

Mary Pugsley MBE

Director, Hair@theAcademy



Examinations and Assessments Policy

Written by Mary Pugsley MBE

Last reviewed 27/07/2026

Next review date 28/07/2027

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UKPKN 10047420

Contents

- ❖ The centre exams policy
- ❖ Qualifications
- ❖ Exam series and timetables
- ❖ Entries, entry details and late entries
- ❖ Exam fees
- ❖ Equality legislation
- ❖ Estimated grades
- ❖ Managing invigilators
- ❖ Candidate
- ❖ Internal assessments and appeal
- ❖ Results
- ❖ Certificates

Purpose

The purpose of this exams policy is:

- To ensure the planning and management of exams is conducted efficiently and in the best interests of candidates.
- To ensure the operation of an efficient exams system with clear guidelines for all relevant staff.

It is the responsibility of everyone involved in the Hair at the Academy's exam processes to read, understand and implement this policy.

The exams policy will be reviewed annually by the director.

Where references are made to JCQ regulations/guidelines, further details can be found at www.jcq.org.uk.

Exam responsibilities

The Director:

- Has overall responsibility for Hair at the Academy as an exams centre and advises on appeals and re-marks.

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UKPKN 10047420

- Is responsible for reporting all suspected or actual incidents of malpractice (refer to the JCQ document 'Suspected malpractice in examinations and assessments').

The Exams Officer:

- Manages the administration of internal exams.
- Advises the senior leadership team, tutors, and other relevant support staff regarding exams timetables and procedures as set by the various awarding bodies.
- Oversees the production and distribution, to all centre staff and candidates, of a schedule for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
- Ensures that candidates and their parents are informed of and understand those aspects of the exams timetable that will affect them.
- Checks with teaching staff that the necessary written work and controlled assessments are completed on time and in accordance with JCQ guidelines.
- Provides and confirms detailed data on estimated entries.
- Maintains systems and processes to support the timely entry of candidates for their exams.
- Receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines.
- Administers access arrangements and makes applications for special consideration following the regulations in the JCQ publication 'A guide to the special consideration process.'
- Identifies and manages exam timetable clashes.
- Accounts for income and expenditures relating to all exam costs/charges.
- Line manages the exams invigilators organising the training and monitoring a team of exams invigilators responsible for the conduct of exams.
- Ensures candidates controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT, any post results service requests.

Salon Managers are responsible for:

- Guidance and pastoral oversight of candidates who are unsure about exams entries or amendments to entries.
- Adherence to deadlines as set by the exams officer.
- Accurate completion of controlled assessment mark sheets and declaration sheets.
- Decisions on post-results procedures.

Tutors and Support Staff are responsible for:

- Supplying information on entries, coursework and controlled assessments as required by the exams officer.

The Special Educational Needs (SEND) Lead is responsible for:

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UKPKN 10047420

- Identification and testing of candidates' requirements for access arrangements and notifying the exams officer in good time so that they are able to put in place exam day arrangements.
- Process any necessary applications to gain approval.
- Working with the exams officer to provide the access arrangements required by candidates in exams rooms.

Invigilators are responsible for:

- Assisting the exams officer in the efficient running of exams according to JCQ regulations.
- Collection of exam papers and other material from the exams officer before the start of the exam.
- Collection of all exam papers in the correct order at the end of the exam and ensuring their return to the exams officer.

Candidates are responsible for:

- Confirmation and signing of entries.
- Understanding controlled assessment regulations and signing a declaration that authenticates works completed as their own.
- Ensuring they conduct themselves in all exams according to the JCQ regulations.

Qualifications offered

The qualifications offered at this centre are decided by the salon managers and director.

The qualifications are regulated and approved to be delivered by our awarding bodies VTCT and Open Awards.

The types of qualifications offered are varied to accommodate learners' needs where possible.

The subjects offered for these qualifications in any academic year may be found in the Hair at the Academy website and documentation. If there is to be a change of specification for the next year, the exams office must be informed as soon as possible.

Informing the exams office of changes to a qualification is the responsibility of the salon managers and/or director.

Decisions on whether a candidate should be entered for a particular subject will be taken by the salon managers in consultation with the director.

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UKPN 10047420

Exam series

Internal exams (mock exams), external exams and assessments are scheduled throughout the academic year.

External exams are held under external exam conditions and internal (mock) exams will be held under exam conditions whenever practicable.

Hair at the Academy does offer some assessments on an on-demand basis. On-demand assessments can be scheduled only in windows agreed between salon managers and the director.

Exam timetables

Once confirmed, the exams officer or subject teacher will circulate the exam timetables for internal and/or external exams at least a week before the exam series begins.

Entries, entry details and late entries

Candidates or parents/carers can request a withdrawal from examinations.

Hair at the Academy does not accept entries from private candidates.

Hair at the Academy does not act as an exams centre for other organisations.

Entry deadlines are circulated to salon managers and tutors via email, briefing meetings and face to face meetings.

Salon managers and tutors will provide estimated entry information to the exams officer to meet JCQ and awarding body deadlines.

Entries and amendments made after an awarding organisation's deadline (i.e. late) require the authorisation, in writing, of the director.

Principal Learning and Functional Skills re-sits/retakes are allowed.

Re-sit decisions will be made by salon managers and tutors in consultation with the director and exams officer.

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UK PKN 10047420

Exam fees

Candidates will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies.

The exams officer will publish the deadline for actions well in advance for each exam's series.

Principal Learning and Functional Skills entry exam fees are paid by Hair at the Academy.

Late entry or amendment fees are paid by Hair at the Academy.

Fee reimbursements may be sought from candidates:

- if they fail to sit an exam
- if they do not meet the necessary course requirements without medical evidence or evidence of other mitigating circumstances

Re-sit fees are paid by Hair at the Academy.

Equality Legislation

All staff must ensure that they meet the requirements of any equality legislation.

Hair at the Academy will comply with the legislation, including making reasonable adjustments to the service that they provide to candidates in accordance with requirements defined by the legislation, awarding bodies, and JCQ. This is the responsibility of the director, exams officer, salon managers and tutors

Access arrangements

The SEND lead will inform subject teachers, tutors and salon managers of candidates special educational needs and any additional access arrangements that individual candidates will need during the course and in any assessments or exams.

A candidate's access arrangements requirement is determined by the SEND lead and exams officer

Ensuring there is appropriate evidence for a candidate's access arrangement is the responsibility of the SEND Lead.

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UK PKN 10047420

Submitting completed access arrangement applications to the awarding bodies is the responsibility of the exams officer or exams administrator.

Rooming for access arrangement candidates will be arranged by the exams officer.

Invigilation and support for access arrangement candidates, as defined in the JCQ access arrangements regulations, will be organised by the exams officer

Contingency planning

Contingency planning for exams administration is the responsibility of the exams officer, director and senior leadership team.

Managing invigilators

External staff will not be used to invigilate examinations.

Recruitment of invigilators is the responsibility of the director.

Securing the necessary Disclosure Barring Service (DBS) clearance for new invigilators is the responsibility of the senior leadership team, director and exams officer.

DBS fees for securing such clearance are paid by Hair at the Academy.

Invigilators' rates of pay are set by the director.

Invigilators are recruited, timetabled, trained, and briefed by the exam officer.

Malpractice

The director with the senior leadership team is responsible for investigating suspected malpractice.

Exam days

The exams officer and invigilators will arrange all exam rooms and make the question papers, other exam stationery and materials ready for assessments/exams.

Salon managers and the exams officer are responsible for setting up the allocated rooms and will be advised of requirements insert timescale in advance.

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UK PKN 10047420

The invigilators will start and finish all exams in accordance with JCQ guidelines.

Subject staff may be present at the start of the exam to assist with identification of candidates. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed in the exam room and what they can do.

In practical exams, subject tutors' availability will be in accordance with JCQ guidelines.

Exam papers must not be read by tutors or invigilators or removed from the exam room before the end of a session. Papers will be collected and stored by the exams officer in accordance with JCQ's recommendations and no later than 1 hour after candidates have completed them.

After an exam, the exams officer will arrange for the safe dispatch of completed examination scripts to awarding bodies, working in conjunction with exam invigilators.

Candidates

The exams officer or tutors will provide written information to candidates in advance of each exam series. A formal briefing session for candidates may be given by the subject tutor or exams officer.

Hair at the Academy's published rules on acceptable dress and behaviour apply at all times.

Candidates' personal belongings remain their own responsibility and Hair at the Academy accepts no liability for their loss or damage.

In an exam room candidates must not have access to items other than those clearly allowed in the instructions on the question paper, the stationery list, or the specification for that subject. This is particularly true of mobile phones and other electronic communication or storage devices with text or digital facilities. Any precluded items must not be taken into an exam room.

Disruptive candidates are dealt with in accordance with JCQ guidelines.

Candidates are expected to stay for the full exam time at the discretion of the exam invigilator.

Candidates who leave an exam room must be accompanied by an appropriate member of staff at all times.

The exam invigilator or exams officer is responsible for handling late or absent candidates on exam day.

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UKPN 10047420

Special consideration

Should a candidate be unable to attend an exam because of illness, suffer bereavement or other trauma, be ill or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert Hair at the Academy's senior leadership team to that effect.

The candidate must support any special consideration claim with appropriate evidence within 7 days of the exam.

The exams officer will make a special consideration application to the relevant awarding body within 7 days of the exam.

Internal assessment

Marks for all internally assessed work are provided by the Internal Quality Assessors (IQAs).

The exams officer or IQAs will inform staff of the date when appeals against internal assessments must be made by. Any appeals will be dealt with in accordance with the centre's Internal Appeals Procedure (IAP) document.

Results

Candidates will receive individual results slips on results days,

- In person at the centre
- Via secure email system (e.g. egress)
- By post to their home address - candidates to provide a self-addressed envelope

The results slip will be in the form of a Hair at the Academy produced document.

Arrangements for the centre to be open on results days are made by the director and salon managers.

The provision of the necessary staff on results days is the responsibility of the director.

Enquiries about Results (EAR)

EARs may be requested by Hair at the Academy staff or the candidate following the release of results. A request for a re-mark or clerical check requires the written consent of the candidate, a

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UK PKN 10047420

request for a re-moderation of internally assessed work may be submitted without the consent of the group of candidates.

The cost of EARs will be paid by the candidate.

All decisions on whether to make an application for an EAR will be made by the director.

If a candidate's request for an EAR is not supported, the candidate may appeal and Hair at the Academy will respond by following the process in its Appeals Procedure (AP) document.

All processing of EARs will be the responsibility of the Exams Administrator, following the JCQ guidance.

Certificates

Candidates will receive their certificates:

- in person at the centre
- by post to their home address (if paid for by the candidate)

Certificates can be collected on behalf of a candidate by third parties, provided they have written authority from the candidate to do so and bring suitable identification with them that confirms who they are.

The centre retains certificates for 3 years.

A reissued certificate will not be issued by an awarding organisation, however, may be able to be requested via Hair at the Academy at the request of the candidate. This will be at the candidate's expense and Hair at the Academy retains the right to hold this certificate until payment for a reissued certificate is made in full.

Mary Pugsley MBE: Director T: 07974750699

E: mp.hairattheacademy@gmail.com

W: www.hairattheacademy.co.uk

A: Cornerstone 10 Kimberley Rd Exeter EX2 4JG

Hair@theAcademy is a company limited by guarantee, registered in England and Wales, number 9223155.

Registered office: 8 Feltrim Avenue Exeter Devon EX24RP UKPKN 10047420