



Holmer Green Senior School
Exam Contingency Plan

April 2025

Contents

Purpose of the plan	3
Possible causes of disruption to the exam process.....	3
1. Exam officer extended absence at key points in the exam process (cycle).....	3
2. Staff member responsible for Access Arrangements extended absence at key points in the exam cycle	4
3. Teaching staff extended absence at key points in the exam cycle	5
4. Invigilators - lack of appropriately trained invigilators or invigilator absence.....	5
5. Exam rooms - lack of appropriate rooms or main venues unavailable at short notice	5
6. Cyber-attack.....	6
7. Failure of IT systems	6
8. Emergency evacuation of the exam room (or centre lock down).....	6
9. Disruption of teaching time in the weeks before an exam – centre closed for an extended period.....	7
10. Candidates at risk of being unable to take examinations – centre remains open	7
11. Centre at risk of being unable to open as normal during the exams period.....	7
12. Disruption in the distribution of examination papers.....	8
13. Disruption to transporting completed examination scripts	8
14. Assessment evidence is not available to be marked.....	8
15. Centre unable to distribute results as normal or facilitate post results services.....	8
Further guidance to inform and implement contingency planning -	9
Ofqual	9
JCQ	11
GOV.UK.....	12
National Cyber Security Centre.....	12

Purpose of the plan

This plan examines potential risks and issues that could cause disruption to the exams process at Holmer Green Senior School. By outlining actions/procedures to be invoked in case of disruption it is intended to mitigate the impact these disruptions have on our exam process.

Alongside internal processes, this plan is informed by the **Ofqual Exam system contingency plan**: England, Wales and Northern Ireland which provides guidance in the publication 'What schools and colleges and other centres should do if exams or other assessments are seriously disrupted' and the '**JCQ Joint Contingency Plan** for the Examination System in England, Wales and Northern.

Possible causes of disruption to the exam process

1. Exam officer extended absence at key points in the exam process (cycle)

Criteria for implementation of the plan

Key tasks required in the management and administration of the exam cycle not undertaken including:

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*
- *sufficient invigilators not recruited*

Entries

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

Pre-exams

- *invigilators not trained or updated on changes to instructions for conducting exams*
- *exam timetabling, rooming allocation and invigilation schedules not prepared*
- *candidates not briefed on exam timetables and awarding body information for candidates*
- *confidential exam/assessment materials and candidates' work not stored under required secure conditions*
- *internal assessment marks and samples of candidates' work not submitted to awarding bodies/external moderators*

Exam time

- *exams/assessments not taken under the conditions prescribed by awarding bodies*
- *required reports/requests not submitted to awarding bodies during exam/assessment periods, for example very late arrival, suspected malpractice, special consideration*
- *candidates' scripts not dispatched for marking 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

- The Data and Exams Assistant can be called upon to take over with the support of the Deputy Head, the Data Manager, a Senior Invigilator, the Exams Manager from another school and / or a member of the SIMS support team (depending upon stage in the exams cycle).
- Regular line manager meetings between Exams Manager and Assistant Head to keep up-to-date with emerging situations.
- All procedures are documented in the internal month by month task document which should be followed and actioned to ensure nothing significant is missed.
- Further documentation and guidance can be found via:
 - The Key Tasks section of The Exams Office website
 - Examination Board helplines and websites
 - The Exams Office section of the Joint Council for Qualifications (JCQ) website
 - The Examinations Administration section of the DfE website
 - SIMS information manuals

2. Staff member responsible for Access Arrangements extended absence at key points in the exam cycle

Criteria for implementation of the plan

Key tasks required in the management and administration of the access arrangements process within the exam cycle not undertaken including:

Planning

- *candidates not tested/assessed to identify potential access arrangement requirements*
- *centre fails to recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010*
- *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*
- *centre-delegated arrangements not put in place*
- *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

Deputy SENCO or member of SEN team to take over until staff member returns and, in conjunction with Exams Manager, to:

- identify any candidates not yet approved by awarding bodies, and any modified papers not yet requested, and complete
- identify any shortfalls in invigilation requirements and ensure that gaps are filled
- provide suitable training once gaps are filled

3. Teaching staff extended absence at key points in the exam cycle

Criteria for implementation of the plan

Key tasks not undertaken including:

Early/estimated entry information not provided to the exams office on time; resulting in pre-release information not being received

Final entry information not provided to the exams office on time; resulting in candidates not being entered for exams/assessments or being entered late/late or other penalty fees being charged by awarding bodies

Non-examination assessment tasks not set/issued/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

- Exams Manager to liaise with remaining HOD/ Faculty teaching staff and SLT

4. Invigilators - lack of appropriately trained invigilators or invigilator absence

Criteria for implementation of the plan

Failure to recruit and train sufficient invigilators to conduct exams

Invigilator shortage on peak exam days

Invigilator absence on the day of an exam

Centre actions

- Maintain a panel of invigilators, recruiting and training in advance of the main exam season if additional members are required
- In the event of a shortfall at late notice, Exams Manager to approach trained staff / LSA team to cover

5. Exam rooms - lack of appropriate rooms or main venues unavailable at short notice

Criteria for implementation of the plan

Exams officer unable to identify sufficient/appropriate rooms during exams timetable planning

Insufficient rooms available on peak exam days

Main exam venues unavailable due to an unexpected incident at exam time

Centre actions

- If insufficient rooms are available, re-room teaching classrooms for exams
- In an emergency, the main hall could be used instead of the Sports hall for exams
- Investigate use of an alternative centre if necessary, such as SWR (Consortium centre)

6. Cyber-attack

Criteria for implementation of the plan

Where a cyber-attack may compromise any aspect of delivery

Centre actions

- Promptly report any incidents to the relevant awarding bodies which might compromise any aspect of assessment delivery such as a cyber-attack
- Refer to the HGSS Cyber Response Plan, conditions of which are:
 - Where candidates produce work electronically, ensure their work is backed-up regularly and stored securely on the centre's IT
 - Follow and regularly review National Cyber Security Centre advice for support in cyber security preparedness and mitigation work
 - Routinely install security and system updates
- Enact the HGSS Cyber Recovery Plan

7. Failure of IT systems

Criteria for implementation of the plan

MIS system failure at final exam entry deadline

MIS system failure during exams preparation

MIS system failure at results release time

IT failure during exam using a computer or word processing software

Centre actions

- Exams Manager and IT Manager to liaise with awarding bodies as to appropriate action
- IT Manager and SIMS contractor to prioritise and resolve issues asap
Results can be obtained directly from awarding body websites

8. Emergency evacuation of the exam room (or centre lock down)

Criteria for implementation of the plan

Whole centre evacuation (or lock down) during exam time due to serious incident resulting in exam candidates being unable to start, proceed with or complete their exams

Centre actions

- Exams Manager and Invigilators must follow the school emergency evacuation procedure, a copy of which is available in each examination room
- If unable to re-enter the exam room within a reasonable length of time, contact awarding bodies and seek advice as to next steps
- Exams Manager (or Deputy Head in Exams Manager's absence) to apply for special consideration if appropriate
- Consider, if necessary, providing an opportunity to sit exams at the next available exam series

9. Disruption of teaching time in the weeks before an exam – centre closed for an extended period

Criteria for implementation of the plan

Centre closed or candidates unable to attend for an extended period during normal teaching or study supported time, interrupting the provision of normal teaching and learning

Centre actions

- Governors and SLT to take appropriate action and communicate plans with parents, carers and students
- Refer to guidance from the Department for Education on school closures
- Consider alternative methods of learning, such as remote learning, and / or alternative venues
- Prioritise exam students
- Consider, if necessary, providing an opportunity to sit exams at the next available exam series

10. Candidates at risk of being unable to take examinations – centre remains open

Criteria for implementation of the plan

Candidates at risk of being unable to attend the examination centre to take examinations as normal

Centre actions

- Consider each case on an individual basis. Communicate with relevant awarding bodies as necessary and keep parents, carers and candidates informed of options
- Identify whether the exam can be sat at an alternative venue if applicable (and in agreement with the awarding body)
- Special consideration may be applied for if exams are missed and minimum requirements have been met
If applicable, consider giving candidates the opportunity to sit any missed exams at the next available series

11. Centre at risk of being unable to open as normal during the exams period

Criteria for implementation of the plan

Centre at risk of being unable to open as normal for scheduled examinations (including centre being unavailable for examinations owing to an unforeseen emergency)

Centre actions

- Exams Manager, in conjunction with Head of Centre, to liaise with and seek advice from awarding bodies and to explore alternative local venues / centres, such as SWR (Consortium centre), advising candidates of any alternative provision
- If possible, open for exam candidates only, informing students via usual communication channels (school website, SchoolComms and text messaging)
- Special consideration may be applied for if exams are missed and minimum requirements have been met.
If applicable, consider giving candidates the opportunity to sit any missed exams at the next available series.

12. Disruption in the distribution of examination papers

Criteria for implementation of the plan

Disruption to the distribution of examination papers to the centre in advance of examinations

Centre actions

- Exams Manager to contact awarding bodies to organise alternative receipt of papers
- Awarding bodies to provide centres with electronic access to examination papers via a secure external network. Papers to be received, made and stored under secure conditions.
- Awarding bodies would provide guidance on the conduct of examinations in such circumstances.
- As a last resort, and in close collaboration with centres and regulators, awarding bodies to consider scheduling of the examination on an alternative date.

13. Disruption to transporting completed examination scripts

Criteria for implementation of the plan

Delay in normal collection arrangements for completed examination scripts/ assessment evidence

Centre actions

- Communicate problem to awarding organisations and seek advice as to alternative collection
- Centre to ensure that completed exam papers are kept in secure storage until collected

14. Assessment evidence is not available to be marked

Criteria for implementation of the plan

Large scale damage to or destruction of completed examination scripts/assessment evidence before it can be marked

Completed examination scripts/assessment evidence does not reach awarding organisations

Centre actions

- Exams Manager to contact awarding bodies for advice. Likely to award marks based on other appropriate evidence of candidate achievement as defined by the awarding organisation, or offer candidates the opportunity to retake in a subsequent series
- Parents, carers and students to be kept informed throughout

15. Centre unable to distribute results as normal or facilitate post results services

Criteria for implementation of the plan

Centre unable to access or manage the distribution of results to candidates, or to facilitate post-results services

Centre actions

- Exams Manager to contact awarding bodies for advice
- Consider an alternative venue, such as SWR (Consortium centre), or alternative means of gaining access to and / or distributing results and facilitation of post-results service, such as electronic distribution / communication
- Additionally, seek advice from SIMS team if problem relates to accessing results

Further guidance to inform and implement contingency planning -

Ofqual

What schools and colleges and other centres should do if exams or other assessments are seriously disrupted

Contingency planning

Awarding organisations are required to establish, maintain and comply with an up-to-date detailed written contingency plan, to mitigate any incident they have identified may occur. This includes having communication plans for external parties (Ofqual General Condition of Recognition A6). Schools and colleges should also be prepared for possible disruption to exams and assessments and make sure staff are aware of these plans.

General contingency guidance

- emergency planning and response from the Department for Education in England
- handling strike action in schools from the Department for Education in England
- school organisation: local-authority-maintained schools from the Department for Education in England
- police guidance from National Counter Terrorism Security Office and partners on preparing for threats

Disruption to assessments or exams

In the absence of any instruction from the relevant awarding organisation, you should make sure that any exam or timetabled assessment takes place if it is possible to hold it. This may mean relocating to alternative premises.

You should discuss alternative arrangements with your awarding organisation if:

- the exam or assessment cannot take place
- a student misses an exam or loses their assessment due to an emergency, or other event, outside of the student's control

You may also wish to see the JCQ's notice to centres on exam contingency plans and JCQ's notice on preparing for disruption to examinations in England, Wales and Northern Ireland for qualifications within its scope.

Steps you should take

Exam planning

Review contingency plans well in advance of each exam or assessment series. Consider how, if the contingency plan is invoked, you will comply with the awarding organisation's requirements.

In the event of disruption

- Contact the relevant awarding organisation and follow its instructions.
- Take advice, or follow instructions, from relevant local or national agencies in deciding whether your centre is able to open.
- Identify whether the exam or timetabled assessment can be sat at an alternative venue, in agreement with the relevant awarding organisation, ensuring the secure transportation of questions papers or assessment materials to the alternative venue.
- Where accommodation is limited, prioritise students whose progression will be severely delayed if they do not take their exam or timetabled assessment when planned.
- In the event of an evacuation during an examination please refer to JCQ's Centre emergency evacuation procedure.
- Communicate with parents, carers and students any changes to the exam or assessment timetable or to the venue.
- Communicate with any external assessors or relevant third parties regarding any changes to the exam or assessment timetable.

After the exam

- Consider whether any students' ability to take the assessment or demonstrate their level of attainment has been materially affected and, if so, apply for special consideration.
- Advise students, where appropriate, of the opportunities to take their exam or assessment at a later date.

- Ensure that scripts are stored under secure conditions.
- Return scripts to awarding organisations in line with their instructions. Never make alternative arrangements for the transportation of completed exam scripts, unless told to do so by the awarding organisation.

Steps the awarding organisation should take

Exam planning

- Establish and maintain, and at all times comply with, an up-to-date, written contingency plan.
- Ensure that the arrangements in place with centres and other third parties enable them to deliver and award qualifications in accordance with their conditions of recognition.

In the event of disruption

- Take all reasonable steps to mitigate any adverse effect, in relation to their qualifications, arising from any disruption.
- Provide effective guidance to any of their centres delivering qualifications.
- Ensure that where an assessment must be completed under specified conditions, students complete the assessment under those conditions (other than where any reasonable adjustments or special considerations require alternative conditions).
- Promptly notify the relevant regulators about any event which could have an adverse effect on students, standards or public confidence.
- Coordinate its communications with the relevant regulators where the disruption has an impact on multiple centres or a wide range of learners.

After the exam

Consider any requests for special consideration for affected students. For example, those who may have lost their internally assessed work or whose performance in assessments or exams could have been affected by the disruption.

If any students miss an exam or are disadvantaged by the disruption

If some of the students have been adversely affected by the disruption, you should ask the awarding organisation about applying for special consideration.

Decisions about special consideration, when it is or is not appropriate, is for each awarding organisation to make. Their decisions might be different for different qualifications and for different subjects.

See also:

- JCQ's guidance on special considerations

Wider communications

The regulators, Ofqual in England, Qualifications Wales in Wales and CCEA in Northern Ireland, will share timely and accurate information, as required, with awarding organisations, government departments and other stakeholders.

The Department for Education in England, the Department of Education in Northern Ireland and the Welsh Government will inform the relevant government ministers as soon as it becomes apparent that there will be significant local or national disruption; and ensure that they are kept updated until the matter is resolved.

Awarding organisations will alert the Universities and Colleges Admissions Service (UCAS) and the Central Applications Office (CAO) about any impact of the disruption on their deadlines and liaise regarding student progression to further and higher education.

Awarding organisations will alert relevant professional bodies or employer groups if the impact of disruption particularly affects them.

Widespread national disruption to the taking of examinations or assessments

The governments' view across England, Wales and Northern Ireland is education in 2022 to 2023 has returned to normal. Schools are open and examinations will go ahead in summer 2023.

As education is devolved, in the event of any widespread sustained national disruption to examinations or assessments, national government departments will communicate with regulators, awarding organisations and centres prior to a public announcement. Regulators will provide advice to government departments on implications for examinations and assessments, including exam timetables.

In November 2022, Ofqual and the Department for Education issued decisions following a consultation on the resilience of the qualifications sector for specific examinations awarded in England in summer 2023. Ofqual has published Guidance for schools, colleges and other exam centres on gathering evidence of student performance for students entering GCSEs, AS and A levels, the Advanced Extension Award and Project qualifications to support resilience in the exam system in England in 2023.

The Department for Education has updated its guidance on handling strike action in schools in England in light of the industrial action in 2023. The guidance recommends schools should prioritise the running of examinations and assessments on any strike days, and should review their contingency plans to make this happen. Schools, colleges and other exam centres should speak to the relevant awarding organisations if they are expecting any disruption that might affect the sitting of exams and assessments.

We will update this page as necessary, with any further relevant link, should national disruption occur:-

(Ofqual guidance extract above taken directly from the Exam system contingency plan: England, Wales and Northern Ireland - What schools and colleges and other centres should do if exams or other assessments are seriously disrupted (updated 18 January 2023) <https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland/what-schools-and-colleges-should-do-if-exams-or-other-assessments-are-seriously-disrupted>)

JCQ

15.1 The qualification regulators, awarding bodies and government departments responsible for education have prepared and agreed information for schools and colleges in the event of examinations being seriously disrupted. This jointly agreed information will ensure consistency of response in the event of major disruption to the examinations system affecting significant numbers of candidates.

Further information may be found at: <https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland>

15.2 In addition, awarding bodies have their own well-established contingency plans in place to respond to disruptions. It is important that exams officers who are facing disruption liaise directly with the relevant awarding body/bodies.

15.3 Centres should prepare plans for any disruption to examinations as part of their general emergency planning. It is important to ensure that relevant centre staff are familiar with the plan. Consideration should be given as to how these arrangements will be communicated to candidates, parents and staff should disruption to examinations occur.

15.4 In the event that the head of centre decides the centre cannot be opened for scheduled examinations, the relevant awarding body must be informed as soon as possible. Awarding bodies will be able to offer advice regarding the alternative arrangements for conducting examinations that may be available and the options for candidates who have not been able to take scheduled examinations.

15.5 The awarding bodies will designate 'contingency days' for examinations, summer 2023. This is consistent with the qualification regulators' document Exam system contingency plan: England, Wales and Northern Ireland: <https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland>

The designation of 'contingency days' within the common examination timetable is in the event of national or significant local disruption to examinations. It is part of the awarding bodies' standard contingency planning for examinations.

In the event of national disruption to a day of examinations in summer 2023, the awarding bodies will liaise with the qualification regulators and government departments to agree the most appropriate option for managing the impact. As a last resort the affected examinations will be rescheduled. Although every effort would be taken to keep the impact to a minimum, it is possible that there could be more than one timetable date affected following the disruption, up to and including the last contingency day. Centres will be alerted if it is agreed to reschedule the examinations and the affected candidates will be expected to make themselves available in such circumstances. The decision regarding the rescheduling of

examinations will always rest with the awarding body. The centre must conduct the examination on the scheduled date unless instructed to do otherwise by the awarding body.

Where candidates choose not to be available for the rescheduled examination(s) for reasons other than those traditionally covered by special consideration, they will not be eligible for enhanced grading arrangements. Centres must therefore ensure candidates and parents are aware of the contingency arrangements so that they may take them into account when making their plans for the summer. However, the awarding bodies will not insist upon candidates being available throughout the entire timetable period as a matter of course.

(JCQ guidance above taken directly from Instructions for Conducting Examinations 2022-2023 <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>, section 15, Contingency planning)

JCQ Joint Contingency Plan www.jcq.org.uk/exams-office/other-documents

JCQ Preparing for disruption to examinations (Effective from 1 September 2022) www.jcq.org.uk/exams-office/general-regulations/

JCQ Notice to Centres - Examination contingency plan/examinations policy www.jcq.org.uk/exams-office/general-regulations/notice-to-centres---exam-contingency-plan/

General Regulations for Approved Centres www.jcq.org.uk/exams-office/general-regulations

Guidance notes on alternative site arrangements www.jcq.org.uk/exams-office/online-forms

Guidance notes for transferred candidates www.jcq.org.uk/exams-office/online-forms

Instructions for Conducting Examinations www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations

A guide to the special consideration process www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance

GOV.UK

Emergency planning and response: Exam disruption;

www.gov.uk/government/publications/emergency-planning-and-response-for-education-childcare-and-childrens-social-care-settings

Dispatch of exam scripts guide: Ensuring the service runs smoothly; Contingency planning <https://www.gov.uk/government/publications/dispatch-of-exam-scripts-yellow-label-service>

National Cyber Security Centre

The NCSC's free Web Check and Mail Check services can help protect schools from cyber-attacks. Two NCSC cyber security services, which are already helping thousands of organisations to protect their websites and email servers from cyber-attacks, are now available to **all UK schools**. Both tools are available free of charge, are quick to set up, and thereafter run automatically. More information is available from the NCSC website.

The Department for Education has been asking centres to review **National Cyber Security Centre advice** following increasing number of cyber-attacks involving ransomware infections. The NCSC information supports centres in cyber security preparedness and mitigation work.

Ransomware attacks continue and the Department is reminding centres to review the NCSC advice and to take precautions. This includes ensuring that you have backups in place for your key services and data.

For ease of reference, the Department has highlighted key links relating to the NCSC cyber security guidance below:

1. More ransomware attacks on UK education - NCSC.GOV.UK
2. Ransomware advice and guidance for your IT teams to implement
3. Offline backups in an online world
4. Backing up your data
5. Practical resources to help improve your cyber security
6. Building Resilience: Ransomware and the risks to schools and ways to prevent it

School staff offered training to help shore up cyber defences - NCSC.GOV.UK

Approved at Governors: April 2025

To be Reviewed: April 2026