



KING WILLIAM'S COLLEGE

King William's College

Examination Contingency Plan

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Background

This document has been produced as a requirement of the Joint Council for Qualifications (JCQ) and Cambridge International in order to address courses of action appropriate in the event of a major disruption to the examination system.

Whilst this document specifically addresses the requirements for GCSE and IGCSE Examining bodies, it also applies to the International Baccalaureate Diploma Programme. Further guidance can be found in the IBO published document: *The conduct of IB Diploma Programme examinations*. Any contact with the IBO is via the IB Coordinator.

Implementing the plan will safeguard the interests of candidates while maintaining the integrity of the examination system and safeguarding qualification standards. Priority will be given to meeting published timetables for assessments and results, and in complying with the regulations of the Awarding Bodies.

1. Absence of key staff essential to the examination process at a critical stage of the examination cycle;

- 1.1. If the Head of Centre is absent, then all the duties associated with that role would be handled by the Deputy Head Academic and vice versa. This may include release from part of their teaching timetable to be able to deal with examination matters in a timely manner. The Deputy Head Academic is the senior leader with oversight of examination and assessment administration
- 1.2. If the SENCO is absent then suitable cover by a qualified, experienced person will be arranged by the Head of Centre.
- 1.3. If the Exams Officer is unable to attend at any stage, then all the duties associated with that role would be handled by one of the Assistant Exams Officers, with the support of the Head of Centre (the Principal) and the Deputy Head Academic. This may include release from part of their teaching timetable in order to be able to deal with examination matters in a timely manner.

2. Emergency Requests from Awarding Bodies when school is closed

- 2.1. The Deputy Head Academic is the senior designated contact who is available to manage emergency requests from awarding bodies that are results related during the summer holidays

3. Disruption of teaching time

This part of the plan is to be used if either of the following apply:

- 3.1. the school has been closed for an extended period of time during normal teaching, interrupting the provision of normal teaching and learning
- 3.2. a candidate has been unable to attend school for an extended period of time, interrupting the provision of normal teaching and learning
- 3.3. It is the responsibility of the school to prepare candidates for examinations.
- 3.4. In the event that the school is closed for a significant period of time, the Head of Centre and Senior Leadership Team will give priority to examination candidates in deciding the course of action.

- 3.5. In the event that a candidate is unable to attend for a significant period of time, then an alternative method of learning should be put in place. This is the responsibility of the Head of Centre and Senior Leadership Team.

4. Non-delivery of examination papers in time for the exam

- 4.1. This part of the plan is to be used in the event of examination papers not being delivered to the Exam Centre in time for the timetabled examination.
- 4.2. The Exams Officer/IB Coordinator should contact the appropriate Awarding Body to advise that the examination papers have not arrived and seek guidance.
- 4.3. The Awarding Body will make available an electronic version of the examination paper. This will be provided via a secure external network
- 4.4. The Exams Officer or IB Coordinator must duplicate the necessary number of examination papers. This must be done securely, so it will be necessary to make use of a photocopier which is not in a public area.
- 4.5. The duplicated examination papers must then be sealed in an envelope. On the outside of the envelope the date and time of the examination, together with the details of the paper should be clearly displayed
- 4.6. The envelope containing the emergency examination papers should be transferred to the secure store, and will thereafter be handled following the normal procedures.

5. Secure storage facilities compromised

This part of the plan is to be used in the event of a natural disaster, fire, theft, loss or damage, or any other circumstances which render the existing secure storage facilities at risk

- 5.1. The Exams Officer/IB Coordinator must contact the Awarding Bodies immediately and be guided by advice received.

6. Candidates unable to take an examination

6.1. Individual candidate(s) unable to attend the examination

This part of the plan will be used if a candidate has a crisis which renders them unable to attend the examination as normal.

- 6.1.1. The Exams Officer/IB Coordinator must contact the Awarding Bodies immediately and be guided by advice received.
- 6.1.2. Provided that candidates have fulfilled the minimum requirements of the examination, an application for Special Consideration should be submitted, together with details of the circumstances.
- 6.1.3. If an alternative approved venue cannot be identified, candidates must be given the opportunity to sit any examinations missed in the next available examination series.

6.2. Closure of all or part of the school

- 6.2.1. This part of the plan is to be used in the event of closure of all or parts of the school because of

severe weather. It also includes natural disaster, fire, theft, loss or damage, flooding or any other circumstances which render the existing exam accommodation unavailable.

- 6.2.2. Responsibility for deciding whether it is safe for the Centre to open rests with the Head of Centre. The Head of Centre is responsible for acting on advice or following instructions from relevant local or national agencies in deciding whether they can open.
- 6.2.3. If possible, King William's College should open for examinations and examination candidates only.
- 6.2.4. Provided that the examination can be taken within the school site, and that all regulations relating to setting up examination rooms are met, then the examination can be moved to another room and/or rooms within King William's College.
- 6.2.5. The Exams Officer/IB Coordinator must contact the Awarding Bodies immediately and be guided by advice received as to whether it is possible to use an alternative venue.
- 6.2.6. The Buchan School is the designated alternative venue for holding external exams if they cannot be held at King William's College.
- 6.2.7. Candidates, parents and staff will be notified of changes to the examination arrangements should disruption to the examinations occur and implementation of any part of this plan is necessary, by using email and text message.
- 6.2.8. Provided that candidates have fulfilled the minimum requirements of the examination, an application for Special Consideration should be submitted, together with details of the circumstances.
- 6.2.9. If an alternative approved venue cannot be used, candidates must be given the opportunity to sit any examinations missed in the next available examination series.

7. Cyber Security and Failure of IT systems e.g. network or Cyber Attack

7.1. User Accounts and Cyber Security

King William's College has procedures in place to maintain the security of user accounts by:

- 7.1.1. providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret;
- 7.1.2. providing training for staff on awareness of all types of social engineering/ phishing attempts; c) enabling additional security settings wherever possible;
- 7.1.3. updating any passwords that may have been exposed;
- 7.1.4. setting up secure account recovery options;
- 7.1.5. reviewing and managing connected applications;
- 7.1.6. monitoring accounts and regularly reviewing account access, including removing access when no longer required;

7.2. Access to awarding body secure sites

The Head of Centre is responsible for ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ Guidance for centres on cyber security.

- 7.2.1. The guidance is promulgated to staff by the Exams Officer at the start of the Academic year,
- 7.2.2. The Head of Centre will report any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body.

7.2.3. Authorised staff have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.

7.3. King William's College has security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.

King William's College actions to mitigate the impact of the disruption:

7.3.1. IT Department assess impact of failure/attack and mitigate damage:

7.3.2. Servers and network may be shut down to qualify if cyber-attack happened and prevent any/further damage.

7.3.3. IT's security specialist supplier notified to assess potential impact of cyber-attack.

7.3.4. Awarding bodies to be informed by the Exams Officer if there is disruption and an extension to the deadline should be requested, where appropriate. Special Consideration may be applied for in the event of a serious disruption.

7.3.5. Exams Office and access obtained by mobile device(s) and laptops outside of network via MiFi/mobile 4G router

7.3.6. Exam and results information provided via above route if required:

7.3.7. Exam boards will be contacted to request information required for results to ensure students can still receive them via Awarding bodies secure sites.

7.3.8. Results may be downloaded for students to receive.

7.3.9. Any cyber-attack will be reported to our insurers.

7.3.10. In the event of a successful cyber-attack, the risk will be assessed. Where appropriate, the event will be reported to the ICO, local law enforcement and IOM OCSIA.

7.4. King William's College ensures that candidates' work is backed-up on two separate devices, including two off-site back-ups.

8. **Disruption to postal services**

This part of the plan is to be used in the event of a delay in normal collection arrangements for completed examination scripts

8.1. If the delay is very short-term, for example non-availability of completed scripts before the final daily postal collection, the completed examination scripts should be packed ready for despatch as normal, and placed in the secure storage area. It should then be despatched as normal on the next working day.

8.2. If the delay is likely to be more serious, for example as a result of industrial action, or severe weather or transport difficulties affecting postal services to and from the island, then the Exams Officer/IB Coordinator will firstly contact Isle of Man Post for an update on when services are expected to resume. If there is a reassurance that services will resume within 48 hours, then the examination scripts should remain in secure storage, and despatched at the next available opportunity

8.3. If the delay is likely to be more than 48 hours (excluding weekends and Bank Holidays), the Exams Officer/IB Coordinator should contact the relevant Awarding Body for the examination(s) affected for advice.

9. **Assessment evidence missing or damaged**

This part of the plan is to be used in the event of large-scale destruction of completed examination scripts or assessment evidence before it can be sent to the examiner, moderator, or scanning centre.

9.1. The Exams Officer/IB Coordinator should contact the Awarding Body immediately.

10. **Distribution of Results problems**

10.1 Pre-processing of Results (relates to JCQ qualifications: GCSE and IGCSE)

This part of the plan is to be used in the event of:

10.1.1. Failure of the school computer system, leading to not being able to download results files in the normal manner

10.1.2. Closure of the school and/or buildings on the results pre-processing day

10.2. The Exams Officer should access the results files at an alternative site. The preferred secure venue would be the Buchan School.

10.3. Results could be uploaded into the iSAMS database and results statements printed.

11. **Distribution of results to candidates (relates to JCQ qualifications: GCSE and IGCSE)**

This part of the plan is to be used in the event of closure of the school and/or buildings on the day of distribution of results

11.1. If the planned section of the building could not be opened, then an alternative venue within the King William's College site would be made available by negotiation with the Head of Centre or Deputy Head Academic.

11.2. If it is not possible to identify an alternative venue at King William's College, then a venue at the Buchan School would be identified, in conjunction with the Head of Buchan School.

11.3. If it is not possible to identify a venue for candidates to collect their results in person, then statements of results should be posted as quickly as possible

11.4. In any case, results should be published through the iSAMS Student Portal as planned on results day.

12. Further guidance to inform and implement contingency planning

JCQ

- General Regulations for Approved Centres
- Guidance for centres on cyber security
- Preparing for disruption to examinations
- Instructions for conducting examinations

Cambridge International

- Cambridge Handbook and UK supplement

IBO

- Diploma Assessment Procedures

GOV.UK

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