



Exams Department
Handbook for students
Spring and Summer 2023 exams

Welcome to the Exams Department

It is our aim to ensure that the exams are as stress-free and successful as possible for all exam candidates. We hope you will find this booklet helpful. Please read it carefully.

As an exam candidate, it is your responsibility to:

- Check that your computer log-in details for college systems are working
- Be able to log in to Cedar to check:
 - Your personal details are correct
 - Your exam timetable, checking the date and time of your exams
 - The **room and desk number** for each of your exams
 - The results you have been awarded, when available
- Arrive on time, **wearing your student lanyard**
- Have the correct equipment with you; remember your calculator
- Check you have the correct exam paper
- Observe the exam warnings and information for candidates' documents issued by the Joint Council for Qualifications (JCQ) – see below
- Observe any other guidance issued by the College
- Ask Exams staff if you want to query your results once they are published. Deadlines and fees may apply.

The exam boards have regulations and instructions for the conduct of exams, and we are required to follow these at all times. You should therefore pay particular attention to the JCQ-issued documents which are available via the links below;

[Information for Candidates: Written Exams](#)

[Warning to Candidates](#)

[Unauthorised Items](#)

[Information for Candidates: Social Media](#)

[Information for Candidates: Privacy Notice](#)

[Information for Candidates: Non-Examination Assessment \(NEA\)](#)

[Information for Candidates: Coursework](#)

You must not take part in any unfair practice when taking an exam or assessment; if you break the rules in any way, you could be disqualified from **all** your subjects. The college must report any breach of regulations to the exam boards.

If you have any queries or need help or advice at any time before, during or after the exams, please contact:

Examinations Manager: Matt Darlington

Examinations Officers: Fiona Gaunt and Claire Butterick

The Exams Office staff can be contacted by telephoning college on 01484 422032, or by e-mailing exams@greenhead.ac.uk

Please remember – we are here to help!

Contents

Exams Information	6
Moodle and the College website	6
Candidate numbers	6
Before the Exams	6
Exam timetables	6
Access arrangements	6
Equipment & identification	6
Unauthorised items	7
Calculators	7
During the Exams	8
Exam regulations	8
Attending exams	8
Entering the exam room	9
Food and drink	9
Contact numbers	9
Lateness	9
Using social media sites	9
Exam clashes	10
Illness and special consideration	10
Evacuation procedures and fire alarms	10
At the end of the exam	10
Malpractice	10
After the Exams	11
Accessing results	11
After results have been issued	11
Certificates	11
Frequently Asked Questions	12
What do I do if there is a clash of exams on my timetable?	12
What do I do if I forget my student card?	12
How do I find out the college Centre Number?	12
What if I have an accident or I am ill before the exam?	12
What is special consideration?	12
What if I feel ill during an exam?	12
If I miss an exam, can I take it on another day?	12
How do I know where I'm sitting?	12
How do I know how long the exam is?	12
Can I go to the toilet during the exam?	13
I am entitled to extra time – how will this affect the way I take my exams?	13
I suffer with anxiety and nerves, sometimes resulting in panic attacks. What can I do?	13
What do I do if I don't get the grades I need?	13

On your exam day

This checklist will help you to be as prepared as possible for your exams, so that on the day itself you can focus on doing your best.

Before sitting your exams, ensure you know:

- the date, time and location of your exams – you might find it helpful to write this information in a calendar or planner
- who to contact at school or college in case there's an emergency that makes you late or unable to sit your exam

What you cannot take into exams:

- any type of phone
 - revision notes
 - any type of watch (this includes analogue, digital and smart watches)
- 

What you will need:

- a clear pencil case
 - at least two black ink pens – blue pens are not acceptable
 - an approved calculator for relevant exams
 - appropriate apparatus such as a ruler or protractor for relevant exams
 - a clear water bottle if you wish to take one in – it must not have a label
- 

Other important information:

- Listen carefully to the invigilator's instructions which will be specific to your exam. If you are unsure of anything, please raise your hand and wait for the invigilator.
- Fill in your details on the front of your answer booklet.
- If you need additional answer sheets, raise your hand and wait for an invigilator who will provide you with one. Remember to add your details to this booklet too.
- If you need to use the toilet or feel unwell, raise your hand and wait for an invigilator who will escort you from the exam room.
- Make sure you stay silent – talking to a fellow candidate could result in disqualification from all your exams.

If you have any questions about the format on the day, please ask your teacher or exams officer.



You can also find useful information about preparing for exams at www.jcq.org.uk/exams-office/information-for-candidates-documents

Exams Information

Moodle and the College website

You can find important information on the Exams Moodle page and on the Exams section of the website. Please ensure you observe the information provided, together with the exam rules and regulations.

Moodle - <https://moodle.greenhead.ac.uk/course/view.php?id=166>.

Website - <https://www.greenhead.ac.uk/college-info/exams-information>

Candidate numbers

Each candidate has a **four-digit candidate number**. You can find this number **on your Cedar exam timetable and/or your student card**. You must write your candidate number on your exam papers, along with your other details. If you have any questions, please ask the invigilator.

Before the Exams

Exam timetables

The overall exam timetable for Summer 2023 can be viewed on the College website. The exam period begins on **Monday 15th May** and concludes on **Wednesday 28th June**. **The exam boards expect students to be available to take exams for the entirety of this period.**

The date and time of exams are set by the exam boards, not by the College. Accordingly, the exams have to be taken at those dates and times. For the vast majority of exams (including all A Levels) there is no opportunity to take an exam on a later date. If you miss an exam due to misreading your exam timetable, there is nothing we can do.

Individual exam timetables will be available to view on Cedar before the Easter holiday. Once logged in, select 'A+' from the green menu on the left, 'Exams and Results' and then 'Exam Timetable' to view your individual timetable, which will display your room and seat number for each exam.

Access arrangements

If you are entitled to additional support for your exams (such as extra time, taking your exams in a smaller room, using a word processor, etc.), this is coordinated by our Learning Support team. If you have any questions, please speak to them in the first instance.

Please be aware that additional support has to be agreed well in advance of the exams so please ensure you raise any queries or questions as a priority. The Learning Support team have to comply with the deadlines set by the exam boards and 'on the exam day' applications are not possible.

Equipment & identification

You must wear your lanyard (complete with student card) at all times while in College, and when you attend all exams. If you do not have your lanyard, you must go to the Front Office to get a temporary sticker.

Please make sure you have all the correct equipment for your exams, including pens, pencils, mathematical equipment etc. and any permitted literature, texts or coursework. You must use either a **transparent** pencil case or clear plastic bag. Use only black pen and do not write in pencil. Coloured pencils may only be used for diagrams, maps, charts. etc. Highlighter pens can **only** be used on the question paper. **Bring your own calculator** but please do not bring the lid.

You will not be allowed to borrow anything from another candidate and must not ask to do so. If wearing a hoodie, you will not be permitted to wear the hood up. If wearing a headscarf, you may be asked to show that you do not have headphones.

If the wearing of religious clothing makes it difficult to identify you, the following process will be followed;

- An invigilator of the same gender will take you to another room
- You will be asked to briefly remove any face covering, to allow identification
- Once identification has taken place, you should replace your face covering and proceed as normal to the exam room

Unauthorised items

You are not allowed to have a bag, mobile phone, watch or electronic device in your possession during an exam (even if it is switched off). If found, you will be reported to the exam board, who will almost certainly disqualify you from that exam, or even impose a harsher penalty.

The following items are **not permitted** and must be left in your locker or in the staffroom of the subject in which you are taking the exam. Alternatively, ask your tutor if it is possible to leave your belongings with them.

Electronic communication/storage devices including mobile phones, iPods, MP3/MP4 players, pagers, products with text facilities	Food, sweets, chewing gum, fizzy drinks. Water must be in a CLEAR label-free, logo-free bottle
Watches of any kind	Dictionaries
Revision notes (or notes of any kind)	Blotting paper
Wrist/festival bands with writing on	Reading pens
Correcting pens, fluid or tape	Pencil cases (unless see-through)
Calculator cases/instructions	Gel pens & erasable pens
Baseball caps	

Plan ahead! What will you do with your belongings? Please do not leave items outside the exam room door.

Calculators

In the subjects of **Mathematics, Further Mathematics, Physics, Statistics and Core Maths only**, candidates may, in accordance with the A-Level specification, use a **graphical calculator**. On the day of the exam, on entering the exam room, **candidates must demonstrate to centre staff/Invigilators that their calculator is in 'exam mode' and how long is left in this mode.** An infringement of this may result in the calculator being confiscated.

In all other subjects, unless specifically prohibited, the use of an **ordinary scientific calculator** is permitted in exams, **but not the use of a graphical calculator**. It is recommended that candidates familiarise

themselves with an ordinary scientific calculator if they study subjects where a calculator is needed. The calculator must meet the following requirements:

Calculators must be:

- of a size suitable for use on the desk;
- either battery or solar powered;
- free of lids, cases and covers which have printed instructions or formulae.

Calculators must not:

- be designed or adapted to offer any of these facilities:
 - language translators;
 - symbolic algebra manipulation;
 - symbolic differentiation or integration;
 - communication with other machines or the internet;
- be borrowed from another candidate during an examination for any reason;
- have retrievable information stored in them. This includes:
 - databanks;
 - dictionaries;
 - mathematical formulae;
 - text.

The candidate is responsible for the following:

- the calculator's power supply;
- the calculator's working condition;
- clearing anything stored in the calculator.

Please speak to your teaching staff if you have any questions.

During the Exams

Exam regulations

In addition to this booklet, **please ensure you read all the JCQ-issued documents linked at the start of this handbook.** You must not take part in any unfair practice when taking an exam or assessment. If you break the rules in any way, you could be disqualified from all your subjects. The College must report any breach of regulations to the exam boards.

Attending exams

As a candidate, you are responsible for checking your own timetable and arriving at college on the correct day at the correct time with your student card and the appropriate equipment.

Morning exams begin at **9.00am**
Afternoon exams begin at **1.30pm**

Arrive at the exam room **ten minutes before the start time**. If you occasionally experience transport problems, please **plan ahead** and try to find an alternative means of arriving at college in time for your exam. Some exam rooms can often feel either chilly or hot, depending on the weather, so we would recommend dressing in layers.

The invigilator will help you if you forget your desk number.

Entering the exam room

You must enter the exam room in silence and find your allocated desk. Remain silent until you have left the room on completion of the exam. **You will not be allowed to leave until the scheduled time for the end of the exam.**

- Please make sure you do not have any unauthorised items (such as a mobile phone or revision notes).
- Do not attempt to communicate with, or distract, other candidates.
- Listen carefully to the invigilator's instructions. There may be amendments to the paper that you need to know about.
- Check that you have the correct question paper and that you have all the materials listed on the front of the paper.
- When instructed to do so, fill in the required details on the front of the answer booklet including your 4-digit candidate number (not your student number).
- Carefully read all the instructions printed on the question paper. Remember to turn over all the pages.
- Rough work should be done in the answer booklet– it should be crossed through with a single line at the end of the exam. Please don't write on the desk.
- If you feel ill, are in doubt about what to do, need more paper, put your hand up to attract an invigilator's attention
- You must not ask for, and will not be given, any explanation of the questions.

Food and drink

A clear transparent (not coloured) container/plastic bottle containing **water only** is permitted, provided it has no writing on and the label is removed. **Juice and fizzy drinks are not allowed.** Food is not permitted, unless approved as part of an exams access arrangement.

Contact numbers

If you're missing from an exam, we'll usually try to contact you by mobile in the first instance.

Lateness

If you are going to arrive slightly late (5 minutes or so) for an exam, report directly to the exam room as the invigilator will be expecting you to arrive, even though the exam may have started. If you know you're going to be significantly delayed (**10 minutes or more**), telephone college **urgently**. **There are strict 'cut off' times set by the exam boards as to when you are allowed to start your exam. In some instances, your exam paper might not be accepted by the exam board.**

Using social media sites

You are advised **against** using social media sites in the hours leading up to, and immediately after, an external exam. Candidates who post information or take part in group chats about exam paper content have been

disqualified from exams in the past. If you stumble upon exam paper information unwittingly, **you may still be disqualified.** The exam boards monitor social media sites and will follow up any suspicious activity.

Exam clashes

You may find you have two or more exams scheduled at the same time. This is known as an exams clash. Your clash will be identified by Exams staff, and you will receive specific instructions about how your exams must be conducted on the clash day and it is vital that you follow these. This will involve one or more periods of 'clash supervision' between exams.

Illness and special consideration

If you are ill shortly before an exam, please let the Exam Office know **prior to the start by telephoning College.** They may be able to alert the invigilator in case you need attention urgently. If you feel ill during an exam tell the invigilator as soon as you can so we can support you. We may be able to make the exam board aware of your illness through a 'special consideration' consideration.

If you think that you are going to **miss an exam through illness**, please contact the College urgently on 01484 422032 for advice. Supporting evidence, such as a medical note, will be required.

Evacuation procedures and fire alarms

If the fire alarm sounds during the exam, the invigilators will issue instructions. Don't panic! You may be asked to evacuate the room and you will be escorted to a designated assembly point. Leave everything on your desk. **You must not attempt to communicate with anyone during the evacuation, and you remain under exam conditions at all times.** When you return to the exam room, the invigilator will issue further instructions. You will be allowed the full working time for the exam and a report will be sent to the exam board with details of the incident.

At the end of the exam

When an exam ends, the following information applies:

- All work must be handed in. If you have used more than one answer book or have loose sheets of exam stationery, slot them inside the main answer booklet in the correct order. Make sure your name and candidate number are on each sheet. Clearly number your answers and list the question numbers attempted on the front of the answer booklet if required.
- You will not be permitted to leave the exam room early. If you have finished the paper, use any time remaining to check over your answers and ensure you have completed your details correctly.
- The Invigilators will collect your exam papers before you leave the room. Absolute silence must be maintained during this time. Remember, you are still under exam conditions until you have left the room.
- **Question papers, answer booklets and additional paper – used or unused - must not be taken from the exam room.**
- Remember to put on your lanyard when the Invigilator allows you to leave the room

Malpractice

Candidates have been disqualified for being in possession of a mobile phone, a smartwatch or last-minute revision notes; please **check your pockets and clothing carefully before entering the exam room.** Please note that doodling on answer booklets and writing notes to examiners are considered instances of malpractice. The exam board may refuse to accept your paper.

After the Exams

Accessing results

Results will be available through Cedar, with information relating to results days being shared by the Exams Office prior to each Results Day. Linear A-Levels report a single overall grade. Grade boundaries will be available. Following the summer exams, hard copies of A-Level results will be posted to your home address. Exams staff will be available to discuss results enquiries, and provide support and advice. No results will be given out by telephone or by e-mail under any circumstances.

After results have been issued

Following the publication of results, the exam board provide a range of post results services, including the option to request a copy of your exam script or to have the marking reviewed.

If you wish to query your results, it is **important that you speak to Exams Office staff as soon as possible**, as there are **strict deadlines** set by the exam boards. Various fees apply for the following services:

Access to Scripts: You may request the return of a photocopy of your script. This will help you decide whether to ask for a 'review of results'. This service is **only available for a few days following the issue of results**. Your signature is required for this service.

Review of Results: You may ask for your paper to be re-viewed by the exam board. Again, deadlines apply. **Your mark can go up, stay the same or go down**. Whatever the outcome, the new mark stands. Your signature is required for this service.

Other post services will be available – please speak to the Exams Office if you have any queries.

Certificates

Certificates will be issued under the legal name you provided when you enrolled. Any amendments after the certificates have been issued will almost certainly incur a fee.

Certificates are posted out once they have been received from the exam boards, using a 'recorded signed for' method. This normally takes places around three months after the results have been issued. Someone will need to be at your home address to sign for them. Remember to inform the college if you **change address** during your time here, and in the months after you have left the college.

Ensure you store your certificates safely; if you lose them, the exam boards all charge to provide replacement documentation. Some exam boards will only issue a 'certifying statement of results' as part of the replacement service.

Frequently Asked Questions

What do I do if there is a clash of exams on my timetable?

If you have an exams clash, you will be notified by email; you must check your college e-mails regularly. The Exams Office will let you know what you need to do and how your clash will be resolved.

What do I do if I forget my student card?

You must collect a temporary replacement sticker from Reception and wear it to the exam.

How do I find out the college Centre Number?

The college centre number is 37490 and will be posted in each room at the front near the clock.

What if I have an accident or I am ill before the exam?

Please inform the college Exams Office staff **before the start of the exam** so we can help or advise you. In the case of an accident where you are unable to write, it may be possible to arrange for a scribe to write for you, but exam board approval is needed for this, so please do not delay in contacting us. You will need to obtain medical evidence from your GP or hospital.

What is special consideration?

Special consideration is an adjustment made by the exam board to the marks or grades of a candidate who, **at the time of the exam**, is affected by circumstances such as illness, accident, bereavement or domestic crisis. Any adjustment is likely to be small and no feedback is ever provided. Exams staff must be informed immediately, and any application must be supported by the appropriate evidence.

What if I feel ill during an exam?

Put your hand up and an invigilator will assist you. If necessary, you will be escorted under supervision from the exam room to the medical room for further attention. We have a large team of qualified First Aid staff who will assist. If you make a suitable recovery, you may be able to continue your exam, possibly in a smaller room. Any elapsed time will be added to your exam finish time.

If I miss an exam, can I take it on another day?

No. Timetables are regulated by the exam boards and you must attend on the given date and time.

How do I know where I'm sitting?

Look on Cedar under 'Exam Timetable' for your room and desk number. The Exams Office will email you to confirm when these are available.

How do I know how long the exam is?

The duration of the exam is shown on your exam timetable in Cedar. This information also appears on the front of your question paper. The invigilator will write the 'Start Time' and 'Finish Time' on the whiteboard at the front of the exam room. There will be a clock in every exam room.

Can I go to the toilet during the exam?

Only if it is absolutely necessary. You will be escorted by an invigilator and **will not be allowed any extra time**. You will not be allowed to go to the toilet during the last ten minutes of an exam. Please ensure you visit the toilet before you come to an exam, to avoid disturbance once the exam is in session.

I am entitled to extra time – how will this affect the way I take my exams?

You may be seated together with other candidates who have extra time, to minimise disruption from other candidates who finish earlier. The Invigilator will provide a finish time for you on the whiteboard eg. 'desk A4 to finish at 4.00pm'.

I suffer with anxiety and nerves, sometimes resulting in panic attacks. What can I do?

The College is here to support you in all aspects of college life – please reach out to your personal tutor if you have concerns at any time.

Also, please remember you're not alone! Other candidates will be in the same position. Before the exam day, plan your revision programme carefully and ensure you eat healthily and get plenty of sleep. Be organised; make sure you know your room and desk numbers, and have the correct equipment with you. Practise your coping strategies: control your breathing, sip water etc. Ensure you take any prescribed medication and remember, if you feel unwell and need the Invigilator's attention, raise your hand.

What do I do if I don't get the grades I need?

Senior staff, Careers and Exams Office staff will be available to advise you on results day. There are always a variety of options to explore, including looking at alternative university courses, considering a different pathway to your chosen career, or thinking about apprenticeships.

If you feel that your marks may be incorrect, please speak to Exams staff immediately. You may wish to ask for the return of your exam script, or request a 'review of marking' where your script will be checked by a second examiner.

Don't forget – contact Exams staff and ask if you're not sure, or you're unhappy, or have been unwell in one of your exams. Our Complaints and Appeals procedures are available on request.