recording is made under controlled conditions in a classroom environment. The recording is conducted using an electronic device. The camera is positioned to ensure the best possible sound and visual quality. In joint performances students wear name badges in order to indicate which student is which. At the start of each recording the candidate must state their full name. There is a requirement for an audience of at least one person, which can be the teacher, to be present during the recording. The audience must always include the teacher.

Saving exam material

The presentation is transferred from the device and saved onto a USB, and each recording is saved individually to the allocated drive. The recording is a complete, unedited recording of each exam. Once the transfer is complete, content is deleted from the memory card. The recordings are saved onto the speaking and listening drive where they can be downloaded or shared for sampling.

The data file is organised in the following way:

- Create a file for each student. Each file should be named according to the following naming convention: [centre #]_[candidate number #]_[surname]_[first letter of first name]_[grade] Example: Joshua Smith with candidate number 7890 at centre 12345 would have work in a folder titled, "12345_7890_Smith_J_Merit"
- Each folder must contain the recording of the exam.
- If requested for sampling the USB is clearly labelled with: - centre number and name, - 'GCSE English Language 9-1 – Spoken Language endorsement - May 2018', - USB number (if more than one is being provided e.g. 1 of 2).

Centre assessed marks

Candidates are told the grade given by their tutor within 4 weeks of taking the exam. This requirement is to enable candidates to request a review of the centre's marking prior to the grades being submitted to the awarding body, should they wish to do so.

Storing exam material

Recordings are securely stored in the exam storage room until it is time to submit the work to Pearson's monitor.

Selecting sample

The sample is selected following the advice below from Pearson.

No. of students at centre	No. of students whose presentations must be recorded	Minimum no. of students at each grade (D, M, P)+
30 or fewer	All students	10 ⁺⁺
Over 30	30	10 ⁺⁺⁺

If the centre has fewer than the stated minimum for a Pass, Merit or Distinction, all students will be made available to sample at each grade. Students assessed as Not Classified are not included in the sample.

Forms required

- An assessment record sheet is completed for each student. The forms are retained unless requested by Pearson for monitoring purposes, and are stored in the exam storage room.
- The Head of Centre (Ian Morton) is required to complete the declaration and submit this at the same time as the students' recordings.

Submission of grades

Grades for all spoken language exams (including learners carrying SLE grades from previous establishments) are entered onto Edexcel Online.

After entering the grades, the students selected to form the sample are highlighted on the input page.

The data file USB is either sent to the allocated monitor by Second-Class recorded post in a padded envelope in order to protect the USB or uploaded to the share point.

Risk Management

The only non-examined assessment at the centre is the spoken language element of the GCSE English language qualification. The process for the completion and recording of the spoken language element is so that the learner will plan for the delivery of the spoken language assessment by means of research outside of the assessment taking place. The learner will present to their class and the teacher will record the learner using an electronic device.

Examples of risk and solutions:

- If electronic devices are not working to record the assessment – The equipment is tested prior to the recording of spoken language assessments by the English Tutor. In the event that the device is not working then an alternative device will be used. We provide media courses at BCT and therefore have professional equipment to hand to use for this purpose. We also have an IT department on hand throughout the day to manage any arising issues.
- Ensuring that all learners have completed their spoken language assessment – All learners are assessed during enrolment to determine which learners are required to complete their spoken language assessment. Spoken language assessment grades from previous English language exams are able to be transferred over to the learners current

GCSE English language qualification as long as they have passed. All English spoken language endorsements that are required to be completed are planned

- in the second term with students. Students are given a date and time for their recording and any students who are absent on the planned day will have their spoken language assessment rearranged. This process is the responsibility of the English Tutor, and the English Curriculum Manager.
- The files are stored on a drive and transferred to USB or Sharepoint as required. When requested, the sample is sent to the exam board and the remaining files are stored securely on the electronic drive. These can be accessed, as requested, by the examination board, if required, at a later date. The English and Maths Curriculum Manager has responsibility for saving the information onto the drive and the Exams officer has responsibility for ensuring these are securely stored.
- If the exam board does not receive the Spoken Language assessments - Exam centre English Spoken Language endorsements are sent via recorded, signed for delivery via the Post Office. This is the responsibility of the English & Maths Curriculum Manager.

In the event of a Cyber-attack

In conjunction with our centre Cyber Security Policy, in the emergency event of a breach of cyber security at the centre, by way of a cyber attack that could compromise any aspect of the delivery of an examination, the following swift action must be undertaken by the Exams Officer and Deputy Exams Officer:

- Inform examination administration team, Head of Centre and IT manager immediately
- Report to awarding body to seek further information and complete incident administration
- Report the attack to the National Cyber Security Centre (NCSC): <https://report.ncsc.gov.uk/> and consult the Cyber Incident Signposting Service (CISS).
- Contact local Police and Action Fraud to report.

Any further guidance and instructions from the awarding bodies will be followed by both the EO and the IT manager and monitored by senior leadership.

Staff Responsibility

It is the responsibility of the English & Maths Curriculum Manager to ensure that all GCSE Spoken Language endorsements are completed under 'JCQ Instructions for conducting non-examination assessments guidelines', within the dates published by the examination board.

It is the responsibility of the Examinations Officer to ensure that the English & Maths Curriculum Manager has received the relevant training and information from the 'JCQ Instructions for conducting non-examination assessments' booklet. If these positions are held by the same person then the Deputy Exams Officer needs to confirm that the Exams Officer has completed their training and vice versa.

It is the responsibility of the English & Maths Curriculum Manager to ensure that all English teachers carrying out the Spoken Language endorsement recordings have been trained in the exam board guidelines for conducting the non-examination assessment.

Appeals against internally assessed marks

In accordance with the Code of Practice for the conduct of external qualifications produced by the QCA, Big Creative Training is committed to ensuring that:

- Staff who have the appropriate knowledge, understanding and skills conduct internal assessments.
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant Specifications for each subject.
- The consistency of internal assessment is assured through internal standardisation as set out by the Awarding Bodies.
- Staff responsible for internal standardisation and/or assessment attend any compulsory training sessions.

Exam Paper Remark

Sometimes a student result will be one or two marks from the Pass mark. If this happens the Exams Officer will request permission from the student to access their paper and ask a member of the subject team to re-mark the paper with the mark scheme. If the additional marks can be found within the student's responses, then the college will send the exam paper off for remark. If the Centre decides that the paper will not be sent for remark as the marks cannot be found, then the Student is able to have their paper remarked if their parents pay the cost of the remark.

For any further appeals, the online form will need to be completed within 30 days of the receipt of the result of the Remark.

Online Examinations

Online examinations are completed for Functional Skills and some of the vocational courses on offer at Big Creative Training. Online examinations follow the JCQ instruction for conducting on-screen tests. Big Creative Training only conduct online tests in authorised centres as agreed with the awarding body.

Administering On-Screen Examinations

- The on-screen exams are scheduled online by the Exams Officer or Deputy with the relevant exam board.
- The on-screen exams are sent out 24hrs in advance to the administration dashboard which is operated by the Exams Officer or Deputy.
- In the event that the Exams Officer is away from work then the Deputy Exams Officer will be able to access the awarding body online platform and download the exams or vice versa.
- All Exams are completed on specific examination laptops and have the required software installed.
- The Exams Officer or Deputy will log into each individual computer and download the individual exams. Each exam has a unique ID and password.
- The Exams Officer or Deputy will allocate invigilators to the virtual exam room.
- Exam room notices and 'Warning to Candidates' notices are displayed inside and outside of the examination room, as per JCQ requirements.

Conducting Online Examinations

- Immediately prior to the exam the invigilator will check that the computers are all working and have the correct software downloaded.
- The Invigilator will read out the information for candidates for on-screen tests notice and also supply the candidates with a hard copy of the information.
- Candidates will be advised of the usual exam room regulations as per the displayed notices.
- Candidates log into their examination using their unique ID and password.
- When all candidates are logged into the examination system the administrator selects and authorises the exam and the candidates then start the exam.
- The on-screen vocational examinations have a set time/window, this includes extra time access arrangements for eligible candidates.
- When the on-screen examination is complete the exam software automatically saves and uploads the candidates' exam.
- Candidates are allowed to leave the exam room when their on-screen examination is complete.
- On-screen exams have a window of 4 hours from the designated start time of the exam, in which the exam must be completed.

Risk Assessment for on-screen exams

- Software is checked by the Exams Officer, the day prior to the exam taking place to ensure all software is installed correctly and is up to date.
- Emergency evacuations procedure is followed during on-screen examinations and the on-screen test procedure for emergency evacuations will apply, this is awarding body specific and their procedure will be applied.
- The exam room incident log will be completed in all disruptions to the on-screen exam and forwarded to the relevant awarding body.

Written Appeals Procedure

Each Awarding Body publishes procedures for appeals against its decisions, and the Examinations Officer will be able to advise students and parents of these procedures. Appeals may be made to Big Creative Training regarding the *procedures* used in internal assessment, but *not the actual marks or grades* submitted by Big Creative Training for moderation by the Awarding Body.

A student or parent wishing to appeal against the procedures used in internal assessments should contact the Examinations Officer as soon as possible to discuss the appeal, and a written appeal must be received *at least two weeks before the date of the last external exam in the subject*.

On receipt of a written appeal, the Examinations Officer will conduct an enquiry into the internal assessment. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirements of the Awarding Body.

The appellant will be informed in writing of the outcome of the appeal, including details of any relevant communication with the Awarding Body and of any steps taken to further protect the interests of the candidates.

Candidate information regarding Malpractice / Plagiarism:

Learner AI malpractice:

Attempting to or carrying out any form of AI malpractice activity is not permitted by the organisation. The following are examples of AI malpractice by learners; this list is not exhaustive and other instances of AI malpractice may be considered by the organisation, in consultation with any of the awarding bodies:

- ◆ AI Plagiarism by copying and passing off, as the learner's own, the whole or part(s) of another person's work, including artwork, images, words, computer generated work (including Internet sources), thoughts, inventions and/or discoveries whether published or not, with or without the originator's permission and without appropriately acknowledging the source
- ◆ Collusion by working collaboratively with AI technologies to produce work that is submitted as individual learner work. Learners should not be discouraged from using AI technologies, as this will be an essential key skill for many sectors and subject areas, but the use of any AI technologies must be made clear, within the learners work.

(All forms of serious malpractice will be reported to the relevant awarding body. For example, Pearson, OCR, SQA, NOCN, AQA, NCFE etc. The outcomes of this report will be left to and decided by the relevant awarding body to which they will determine and have the final judgement. This could mean a suspension from the individual qualification or a possible total ban from all qualifications with the awarding body.)

Dealing with Malpractice: The overall responsibility of dealing with malpractice lies with the Managing Director at Big Creative Education. It could also under some circumstances be dealt by a person nominated by the Managing Director e.g. IQA or Exams Officer. As a part of procedure, the alleged malpractice incident must be reported to the appropriate awarding body in the case where the awarding body is external. Once the alleged malpractice is suspected, alleged person involved in the activity must be informed in writing of:

- 1- Nature of alleged malpractice.
- 2- Possible consequences if malpractice is proven.

As a second step the individual is given a chance to explain their point of view and where the decision is against them, the appeals procedure is explained. The investigation is to be conducted in a fair and appropriate manner. Appropriate sanctions must be levied according to the nature of the incident. Malpractice must be dealt through disciplinary procedures.

Investigations: Big Creative Education will conduct investigation in a predefined and structured way, into the alleged incidents of malpractice. These investigations are supported by the Managing Director at Big Creative Education and conducted by the person nominated by the Managing Director. The structure of the investigation is as follows:

- ◆ The report of alleged incident is documented
- ◆ The alleged individual is informed about the allegation of the malpractice in writing.
- ◆ This individual may be learner or staff at Big Creative Education.

- ◆ The alleged individual is then explained the right and procedures regarding appeal in case the incident is proven to be true.
- ◆ The individual is then given time and opportunity to respond to the incident this has to be done in writing.
- ◆ The response of the individual is then considered thoroughly.
- ◆ The investigation is then completed, and decision is then passed on to the individual in writing.
- ◆ All stages of this investigation are to be documented and the records are kept for 3 years after the decision.

Penalties: There is a variety of sanctions and/or penalties that could be applied upon learners and/or staff. These sanctions totally depend upon the intensity of the incident and therefore vary in nature. Following are the few sanctions that could be applied if the malpractice is proven:

- ◆ The staff or learner is issued with a written warning about future assessment conduct. The learner involved in the malpractice, for the second time, could be refused, by the assessor to assess their course work.

(In the case mentioned above the learner, would have to resubmit their course work in order to meet the pass criteria.)

- ◆ In the case where there is repetitive conduct of malpractice by learner, they may be refused to pass that unit and hence not receive the certificate.
- ◆ In the case where malpractice is proven against a member of staff, they will be subject to an immediate decline in their access to records and authority to assess or certify.

(The staff may also be barred from the use of certain administrative tools depending upon the nature of malpractice and may be reprimanded or terminated from the job.)

Plagiarism:

Tutors inform learners of plagiarism and malpractice through the induction pack, which they agree to adhere to policy by signing/returning to student services.

Featured in our BCT Induction Pack:

Plagiarism is defined as submitting as your own work something which is in part or completely from the work of others without acknowledging the source. If you use someone else's work as part of your own, for example in researching a subject, you must make that clear. Your tutors can help you with this. Learners caught cheating will be subject to the disciplinary procedure. As a result, this could mean a suspension from the individual qualification or a possible total ban from all qualifications with that awarding body. In addition to this, AI must not be used to create work or assignments while studying at the College. If you are in any doubt about this, please ask for help.

Appeals regarding your qualification

If you've any queries or problems with your qualification you should first talk to your Tutor, the Curriculum Manager or another member of staff at your centre. If you've got a complaint

about the way your work has been assessed, or the support you've been given, please use the BCT complaints procedure (see below).

Throughout the year, learners are required to sign their marking/feedback sheets per unit declaring their work is free from plagiarism. Tutors also have Turn-it-in accounts to run reports, if they suspect plagiarism.

This also applies to the FMP/controlled assessment, where learners are required to sign their marking/feedback sheets for the summative unit declaring their work is free from plagiarism. For some courses, this will also be part of the task language, as referencing is preliminarily required by awarding bodies at Level 3.

Information for Students

If, at any stage during your courses with exams, you have concerns about the **procedures** used in assessing your internally marked work for public exams (e.g. coursework / portfolio / projects / performance) you should first speak with your subject teacher and/or the Curriculum Manager and discuss the matter fully with them. Hopefully this will resolve the situation.

If you are still unhappy, you should then see the Examinations Officer as soon as possible. The Examinations Officer, Kelly Jordan, can be contacted via email (kelly.jordan@bigcreative.education)

Date Updated	To Review	Responsibility
October 2025	Jul 2027	KJ