EXAMINATION CONTINGENCY PLAN

Company Operations

ADO SERVICES C.I.C.

Incorporating ADO River Valley School

Version 2.4P ©2023-2024

Current Version Valid from October 2023

Next Scheduled Review October 2024

2023-2024

1 Examination Contingency Plan Overview

ADO, is committed to avoiding any risks to both its business and the ability to ensure that any possible disruptions to examinations are managed accordingly in line with the relevant awarding bodies and that JCQ regulations (*Section 5.3*) are adhered to where possible.

The Examination Contingency plan links closely with the **ADO Business Contingency Plan** as directed to staff within their own handbook.

The ADO Examination Contingency Plan is valid for the following services:

ADO Education - River Valley School – ADO Training Centre

2. Risks and Disruption Strategies

To ensure the contingency plan is operational, it is important to identify all the possible causes to disruption that may occur during the examination process.

2.1 Exam Officer

In the extended absence of the Exam Officer at key points during the exam process, the key tasks identified that are at risk of not being completed include:

Planning

- Annual data collection exercise not undertaken to collate information on qualifications and awarding body specifications being delivered
- Annual exams plan not produced identifying essential key tasks, key dates and deadlines "produced using the exams office website"
- Sufficient invigilators, readers and scribes are not identified and trained

Entries

- Awarding bodies not being informed of early and estimated entries which prompts release of early information required by teaching staff
- Candidates not being entered with awarding bodies for external exams or assessment
- Awarding body entry deadlines missed or late or other penalty fees being incurred

Pre-Exams

- Exam timetabling, seating plans, list of readers and scribes are not prepared
- Candidates not briefed on exam timetables and awarding body information for candidates

- Exam or assessment materials and candidates' work not stored under required secure conditions
- Internal assessment marks and samples of candidates' work not submitted to awarding bodies or external moderators

Exam Time

- Exams or assessments not taken under the conditions prescribed by awarding bodies
- Required reports or requests not submitted to awarding bodies during exam or assessment periods, for example, very late arrival, suspected malpractice, special consideration
- Candidates' scripts not dispatched as required to awarding bodies

Results and Post-Results

- Access to examination results affecting the distribution of results to candidates
- The facilitation of the post-results services

Centre Actions

In the extended absence of the Exams Officer, the primary responsibility for the role reverts to the Head with secondary and tertiary support from the Chief Operating Officer and Director of Education.

2.2 SENCO

In the extended absence of the SENCO at key points during the exam process, the key tasks identified for accessibility that are at risk of not being completed include:

Planning

- Candidates not tested or assessed to identify potential access arrangement requirements
- Evidence of need and evidence to support normal way of working not collated

Pre-Exams

- Approval for access arrangements not applied for to the awarding body
- Modified paper requirements not identified in a timely manner to enable ordering to meet external deadline
- Staff providing support to access arrangement candidates not allocated and trained

Exam Time

- Access arrangement candidate support not arranged for exam rooms

Centre Actions

In the absence of the SENCO, the primary responsibility will be that of the Exams Officer-Business Manager with secondary and tertiary support from the Executive Head and ADO Senior Therapists from the ADO Therapy team.

2.3 Educators – Teaching Staff

In the extended absence of specific Educators (Teaching Staff) at key points during the exam process, the key tasks identified that are at risk of not being completed include:

- Early or estimated entry information not provided to the exams officer on time; resulting in pre-release information not being received
- Final entry information not provided to the exams officer on time; resulting in candidates not being entered for exams or assessments or being entered late or other penalty fees being charged by awarding bodies
- Non-examination assessment tasks not set or issued or taken by candidates as scheduled
- Candidates not being informed of centre assessed marks before marks are submitted to the awarding body and therefore not being able to consider appealing internal assessment decisions and requesting a review of the centre's marking
- Internal assessment marks and candidates' work not provided to meet awarding body submission deadlines

Centre Actions

In the absence of specific Educators, the Exams Officer – Business Manager will have primary responsibility to source and re-allocate other ADO Educators (Teaching Staff) with secondary and tertiary support from the Head and Chief Operating Officer.

2.4 Invigilators

In the absence of appropriately trained invigilators at key points during the exam process, the key tasks identified that are at risk of not being completed include:

- Failure to recruit and train sufficient invigilators to conduct exams
- Invigilator shortage on peak exam days
- Invigilator absence on the day of an exam

2.41 Centre Actions

In the absence of an invigilator at a key point during the exam process, the Chief Operating Officer will assume the role as required, with secondary and tertiary responsibility from the Head or Executive Head. The key to ensuring contingency is the primary responsibility of the Head and Exams-Business Manager to plan ahead, to ensure that unless of absence on the day, there is always contingency built into schedules. If at any time, recruitment or training is required, the responsibility to ensure staff numbers are correct and present for the

schedule ahead is primarily with the Head. Training existing senior members of the ADO Education team will ensure a low risk approach to resourcing.

2.5 Exam Room Space

In the unlikely event that rooms are not available at the Centre prior to examinations due to an incident, fire alarm, localised IT issues, emergency evacuation of the building or for any other reason, then an alternative room or location will be used.

For room unavailability, an alternative room within the centre will be sourced, secured using JCQ guidelines and booked.

For building unavailability, ADO has the use of two other site venues where room space can be booked in advance and used at short notice.

The ADO Education team will work together to source a viable alternative, with primary responsibility from the Exams Officer, supported by the Chief Operating Officer.

2.6 IT System Failure

Failure to any number of parts or the sum of parts to the internal IT systems or Internet access may well inhibit the process of examinations as follows:

- Prevent 'Final Entry Deadlines' from being sent
- Disrupt exam preparation
- Stop results from being released on time.

In any of these cases ADO already has IT contingency in place as part of its Business Contingency Plan. Registration systems are cloud based and can be accessed through the two secure internet access points on the ADO wide area network. The two independent internet connections are at two separate sites, with access to a central information system using a secure virtual private network connection. The data is stored at the centre and backed-up real-time, on the fly, at another site.

2.7 Centre Closed for an Extended Period

If the main centre was closed for an extended period, ADO would use one of two other venues for the use of teaching or examination purposes. The relevant parties would be advised and if there was any impact on candidates, then the awarding bodies will be notified.

2.8 Candidates Unable To Take Examination Because of Crisis – Centre Remains Open

If the candidates are unable to attend the centre, the Exams Officer will contact the relevant parties and awarding bodies to discuss alternative arrangements.

2.9 Disruption To The Delivery or Transportation of Completed Examination Scripts

If there is a delay in the collection of completed examination scripts, then then the Exams Officer will notify the relevant awarding body, ensure the scripts are stored in the Secure Room until such a time an alternative arrangement is made to make a collection.

2.10 Assessment Evidence Not Available To Be Marked

If the examination scripts or assessment evidence is damaged or destroyed before it can be marked, the Exams Officer will contact the relevant awarding body to notify them of any such incidents and act upon on advice given accordingly.

2.11 Centre Unable To Distribute Results As Normal

If the centre is unable to access or manage the distribution of results to candidates, or to facilitate post-results services, then the Exams Officer will contact the relevant awarding body to notify them of any such incidents and act upon on advice given accordingly.

2.12 Centre Ceases Trading

If ADO (The Centre) ceases trading or is unable to trade to continue services, we will endeavour to protect the interests of any candidates still within our responsibilities. The Centre will in the first instance notify the relevant awarding bodies they are currently working with, giving the earliest possible notice of impending closure. We will then work with the awarding bodies to protect the interests of the candidates. Where possible we will support the awarding bodies to transfer the candidates to a similar organisation offering similar or the same curriculums and awards.

3 Monitoring The Plan

Monitoring the plan is the responsibility of all ADO managerial, management committee and senior stakeholders. The success criteria of this plan will be monitored and reported regularly to senior members of the team.

All candidates have an important role to play. Candidates are encouraged to reflect on processes themselves. They should be able to talk to a member of staff at any time in confidence.

4. Review

All ADO policies and procedures follow ITIL guidelines to ensure version control, change control and release management of any documents. As a matter of policy, documents can be updated at any time to reflect changes to ADO procedures, legal changes, JCQ directives or any other reason to ensure the policies and procedures are accurate and correct. This involves consultation with stakeholders and approval from the directors. All policies and procedures are reviewed at the very least on an annual basis. Regular communication through newsletters, social media, text systems and through our website within the ADO Library is part of our Release Management.

5 References

Internal ADO References include:

ADO Business Contingency Plan – For ADO Staff Only

All these documents can be found in the ADO Library at:

http://www.adoservices.co.uk/index.php/alternative-provision-school/ado-library-main.html

Useful External References include:

Ofqual
Joint Contingency Plan in the event of widespread disruption to the Examination System in England, Wales and Northern Ireland
http://dera.ioe.ac.uk/16235/1/2012-12-11-joint-contingency-plan-november-2012.pdf

GOV.UK
Emergencies and severe weather: schools and early years settings
https://www.gov.uk/emergencies-and-severe-weather-schools-and-early-years-settings

Teaching time lost due to severe weather conditions

https://www.gov.uk/government/publications/teaching-time-lost-due-to-severe-weather-conditions/teaching-time-lostdue-to-severe-weather-conditions

Dispatch of exam scripts guide - Contingency planning

https://www.gov.uk/government/publications/dispatch-of-exam-scripts-yellow-label-service/dispatch-of-exam-scriptsguide

JCQ Guidance on alternative site arrangements
http://www.jcq.org.uk/exams-office/forms Instructions for conducting examinations

http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations

Guidance on access arrangements and special consideration

http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration

6 Contact

This document was produced by the ADO Operations Team using the guidance provided by JCQ . This version supersedes any previous versions and will be reviewed annually.

All correspondence with regard to this policy, or any other operational policy and procedure should be directed to the ADO Chief Operating Officer by e-mailing gmp@adoservices.co.uk or calling 0208 855 6778, requesting to speak to the Chief Operating Officer or in writing c/o Chief Operating Officer, ADO Services CIC, 126 Upper Wickham Lane, Welling, Kent DA163NB.