

Policy 65 Qualifications and Exams

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Ver 1.01/August 2017

Page 0 of 38

Contents

Introduction	Page 2
Exams Policy	Page 3
Exam Responsibilities	Page 3
Qualifications Offered	Page 5
Qualification and Exam Process	Page 6
Qualification and Exam Timetables	Page 6
Entries, Entry details and late entries	Page 6
Exam Fees	Page 7
Equality Legislation	Page 7
Access arrangements	Page 7
Contingency Plan	Page 8
Estimated Grades	Page 8
Managing Invigilators	Page 8
Malpractice	Page 9
Qualification and Exam Days	Page 9
Candidates	Page 10
Special Consideration	Page 10
Internal Assessment	Page 11
Results	Page 11
Certificates	Page 12
Appendix A – Malpractice Policies	Page 13
Appendix B – Accreditation Appeals Policy	Page 17
Appendix C – Assessment Appeals Procedure Form	Page 22
Appendix D – Access to Fair Assessment Policy	Page 23
Appendix E – Internal Moderation policy	Page 25
Appendix F – Qualification Process Chart	Page 26

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Ver 1.01/August 2017

Page 1 of 38

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Introduction

Oakwood Court is a safe place in which young people with learning difficulties and associated emotional and/or social difficulties can confidently complete the transition from adolescence to the adult world. Our learning environment aims to match each student's learning and support needs by enabling them to make informed choices about their futures. As a specialist residential education and care provision, Oakwood Court provides a nurturing atmosphere for young people aged 16 to 25 years. Our students receive specialist individual help both within the College and through other specialist support services. For some, our long established links with the local Further Education Sector College and other training providers enhance their progress towards their chosen goals. Ever keen to develop the service, the staffs at the College ensure that the whole independence curriculum is of the highest standard through carefully quality assuring the whole provision. We have 2 bases where One in Dawlish, Devon and one in Torpoint Cornwall. Both centres have extensive grounds providing superb vocational training opportunities with additional external facilities that enhance and broaden the range of programmes available. Leisure and sporting opportunities enable students to develop a range of interests and widen their life experience. The college accreditation and exams all run through the Dawlish campus and all exams are conducted on site. The college offers a variety of qualifications all of which aim to evidence the progress the learner has made to becoming as independent as possible whilst evidencing and achieving vocationally based expertise and qualification. Each learner is encouraged to develop and achieve their maximum potential and work towards achieving success in Literacy, Numeracy and ICT alongside their personal desired outcomes.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Exams policy

The purpose of this qualifications and exams policy is:

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

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

The exams policy will be reviewed every *annually*.

The exams policy will be reviewed by the Curriculum Manager – Accreditation.

Exam responsibilities (Please refer to Appendix F)

The Principal:

- Has overall responsibility for the school/college as an exams centre and advises on appeals and re-marks.
- Is responsible for reporting all suspected or actual incidents of malpractice - refer to the award body immediately.

The Curriculum Manager - Accreditation:

- manages the administration of all Qualifications and examinations both *internal and/or external*.
- advises the senior leadership team, subject and class tutors, and other relevant support staff on annual submissions and exam timetables and procedures as set by the various awarding bodies.
- oversees the production and distribution, to all centre staff and candidates, of an annual calendar for all submissions and exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

- ensures that candidates and their parents are informed of and understand those aspects of the qualifications and exams timetable that will affect them.
- checks with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with awarding bodies 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 qualification data and exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines from the awarding bodies.
- administers access arrangements and makes applications for special consideration following the regulations of the awarding bodies to comply with the special consideration process.
- identifies and manages qualification and exam timetable clashes.
- line manages the senior exams invigilators, assessors and verifiers in organising the recruitment, training, and monitoring of a team responsible for the conduct of qualifications and exams.
- ensures candidates' coursework / controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- tracks, dispatches, and stores returned coursework / controlled assessments.
- arranges for dissemination of exam results and certificates to candidates and forwards any post results service requests.
- guidance and pastoral oversight of candidates who are unsure about exams entries or amendments to entries.
- decisions on post-results procedures.

Tutors and Assessors are responsible for:

- supplying information on qualifications, entries, coursework and controlled assessments as required by the Curriculum Manager - Accreditation.
- identification and testing of candidates' requirements for access arrangements and notifying the Curriculum Manager – Accreditation in good time so that they are able to put in place exam day arrangements
- process any necessary applications in order to gain approval (if required).

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

- working with the exams officer to provide the access arrangements required by candidates in exams rooms.

IQA is responsible for:

- assisting the Curriculum Manager – Accreditation in the efficient running of designated qualifications and exams according to awarding bodies regulations.
- collection of qualification data and exam papers and other material from the exams office before the start of the exam.
- collection of all qualification data and exam papers in the correct order at the end of the exam and ensuring their return to the exams office.

Candidates are responsible for:

- confirmation and signing of entries.
- understanding coursework / controlled assessment regulations and signing a declaration that authenticates the coursework as their own.
- ensuring they conduct themselves in all exams according to the awarding bodies regulations.

Qualifications offered

The qualifications offered at this centre are decided by the Curriculum Manager – Accreditation.

The types of qualifications offered are as listed below:

- ASDAN Short Course Awards (Various subjects)
- ASDAN Towards Independence Awards (Various subjects)
- ASDAN Transitional Challenge
- ASDAN Focus Awards (Various subjects)
- ASDAN Personal Progress Entry 1 Award, Certificate and Diplomas (QCF)
- ASDAN Personal and Social Development Entry 1 - Level 2 Award, Certificate and Diplomas (QCF)
- ASDAN Employability Entry 2 - Level 2 Award, Certificate and Diplomas (QCF)

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

- OCR Life and Living Skills Entry 1 – Entry 3 Intro Award, Award, Certificate and Diplomas (QCF)
- City and Guilds NPTC Skills for Working Life Entry 2 & Entry 3 Award, Certificate and Diplomas (QCF)
- City and Guilds NPTC Work Based Animal Care Level 1 & Level 2 Award, Certificate and Diplomas (QCF)
- City and Guilds NPTC Land Based Studies Level 1 & Level 2 Award, Certificate and Diplomas (QCF)
- City and Guilds NVQ certificate in Customer Service Level 1 & Level 2 (QCF)
- City and Guilds Functional Skills Qualification Maths Entry 1 – Level 2 (QCF)
- City and Guilds Functional Skills Qualification English Entry 1 – Level 2 (QCF)
- City and Guilds Functional Skills Qualification ICT Entry 1 – Level 2 (QCF)
- City and Guilds Maths Skills (Generic and Themed) Awards and Certificates Entry 1 – Level 2 (QCF)
- City and Guilds English Skills (Generic and Themed) Awards and Certificates Entry 1 – Level 2 (QCF)

The subjects offered for delivery of these qualifications in any academic year may be found in the centre's published prospectus or similar documents for that year.

Decisions on whether a candidate should be entered for a particular subject will be taken by the Curriculum Manager – Education and the Curriculum Manager – Accreditation in consultation with the subject Tutors / Assessors.

Qualification and Exam process

Internal qualifications and exams (mock or trial exams) and assessments are scheduled in termly and progress will be tracked accordingly.

Internal exams are held under external exam conditions where awarding bodies stipulate whilst others are held in formal conditions.

The Curriculum Manager – Accreditation and IQA will decide which qualification and exam processes are to be used in the centre dependant on the course/qualification being delivered.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

The centre does offer some qualification and assessments on an on-demand basis. If offered, on-demand assessments can be scheduled only in windows agreed between the Curriculum Manger – Accreditation and the coordinating Tutor/ Assessors.

Qualification and Exam timetables

Once confirmed, the exams officer will circulate the qualification and exam timetables for both internal and/or external exams at a specified date before each qualification begins.

Entries, entry details and late entries

At present the centre does not accept entries from private candidates.

The centre does not act as an exams centre for other organisations.

Entry deadlines are circulated to all Tutors and Assessors via email and on internal noticeboards.

Tutors and Assessors will provide estimated entry information to the Curriculum Manager – accreditation as and when requested to meet college requirements and the awarding body deadlines.

Entries and amendments made after an awarding organisation's deadline (i.e. late) require the authorisation from the Curriculum Manager - Accreditation

Functional skills retakes are allowed with the next submission is appropriate.

Re-sit decisions will be made by Tutor / Assessor in consultation with Curriculum Manager – Accreditation.

Qualification and Exam fees

Candidates or departments 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.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

The Curriculum Manager - Accreditation will publish the deadline for actions well in advance for each of the qualification and exams series.

All Qualification and Exam entry fees are paid by the centre. Also as are the Re-sit / Resubmission fees.

Equality Legislation

All qualification and exam centre staff must ensure that they meet the requirements of any equality legislation. It is the Tutor / Assessors responsibility to ensure that their own CPD reflects this where appropriate.

The centre 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 and the qualification awarding bodies. This is the responsibility of the Principal.

The centre has its on Equal Opportunity Policy which will give further guidance on this. (See Appendix G)

Access arrangements

The IQA will inform subject tutors / assessors of candidates with additional special educational needs and any special arrangements that individual candidates will need during the course and in any assessments/exams.

A candidate's access arrangements requirement is determined by the Tutor / Assessor with consultation with the IQA.

Ensuring there is appropriate evidence for a candidate's access arrangement is the responsibility of IQA

Submitting completed access arrangement applications to the awarding bodies is the responsibility of the IQA.

Contingency planning

Contingency planning for exams administration is the responsibility of the Tutor / Assessor in conjunction with consultation with the Curriculum Manager - Accreditation.

Contingency plans are available via email and noticeboards and are in line with the guidance provided by OFQUAL and awarding bodies / organisations accordingly.

Estimated grades

Tutor / Assessors are responsible for submitting estimated grades to the exams officer when requested by the exams officer.

Managing invigilators

The invigilators will be used for external exams where needed.

Recruitment of invigilators is the responsibility of the Curriculum Manager – Accreditation and IQA if required.

Securing the necessary Disclosure Barring Service (DBS) clearance for new invigilators is the responsibility of the the Human Resources department at Oakwood Court College

DBS fees for securing such clearance are paid by the centre.

Invigilators' rates of pay are set by the Financial Director in line with current trends

Invigilators are recruited, timetabled, trained, and briefed by the Curriculum Manager – Accreditation and IQA.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Malpractice

The Principal in consultation with Curriculum Manager – Accreditation is responsible for investigating suspected malpractice. The policy the college follows on both staff and student Malpractice can be found in Appendix A

Qualification and Exam days

The Curriculum Manager - Accreditation will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilator.

Site management staff is responsible for setting up the allocated rooms, and will be advised of requirements 1 day in advance.

The Tutors / Assessors will start and finish all exams in accordance with awarding bodies 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 the awarding body concerning who is allowed in the exam room and what they can do.

In practical exams, subject teachers' availability will be in accordance with the awarding body guidelines.

Exam papers must not be read by subject teachers or removed from the exam room before the end of a session. Papers will be distributed to subject tutors / assessors in accordance with the awarding bodies' recommendations and no later than 3 hours after candidates have completed them.

After an exam, the IQA will arrange for the safe dispatch of completed examination scripts to awarding bodies, working in conjunction with Curriculum Manager – Accreditation.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Candidates

The Curriculum Manager - Accreditation will provide verbal / written information to candidates in advance of each qualification and exam series. A formal briefing session for candidates may be given by the Tutor / Assessor

The centre's published rules on behaviour apply at all times. Candidates' personal belongings remain their own responsibility and the centre 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 the college's procedure of behavioural management. Candidates are expected to stay for the full exam time at the discretion of the tutor / Assessor in line with Awarding bodies' guidance and rules.

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

The Tutor / Assessor are responsible for handling late or absent candidates on exam day.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

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 the centre's Tutor / Assessor to that effect.

The candidate must support any special consideration claim with appropriate evidence within 10 days of the exam.

The exams officer will make a special consideration application to the relevant awarding body within 5 days of the exam.

Internal assessment

It is the duty of Tutors / Assessors to ensure that all internal assessment is ready for dispatch at the correct time. The Curriculum Manager – Accreditation will assist by keeping a record of each dispatch, including the recipient details and the date and time sent.

Marks for all internally assessed work are provided to the exams office by the Curriculum Manager – Accreditation. The exams officer 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 found in Appendix B. All candidates have the right to access to fair assessment the college has its own policy in relation to this and can be found in Appendix D. If for any reason that the candidate feels that the assessment has not been to their satisfaction they can complete the Assessment Appeals Procedure form (See Appendix C) Oakwood runs its own policy with regards to the process of internal moderation a copy of this for reference can be found in Appendix E

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Results

Candidates will receive individual results, in person at the centre or where a student may of already left the college they will receive these by post to their home address.

The results slip will be the official documentation received from the Awarding body but may also be supported with documentation in the form of a centre produced document.

Certificates

Candidates will receive their certificates

- in person at the centre if still at the college
- by post to their home address if no longer a student at the college
- collected and signed for if so desired

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

The centre retains copies of certificates for 5 years.

A new certificate will not be issued by an awarding organisation. A transcript of results may be issued if a candidate agrees to pay the costs incurred.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Principal

.....

Curriculum Manager – Accreditation

.....

Date

.....

The policy is next due for review on February 2016.

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk

Appendix A



Staff Malpractice Policy

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Ver 1.01/August 2017

Page 15 of 38

Introduction

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding staff malpractice in the assessment of internally marked qualifications for external accreditation awarding bodies and also regarding examinations invigilated by staff at the school and marked externally.

Examples of Malpractice

Attempted or actual malpractice activity will not be tolerated. The following are examples of malpractice by staff with regards to portfolio-based qualifications.

This list is not exhaustive:

- Tampering with candidates work prior to external moderation/verification
- Assisting candidates with the production of work outside of the awarding body guidance
- Fabricating assessment and/or internal verification records or authentication statements

The following are examples of malpractice by staff with regard to examinations:

- Assisting candidates with exam questions outside of the awarding body guidance
- Allowing candidates to talk, use a mobile phone or go to the toilet unsupervised
- Tampering with scripts prior to external marking taking place.

Investigations into allegations will be coordinated by Kelly Brady - Curriculum Manager of Accreditation, who will ensure the initial investigation is carried out within ten working days. The person responsible for coordinating the investigation will depend on the qualification being investigated. The investigation will involve establishing the full facts and circumstances of any alleged malpractice. It should not be assumed that because an allegation has been made, it is true. Where appropriate, the staff member concerned and any potential witnesses will be interviewed and their version of events recorded on paper.

The member of staff will be:

- informed in writing of the allegation made against him or her
- informed what evidence there is to support the allegation
- informed of the possible consequences, should malpractice be proven
- given the opportunity to consider their response to the allegations
- given the opportunity to submit a written statement

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Appendix A Cont ...

- given the opportunity to seek advice (as necessary) and to provide a supplementary statement (if required)
- informed of the applicable appeals procedure, should a decision be made against him/her
- informed of the possibility that information relating to a serious case of malpractice will be shared with the relevant awarding body and may be shared with other awarding bodies, the regulators Ofqual, the police and/or professional bodies including the YPLA Funding Body.

If work is submitted for moderation/verification or for marking which is not the candidate's own work, the awarding body may not be able to give that candidate a result.

Staff Malpractice Sanctions

Where a member of staff is found guilty of malpractice, Oakwood Court College may impose the following sanctions:

- 1) **Written warning:** Issue the member of staff with a written warning stating that if the offence is repeated within a set period of time, further specified sanctions will be applied
- 2) **Training:** Require the member of staff, as a condition of future involvement in both internal and external assessments to undertake specific training or mentoring, within a particular period of time, including a review process at the end of the training
- 3) **Special conditions:** Impose special conditions on the future involvement in assessments by the member of staff
- 4) **Suspension:** Bar the member of staff in all involvement in the administration of assessments for a set period of time
- 5) **Dismissal:** Should the degree of malpractice be deemed gross professional misconduct, the member of staff could face dismissal from his/her post

Appeals

The member of staff may appeal against sanctions imposed on them. Appeals will be conducted in line with the organisations Appeals Policy.

Student Malpractice Policy

Introduction

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding student malpractice in the assessment of internally marked qualifications for external accreditation awarding bodies and also regarding examinations marked externally.

Examples of Malpractice

Attempted or actual malpractice activity will not be tolerated. The following are examples of malpractice by students with regards to portfolio-based qualifications.

This list is not exhaustive:

- Plagiarism: the copying and passing of one student's work as their own work, be that the whole or part of the other person's work
- Collusion: working collaboratively with other students to produce work that is submitted as their own only
- Failing to abide by the instructions of an assessor - This may refer to the use of resources which the student has been specifically told not to use
- The alteration of any results document

If a tutor suspects a student of malpractice, the student will be informed and the allegations will be explained. The student will have the opportunity to give their side of the story before any final decision is made. If the student accepts that malpractice has occurred, he/she will be given the opportunity to repeat the assignment. If found guilty of malpractice following an investigation, the tutor may decide to re-mark previous assignments and these could also be rejected if similar concerns are identified.

The following are examples of malpractice by students with regards to examinations.

This list is not exhaustive:

- Talking during an examination
- Taking a mobile phone into an examination

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk



Appendix A Cont...

- Taking any item other than those accepted by the Awarding Body into the examination, such as a book or notes
- Leaving the examination room without permission
- Passing notes or papers or accepting notes to, or accepting notes or papers from another student

If a tutor suspects a student of malpractice during an examination, the student will be informed and the allegations will be explained. The student will have the opportunity to give their side of the story before any final decision is made. If the student is found guilty of malpractice, the Awarding Body will be informed and the student's examination paper will be withdrawn. It is unlikely that the student will have the opportunity to repeat the examination.

Appeals

In the event that a malpractice decision is made, which the student feels is unfair, the student has the right to appeal in line with the Appeals Policy.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk



Appendix B

Accreditation Appeals Policy

The Colleges Curriculum Manager - Accreditation and the accreditation coordinators are responsible for the coordination and organisation of entries, examinations, dispatch of papers, correlation of results and certificates and all external returns or reports connected to the external accreditation bodies.

External accreditation delivered at the college is monitored and ultimately the responsibility of the Curriculum Manager - Accreditation to organise and track and submissions and tracking of progress in accordance with the regulations and guidelines set by the individual awarding or organising bodies. The Curriculum Manager - Accreditation is responsible for ensuring that all elements of the students Special Educational Needs requirements are met, in consultation with set parameters of the bodies.

College Policy

In line with the general college ethos and policies every student should be encouraged to work towards and complete any accreditation that will help enhance life beyond Oakwood and strengthen their independency to the best of their ability.

Examination/Accreditation

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Ver 1.01/August 2017

Page 20 of 38

'Success' must be viewed in relative terms and wherever possible students must be given the opportunity to complete courses and embark upon final assessment. The college is responsible for ensuring all students have the best possible chances of success in external examinations and that students are not disadvantaged by organisational or curricular failures. All external accreditation courses must therefore be carefully monitored as follows:

It is the responsibility of the Curriculum Manager - Accreditation to:

- Distribute information about the continuing viability of proposed college courses to the relevant departments. New information regarding any updates or exclusions for individual subject combinations must also be distributed.
- Distribute new information related to assessment requirements and required subject content.

It is the responsibility of the Curriculum Manager - Accreditation to:

- Annually check the current viability and any altered requirements of their courses.
- To inform the Curriculum Quality Group of any changes in examination boards or courses offered before the beginning of the academic year.
- Ensure that all staff delivering courses which are subject to change is clearly informed of the changes prior to planning course details. It is the responsibility of Tutor Line Managers

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk

Appendix B cont...



to ensure that adequate planning and development occurs to ensure the effective organisation of new/changed accreditation courses, and staff have evidence of CPD towards this.

If errors occur which may adversely affect student performance it is the responsibility of the Tutor to immediately inform the Curriculum Manager - Accreditation. The college will then contact the relevant examination board and argue the case for the students concerned in an open manner and without delay.

The college Curriculum Manager - Accreditation is responsible for taking steps to ensure that individual examination entries are accurate and fully understood by the students.

The outline for examination entries is as follows:

1. Staffs are issued with teaching group lists within their timetable. These are then planned for to develop the student's independency in Life, Living and Livelihood. They are then organised by subject area of appropriate external accreditation that will be worked

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

- towards. The list of this are then sent to the Curriculum Manager - Accreditation. They then will cross check on pre admin information for any anomalies and or queries.
2. The Curriculum Manager - Accreditation along with Accreditation Coordinators then submits entries to the examination boards and provides teaching staff with an entry lists. These are checked and amended if necessary.
 3. Once entries have been finalised, students work is handed in or assessed in line with the awarding bodies set guidelines or rules.
 4. It is the responsibility of Curriculum Manager - Accreditation to ensure that accurate entry information is received by the External awarding body before the deadlines stipulated by the examinations board.

For each Awarding Body the following routines should be followed:

Curriculum Manager - Accreditation is responsible for making every effort to ensure that coursework and other requirements for examination course are fully aware of by the Course tutors who in return ensure are met by the students to the best of their abilities. The subject tutor should ensure that students understand the assessment requirements of the course including any tests or examinations papers and the role of any coursework in the process. The subject tutor should ensure that students are aware of their level of entry for the subject and the particular examination papers that are appropriate. The subject tutor should ensure that students are aware of any deadlines for coursework and the importance of meeting these and encourage all to strive towards achieving these. Ongoing monitoring by tutors should provide early warnings concerning those who are falling behind with coursework. Where coursework deadlines are not met by students the subject tutor should inform the Curriculum Manager - Accreditation. The Subject tutor also will monitor students to ensure that they are coping with the coursework requirements. Action may be taken by the Course Tutor to modify the demands upon students who are finding the combined course requirements unexpectedly demanding. The subject tutor should provide

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk

Appendix B cont...



feedback on coursework and details of omissions or possible amendments as soon as possible to the Curriculum manager - Accreditation. Students should not be disadvantaged by being confronted with further, last minute coursework requirements. Accreditation Awarding Bodies requirements regarding the assistance of students with coursework must be known and adhered to. Curriculum Manager - Accreditation should consult all involved upon coursework deadlines in order to spread demands as far as possible at an early point. Then college is responsible for planning with students a balanced and individually challenging timetable that offers series of examination entries. This should not make unreasonable demands upon the students. In judging the suitable courses and

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

sessions for each student, a number of individual factors are considered, including the pressures of chosen subject fields and the demands and relevance. The number and nature of outcomes intended is considered.

Extraordinary SEN Provision for Accreditation or Examinations is the responsibility of the Curriculum Manager - Accreditation to liaise with the awarding body and produce any relevant resources or aids to support, giving details of:

- Students requiring access arrangements
- Details of these arrangements, including staffing, to all Subject Tutors, The College Curriculum Quality Group and the Awarding body examinations Officer.

Examinations Conduct

It is the responsibility of the relevant Subject Leader to inform students of the overall code of conduct required in coursework/exams. It is also their responsibility to ensure students are aware of the requirements of the coursework/examination and the equipment/resources required. Students should be familiar with the format of the examinations via their subject tutor or through being told prior to starting a course.

Opportunities to maximise the possible chances of success and student development should be built into the course programme.

All examination fees are to be paid for by the College.

The sequencing of Accreditation submissions will be phased by curriculum teams to ensure students' opportunities to succeed are maximised. The dates of moderation of coursework or examinations are to be shared with relevant deliverers and the students.

Appeals against Internal Moderation and Assessment of Work for External Qualifications here at Oakwood are committed to ensuring that all are treated fairly and equally following the set parameters and guidelines of the awarding bodies. Where ever staffs assess students' work for external qualification; this is done fairly, consistently and in accordance with the specification for the qualifications concerned. Assessments are conducted by staff who have appropriate knowledge, understanding and skills and who have been trained in this activity. The college is committed to ensuring that assessment evidence provided by candidates is produced and

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk

Appendix B cont...



Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

authenticated according to the requirements of the relevant specifications of each subject. Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency.

If a student feels that this may not have happened in relation to their work, then they may make use of this appeals procedure. Note that appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the college for moderation by the awarding body.

1. Appeals should be made as early as possible and at least two weeks before the end of the external moderation from the awarding body. All subject tutors and teaching staff will be informed of this upon internal moderation completion.
2. The student must make the appeal in writing or with the support of a member of staff to the Curriculum Manager - Accreditation, who will investigate the appeal with at least two other members of staff who have not been involved in the internal assessment decision.
3. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body and the examinations code of practise.
4. The candidate will be informed in writing of the outcome of the appeal including any relevant correspondence with the awarding body and any changes made to the procedure relating to internal assessment.
5. If the candidate is not happy with the written report they have received, they may request a personal hearing before an appeals panel. This must be within two working days of receipt of the written reply to the original appeal.
6. The appeals panel will consist of a member of the senior management team, a member of the college Curriculum Quality Group, the Curriculum Manager - Accreditation and an independent non related member of staff. The candidate will be given at least two days notice of the hearing date and will be given a breakdown of the marks awarded in advance of the appeal. The candidate (plus a parent/guardian if requested) and tutor(s) involved will be present at the hearing.
7. The outcome of the appeal will be made known to the Principal and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

After work has been assessed internally, it is moderated by the awarding the body to ensure consistency between centres. Such moderation frequently changes the marks awarded for internally assessed work. This is outside the control of Oakwood Court College and is not covered by this procedure. Each awarding body has its own appeal procedure which is available from the Curriculum Manager - Accreditation upon request.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk



Appendix B Cont...

Enquiries about External Accreditation marks / grades

Where a candidate is unhappy with the mark awarded for a particular exam unit (e.g. Written exam, coursework, practical assessment etc.) a clerical check or remark may be requested via the Curriculum Manager - Accreditation. The candidate will be required to acknowledge that their grade may be confirmed, raised or lowered. Where the college does not support the request, the candidate will be responsible for paying the relevant fee. The decision as to whether to support an enquiry will be made by the college on the basis of several factors, including knowledge of the exams system and professional judgement.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Ver 1.01/August 2017

Page 25 of 38

Appendix C

Assessment Appeals Procedure

You may appeal against an internal or external assessment decision if you believe that the decision is unfair or unreasonable. The basis of your appeal may be one or more of the following reasons:

- You have not been made aware of your rights and responsibilities
- There is inadequate planning of your assessment by your tutor / assessor
- Unit certification is not made available to you
- Assessment decisions are not consistent
- Assessment methods are unfair
- Assessment does not meet the national standards or awarding body guidelines

PROCEDURE

1. You must inform your assessor in the first instance, discussing the reasons for your dissatisfaction. The assessor must remain open minded to the points raised by you and can discuss the matter with the IQA to try and find a solution.

A DECISION WILL BE MADE WITHIN 5 WORKING DAYS

2. If you are unhappy with the outcome of the above, you must inform the internal Verifier in writing. The internal verifiers will identify someone else to evaluate the evidence and make a judgement.

THE INTERNAL VERIFIER WILL MAKE A DECISION[✓] IN WRITING[✓] WITHIN 5 WORKING DAYS

3. If you are unhappy with the outcome of the above, you must inform the Curriculum Manager - Accreditation, in writing. The curriculum Manager - Accreditation will contact the awarding bodies external verifier who will have the ultimate final decision.

THE CURRICULUM MANAGER - ACCREDITATION WILL TRY TO ENSURE THAT THE DECISION IS MADE BY THE EXTERNAL VERIFIER WITHIN 10 WORKING DAYS.

Candidate Name Assessor Name

Learner Signature Internal Verifier Name

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk



Appendix D

Access to Fair Assessment Policy

Statement of Assessment

- At Oakwood Court College we aim to provide a variety of qualifications which provide all students with the opportunity to achieve their full potential by the most appropriate and direct route.
- Our Assessment Policy is based on the concepts of equality, diversity, clarity, consistency and openness.
- We will endeavour to ensure that the assessment processes are implemented in a way which is fair and non-discriminatory.

Access

Students are made aware of the existence of this policy and have open access to it. It can be found housed in the folder in the Curriculum Manager - Accreditation office. All tutors are made aware of the contents and purpose of this policy. This policy is reviewed annually and may be revised in response to feedback from students, tutors and external organisations.

What students can expect from Oakwood Court College

- We aim to ensure that all assessment of work is carried out fairly and in keeping with the awarding body's requirements.
- All portfolio-based work will be assessed fairly against the qualification standards and all tutors involved will be fully trained.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Ver 1.01/August 2017

Page 27 of 38

- Internal assessments will be carried out fairly and according to awarding body instructions.
- Externally marked tests and exams will be according to the requirements of the awarding body.

Students can also expect:

- To be fully inducted onto a new course and given information that can be shared with parents and carers.
- Learning outcomes, performance criteria and other significant elements of learning and assessment to be made clear at the outset of the course and when assignments are set.
- To be given appropriate assessment opportunities during the course with feedback provided on the quality of the work.
- All work to be marked within two weeks of submission by the student.
- Where equivalents and exemptions can be applied, we will ensure this is pursued with the relevant awarding body.

Cheating and Plagiarism

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk



Appendix D cont ...

A fair assessment of student's work can only be made if that work is entirely the student's own. Therefore students can expect an awarding body to be informed if:

- They are found guilty of copying, giving or sharing information or answers, unless part of a joint project
- They use an unauthorised aid during a test or examination
- They copy another student's answers during a test or examination
- They talk during a test or examination.

All allegations of cheating and plagiarism will lead to a full investigation which will follow the guidance of the relevant awarding body.

If a student feels they have been wrongly accused of cheating or plagiarism, they should be referred to the Complaints Policy.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk

Appendix E



Internal Moderation Policy

The aim of this policy is to ensure that:

- internal moderation practices are valid and reliable, cover all tutors/assessors and meet the requirements of the awarding organisation
- the internal moderation procedures are fair and open
- accurate and detailed records are kept of internal moderation decisions

The centre will:

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Ver 1.01/August 2017

Page 29 of 38

- ensure that all assessment activities are valid, appropriate and fit for purpose
- apply a strategy that will provide a representative sample across all tutor/assessors
- create a plan of internal moderation in relation to all assessment activities
- define, maintain and support effective internal moderation roles, including the provision of training where required
- provide standardised documentation to support internal moderation activity and record-keeping
- ensure that feedback and outcomes of internal and external moderation support future development of good practice
- carry out an annual evaluation and review of internal moderation policy and procedures

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk

Appendix F



Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

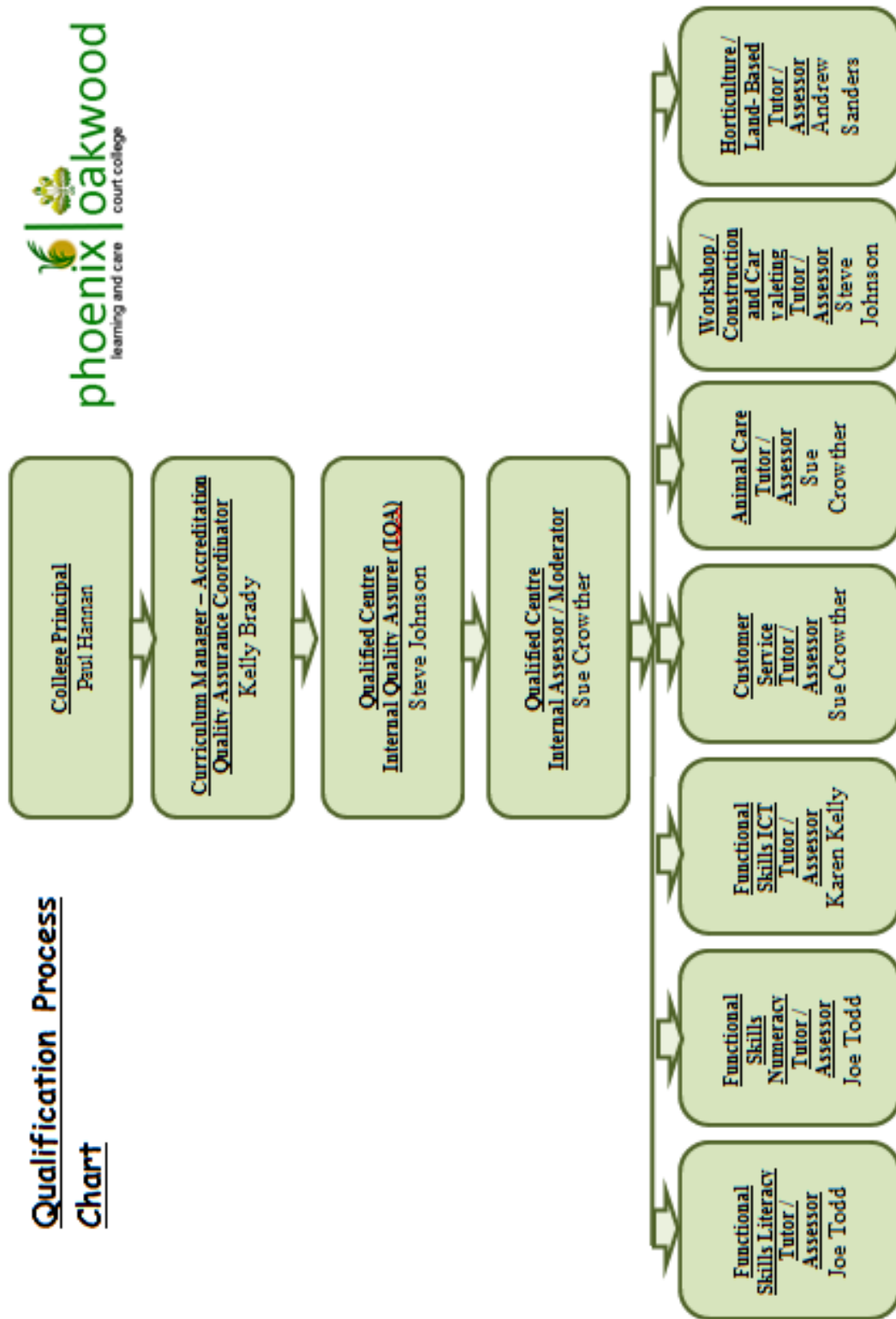
Registered number: 03586426

Phoenix Learning and Care Ltd

Ver 1.01/August 2017

Page 30 of 38

Qualification Process Chart



Appendix G

Equal Opportunity Policy

Basic principles

1. Every member of Oakwood Court College is regarded as of equal worth and importance, irrespective of his/her creed, culture, class, race, gender, sexuality and/or disability.
2. A good education for all our students is possible only if equal opportunities practices are an integral feature of all aspects of the life of the College.
3. Equal Opportunities practices should be evident in
 - the formal curriculum (the programme of lessons);
 - the informal curriculum (extra-curricular activities and extended curriculum); and
 - the 'hidden' curriculum (the ethos of the college, the quality of personal relationships etc).
4. All members of the college should be aware of our equal opportunities policies. This includes students, company managers and leaders, teaching staff, education support staff, residential support staff, governors and parents.
5. Any member of the college acting in a manner contrary to the spirit of the policy should be made aware of the unacceptable nature of his/her behaviour.

Equal opportunities issues should be seen as inter-related and as applying to all aspects of our college life. This should be kept in mind when reading the points outlined below, which cover the main areas.

1 Religion

1.1 We acknowledge that members of the college come from diverse backgrounds: some have no religious faith; others are committed to a greater or lesser extent to a variety of religions. We seek to promote an ethos of tolerance based on understanding of and respect for the beliefs and practices of others.

1.2 With regard to the teaching of any form of religious or spiritual studies we consider that the role of the teacher/educator is that to deliver awareness and raise understanding but do not seek to make pupils religious, but to teach them about religion.

2 Culture, class and race

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

2.1 We acknowledge that members of the college come from diverse cultural, racial and socio-economic backgrounds and we endeavour to foster an atmosphere of mutual respect in order to help to promote a college and a society in which there is social, religious and racial harmony.

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk



Appendix G Cont ...

2.2 We recognise the inequalities of opportunity which exist within society for individuals and groups and are determined to take positive action to enable every individual to raise his/her self esteem, expectations and performance so as to have wider choices in life.

2.3 We understand the need to be different without being excluded.

2.4 We are happy for pupils to wear special forms of dress where these are an essential part of their religious or cultural background - Sikhs' turbans, Muslim girls' headscarves etc.

2.5 We value the history, experience and contribution of our multicultural community and seek to express this in the curriculum and life of our college: all members should feel that their language or dialect is valued and that bilingualism is regarded as advantageous. We try to counter negative, patronising and stereotyped views: a prime cause of prejudice is ignorance and misunderstanding.

2.6 We make use of any Multicultural Advisory Centres where available for advice and teaching support.

2.7 We will not tolerate racist behaviour in any form.

2.8 We actively seek the involvement of our students' parents and inform them of our commitment to developing mutual respect.

3 Genders

3.1 As a college, we accept that there are gender inequalities in our society which impose limits, particularly on girls' expectations and behaviour, so we constantly examine our curriculum, procedures and materials for gender bias or inequality.

3.2 We encourage students to be aware of the rigid sex stereotypes presented by, for example, the media. We try to ensure that our resources include non-sexist books which value the achievements of women as well as men and disabled as well as able bodied.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

3.3 We are committed to providing a curriculum which avoids unnecessary historical gender divisions. All students experience subjects previously considered to be suitable for a single sex e.g. rugby, netball, cooking, woodwork etc.

3.4 We try to ensure

- that teachers allocate their time fairly between the sexes,
- that all students have opportunities for working with students of both sexes,

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk



Appendix G Cont...

- that we break down traditional sex stereotypes (for example by not asking men/boys to move furniture while women/girls tidy up),
- that students have opportunities for examining their own pre-conceived ideas of gender-roles,
- that students are encouraged to pursue less conventional subjects and interests,
- That, wherever possible, classes have equal numbers of boys and girls.

3.5 We do not differentiate between the sexes in respect all.

3.6 We acknowledge the importance of effective links with other establishments in monitoring and furthering the progress of this policy.

4 Sexuality

4.1 As a college, we make no assumptions about the sexuality of any of our members.

4.2 In our curriculum, sexuality is taught within the context of loving relationships. Whether this be heterosexual relationships, homosexual or bisexual orientation. Discussion of homosexuality is therefore included in the sex education programme for our students. In addition, students' questions are answered, as they arise, as honestly, factually and non-judgementally as possible.

4.3 Derogatory name-calling (of any sort) is unacceptable.

5 Special educational needs

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

5.1 We are a independent specialist college with a high proportion of special needs students. We undertake to assess and meet the needs of all our students as far as we are able. We aim to create a happy and educationally exciting environment in which all students can prosper.

5.2 We avoid stereotyped assumptions about the behaviour of men/boys and women/girls as these can often influence identification and assessment procedures.

5.3 Because students develop at different rates for different activities, we adopt a student-centred approach to learning which is based on each student's needs.

5.4 We try to ensure that students with physical disabilities are facilitated in participating in the college's curriculum to the fullest possible extent.

5.5 All students with special educational needs constitute a very diverse group: they include students with physical, emotional, behavioural or learning difficulties, those with impaired sight or hearing. We acknowledge that especially able students have special needs, too.

www.phoenixlearningcare.co.uk

www.oakwoodcourt.ac.uk



Appendix G Cont...

5.6 We seek assistance from a wide range of agencies where appropriate: for example speech therapists, occupational therapists, medical practitioners, psychologists, social workers and all medical supporting professions.

6 Recruitment and selection

6.1 We endorse in full the policy statement of Devon County Council *Equal opportunity in employment*.

6.2 The college's staff development and recruitment and selection policies are based on good equal opportunities practice.

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Tel: 01271 379
Fax: 01271 859
Email: [enquire](#)



o.uk
1586426
Care Ltd

Oakwood Court College

7/9 Oak Park Villas, Dawlish, Devon, EX7 0DE

Tel: 016262 864066 Fax: 01626 866770 Email:
info@oakwoodcourt.ac.uk



Phoenix Learning and Care Ltd. Registered Number: 03586426 Also Trade as Phoenix Childcare Ltd. Registered Number: 05506172

Registered Office: First Floor, Rolle Quay House, Rolle Quay, Barnstaple, Devon, EX31 1JE

Tel: 01271 379006

Fax: 01271 859402

Email: enquiries@phoenixlearningcare.co.uk

www.phoenixlearningcare.co.uk

Registered number: 03586426

Phoenix Learning and Care Ltd

Ver 1.01/August 2017

Page 37 of 38