

Hampshire Achieves

Qualifications, End Point Assessment and Exams Policy and Procedures

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Qualifications and Exams Policy and Procedures

The contents of this policy are an integral part of the HA Quality Assurance Frameworks.

1.0 Introduction

Hampshire Achieves (HA) is part of the Participation & Lifelong Learning Service in Hampshire County Council's directorate of Children's Services and is responsible for the delivery of the adult and community learning (ACL); Multiply; education provision for young people aged 16-24 who are not in education and/or training; and the management and delivery of the County Council's apprenticeship programme.

This policy applies to those aspects of the HA provision that is funded or subsidised by the Education and Skills Funding Agency (ESFA), and to the wider Participation and Lifelong Learning Service teams who process qualifications and exams through the HA Exams Office.

1.1 Related Policies

This policy is developed in the context of other related policies, including:

[Internal Quality Assurance - Policy and Procedures](#)

[Teaching, Learning and Assessment Policy and Procedures](#)

[Malpractice & Maladministration Policy and Procedures](#)

[Conflict of Interest Policy and Procedures](#)

[Feedback and Complaints](#)

[Functional Skills Policy and Procedures](#)

[HCC Code of Conduct for local government employees](#)

[Safeguarding Policy](#)

[Corporate Data Protection Policy](#)

[Equality & Diversity](#)

[Apprenticeship Continuity Plan](#)

[Remote Education Contingency Plan](#)

[Corporate Data Protection Policy](#)

[Equality & Diversity](#)

2.0 Scope & Purpose

This policy applies to all staff within Participation and Lifelong Learning Service who are involved in the delivery of Regulated Qualifications and Exams (including End Point Assessment) processed through the HA Exams Office.

The Awarding Organisations (AO) are required by the qualification regulator the Joint Council for Qualifications (JCQ) to ensure that the delivery and awarding of examinations/assessments is identified, recorded, and managed effectively.

HA processes have been designed to protect the integrity of AO qualifications and exams processed and conducted at centres.

This qualification and exams policy will ensure that:

- all aspects of the HA qualification and exam processes are documented, and supports other relevant related policies

- all centre staff involved in the qualification and exam processes clearly understand their roles and responsibilities
- all qualifications, exams and assessments are conducted according to the relevant AO and JCQ and awarding organisation regulations, guidance and instructions, [Joint Council for Qualifications \(JCQ\) General Regulations for Approved Centres](#)
- exam candidates understand the exams process and what is expected of them
- all staff will be made aware of this policy and any other related policies at the beginning of each academic year. It is the responsibility of everyone involved in the delivery and administration of HA qualifications and exams to read, understand, and implement this policy.

3.0 Roles and Responsibilities

- The Head of Service or nominated member of the Senior Leadership Team will ensure that the integrity and security of examinations and assessments is maintained throughout an examination series.
- The Development Manager (Quality & Assessment) has overall delegated responsibility for the exams office and is responsible for; notifying the relevant AO of any changes that may affect the Service's ability to maintain delivery or assessment of qualification; and reporting all suspected or actual incidents of malpractice - refer to the AO malpractice and maladministration policy and/or the JCQ for document *Suspected malpractice in examinations and assessments*.

3.1 Exams Office Responsibilities

The Exams Office team are responsible for:

- managing the administration of all qualifications and exams
- advising senior staff (including Programme & Curriculum Managers), Co-ordinators, Lead IQA (OSCA), IQAs, tutors and other relevant support staff of application procedures as set by the various AO
- registration of learners and providing the learner registration number to the curriculum team to add to OneFile
- understanding the contents of annual updates from the various AO including policy updates; administrative procedures; key tasks; key dates and deadlines from Awarding Organisations and relevant JCQ publications
- accounting for income and expenditures relating to all exam costs/charges
- booking all exam controlled assessments (within 1 week of notification) including resits, retakes and sharing the information with the relevant curriculum lead
- maintaining systems and processes to support the timely entry of candidates for their exams
- ensuring risks to the exam process are assessed and that appropriate risk management processes/contingency plans are in place
- appropriate staff undertake key tasks within the exams process and meet internal deadlines set by the exams office

- confidentiality and security within the examination process is compliant with and managed according to JCQ and AO regulations, guidance and instructions
- submitting candidates' Portfolio evidence for EPA
- irregularities are investigated and inform the AO of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the AO immediately.

Security Control measures for assessments

- ensuring access to the secure room and secure storage facility is restricted to no more than 6 authorised keyholders, in line with JCQ's requirements. The relevant AO is immediately informed if the security of question papers or confidential supporting instructions is put at risk
- appropriate arrangements are in place to ensure that confidential materials are only collected by authorised members of staff
- receiving, checking, and storing securely all exam papers and completed scripts
- identifying and confirming arrangements for the dispatch of candidate exam scripts with the awarding organisation
- dissemination of exam results and certificates to candidates and key staff

Invigilation management processes

- appropriate accommodation is sourced and booked to support the number of candidates sitting exams including appropriate accommodation for candidates requiring access arrangements for exams and assessments
- new invigilators are recruited, trained, allocated to exams, and briefed by the exams office and must attend annual refresher training including, instructions for conducting exams
- all invigilators are required to complete an annual update so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
- ensuring invigilators are made aware of all the latest policies and procedures relevant to carry out the examinations process
- ensuring that a tutor who teaches the subject being examined, is not an invigilator during the timetabled written examination or on-screen test
- ensuring invigilators are aware of all requirements in conducting the different assessments and the required equipment
- ensuring invigilators provide seating plans for exam rooms according to JCQ and AO requirements (and ensuring candidates with access arrangements are identified on the seating plan)
- ensuring the emergency contact is available and contact details are known to the invigilator
- ensuring invigilators are aware of the process for returning exam papers to the Exams Office in the provided envelope, whether the papers have been completed or not.

3.2 Reasonable adjustment information

- the centre has a documented administrative process in place to support access arrangements, including making applications for special consideration using the AO or JCQ publications access arrangements, reasonable adjustments and special consideration policy
- the Tutor will liaise with the Manager (Learner & Learning Support) or those with SENCO responsibilities to gain approval for necessary reasonable adjustments on a case by case basis and in line with qualification/assessment guidelines. The reasonable adjustment requested may require external supporting evidence and/or evidence of the learner's normal way of working. The request will subsequently be approved by the AO. The Reasonable Adjustment and Supporting Evidence form, and the Normal Way of Working Evidence form (Appendix 1A and 1B) will be saved in the relevant SharePoint folders and uploaded to support the request on the learner's profile within the AO's platform
- only learners that are approved by the SENCO Lead to use word processors as part of their normal way of learning have access to word processors in the exam
- ensuring invigilators supervising exams have all the access arrangement information.

3.3 Complaints and appeals

- Our complaints and appeals procedure covering general complaints regarding the centre's delivery or administration of a qualification is in place. Please see IQA policy and procedures.
- If the learner has a complaint or appeal relating to their End Point Assessment, then they must follow the relevant EPAO's complaints and appeals procedure as these are managed by the EPAO.

3.4 Other staff roles and responsibilities (NB throughout this document Curriculum Lead refers to the Curriculum Manager and/or any member of their team with delegated responsibility to undertake the identified task).

3.4.1 The Curriculum Lead/Tutor is responsible for:

- Carrying out the initial/diagnostic assessment of learners to decide at which level they should study following evaluation of learner results
- reviewing all learners prior learning (support from the Internal Quality Assurers) to identify whether the learner's prior achievement is acceptable evidence to demonstrate competence or achievement within a unit or qualification. This is assessed against the assessment criteria of a unit
- ensuring evidence submitted by learners must be current, valid, and reliable and meet the assessment criteria of the qualification.
- providing evidence to the exam's office will upload to the awarding organisation the evidence to support the RPL request.

The **Curriculum Lead** is responsible for:

- consulting with teaching staff to ensure that necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ guidelines
- managing the initial assessment platform, including purchasing credits for learners
- monitoring and managing the learners' Functional Skills progress
- ensuring all controlled assessments are conducted in line with the regulations for the conduct of controlled assessments – Functional Skills, as published on the awarding organisations website.
 - **NB** SLC controlled assessments will be conducted face to face in classroom settings with all assessment presentations and discussions being either audio recorded or videoed. Only in exceptional circumstances will Supported Internship learners' SLC assessments be conducted remotely and recorded via MS Teams.
 - **NB** Apprenticeship and other adult learners MS Teams can be used for SLC assessments where bringing learners face to face is impractical due to geographical constraints. SharePoint and MS Teams are deemed secure and acceptable document transfer methods for the SLC paperwork for both learners and tutors, with access restricted to authorised personnel only.
- ensuring the fair rotation of the live assessments
- planning and providing the exams office with an annual calendar of dates for assessment windows for all Functional Skills assessments and resits, and sharing these with curriculum teams
- providing evidence for any reasonable adjustments, at registration or at least at 12 weeks prior to the planned external assessment.
- completing a Functional Skill Assessment Booking and Invigilator form and submit with details of learners, the venue, time, date, and invigilator
- making the request to the exams office staff to book the assessment
- recording assessments dates on the External Assessment Planning Document within SharePoint
- updating the FS central tracking document
- organising the Functional Skills standardisation meetings

3.4.2 Exam Series

- deciding (after discussion with the subject tutor) which internal exam series are used in the centre and communicates the plan with the exam's office.
- ensuring the tutor provides written information to candidates in advance of each exam series, and a formal briefing session for candidates prior to exam dates may be given by the subject tutor.
- ensuring internal exams are held under external exam conditions.
- ensuring external exams and assessments are scheduled, and details shared with the exam's office.

The centre also offers online on-demand assessments. If offered, on-demand assessments can be scheduled giving sufficient notice to ensure any reasonable adjustments required can be agreed and applied with the awarding organisation.

3.4.3 The IQA is responsible for:

- quality assuring assessment decisions and feedback
- completing the sampling plan (QD37a); signing/validating Assessment record Sheet (ARS); and completing the qualification Claim Form within 2 weeks of receipt of the assessment evidence.
- leading standardisation meetings for all qualifications, excluding Functional Skills
- carrying out quality assurance of completed assessments within the required 2 week window after assessment has been completed
- providing written feedback to the tutor on their decisions regarding learners' work
- completing a sampling plan with constructive feedback to the tutor and confirming the summative outcome of the assessment to the exam's office
- leading EQA visits relative to their programmes, with support from the Curriculum Lead and/or Tutors.

3.4.4 Tutors are responsible for:

- supplying information on entries, coursework and controlled assessments as required by the Curriculum Lead and/or exams officer.
- attending standardisation meetings for all qualifications including Functional Skills

3.4.5 Invigilators are responsible for:

- assisting the exams officer in the efficient running of exams according to JCQ regulations.
- collection of exam papers and other materials from the exam's office before the start of the exam.
- collection of the exam register, and ensuring all candidates are collected for their exam.
- checking learners' identity on entry to the exam room.
- giving clear instructions to all candidates prior to the start of the exam in line with JCQ regulations
- ensuring all relevant posters are on display accurately and the exams room is set up effectively for all exams.
- ensuring the conducting of exams is carried out following all the awarding organisation and JCQ regulations.
- collecting in of all exam papers in the correct order at the end of the exam and returning these to the exam's office.
- maintaining their knowledge of all AO regulations and complete annual invigilation training.

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. Including the use of mobile phones and other electronic communication or storage devices with text or digital facilities. Any precluded items must not be taken into an exam room.

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the Invigilator.

Note: candidates who leave an exam room to use the restroom must be accompanied by the emergency contact at all times.

3.4.6 Candidates are responsible for:

- 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 JCQ regulations.

3.5 Planning and Assessment Dates (FS & MCQ)

3.5.1 Agreed assessment Dates

Once assessments are booked for the requested dates and times, it is an expectation that the assessments will be carried out. If learners fail to attend, the invigilator must ensure that the unsealed assessment papers for those learners are returned to the exams office who will return the papers via special delivery along with completed assessment papers within 24 hours.

3.5.2 Entries, entry details and late entries

- Entries must be submitted to the exams office using the Functional Skill Assessment Booking and Invigilator form.
- The centre does not accept entries from private candidates.

3.5.3 Entry deadlines

- Assessment entries must be completed at least 21 days prior to the planned date of assessment.
- Reasonable adjustments must be requested within 15 working days of the assessment date. Special papers require 8-10 weeks to produce by the awarding body so at least 12 weeks' notice is required by the Exams Office.
- Entries and amendments made after an awarding organisation's deadline must be discussed by the Curriculum Lead and agreed by the Exams Office.

3.5.4 Exam days

The Exams Office will book venues in the preferred location with the Curriculum Lead. The exams office will confirm the room booking and make the question papers, other exam stationery and materials available for the invigilator.

The invigilator is responsible for setting up the allocated rooms and will be advised of requirements in advance. The invigilator will collect all paper-based assessments from the relevant contact at exams office.

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

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

Exam papers must not be read by subject teachers or removed from the exam room before the end of a session.

After an exam, the invigilator will arrange for the return of completed examination scripts to the Exams Office, including attendance registers, and any exam papers not used.

3.5.5 Functional skills re-sits/retakes

Re-sit decisions will be made by the Curriculum Lead in consultation with subject tutors and the exams officer.

4.0 Withdrawal of registered learners

Where a learner no longer continues with their learning on a qualification programme, the Curriculum Leads for the specific programme the learner is registered to, will complete a change form giving the information of the learner to withdraw and share this form with the exams team and the Development Manager - Funding & Information.

On receipt of the change form the exams office will withdraw the learner from the AO portal and confirm with the relevant members of staff the request has been completed.

5.0 End Point Assessment Responsibilities

The Quality Co-ordinator (Quality, Accreditation & Assessment) is responsible for providing the curriculum team with regular updates on awarding organisation procedures and requirements for apprenticeship standards and will relay this information through sharing updates from each awarding organisation as and when this is received either by email or as an agenda item at the EPA team meetings.

The exams office team are responsible for registering and uploading all apprentices evidence for Gateway and liaising with the curriculum team on completion of registering and triggering all stages of the apprenticeship EPA process and any further requirements or issues.

The Internal Quality Assurers will quality assure the apprentices portfolio mapped against the individual standard and once completed will confirm with the tutor and the exams office of the completed quality assurance.

The curriculum team will share the quality assured portfolio of their apprentice with the exams office to upload to the relevant EPAO platform.

The exams office will confirm with the curriculum team and the Development Manager (Funding & Information) to record and report on the various systems that the apprentice has entered Gateway.

It is the responsibility of the Apprentice to communicate with their Tutor and the Curriculum Lead details of any changes relating to taking an MCQ or Situational Judgement test, who will alert the exams office if a postponement is required. The exams office will notify the End Point assessment organisation (EPAO) of any changes to the EPA dates.

6.0 Results and Certification

Learners will receive individual FS results from their tutor once the Exams Office have received the results and added these to the relevant Functional Skills Spreadsheet. The Curriculum Lead will be tagged on the spreadsheet when new results are ready. For any failures, a results slip will be sent via email to the Curriculum Lead. For End Point Assessment results the Exams office will share the results of each EPA assessment with the Curriculum Lead who will relay the results to the apprentice. In some programmes, the learner may receive a direct result breakdown from the EPAO.

Enquiries about results may be requested by centre staff or the candidate following the release of results. A request for a re-mark or clerical check requires the written consent of the candidate, a request for a re-moderation of internally assessed work may be submitted without the consent of the group of candidates.

6.1 Claiming and despatch of Certificates

For learners studying a qualification such as a Diploma or an Award, the IQA will carry out the quality assurance sampling and record the achievement on the OneFile platform, or learner workbook. The IQA will then request from the exams office the claim form and complete the units to be claimed, sign and return the claim form to the exam's office for the exams staff to claim the certificate.

Claiming of certificates will be carried out by two members of staff within the Quality team to ensure accuracy of each claim.

Once a qualification is claimed by the exam's office, the Development Officer will, where applicable, download an electronic copy of the certificate and will send to the relevant colleagues including the Development Manager (Funding & Information) as a record of the learner's achievement.

Once certificates arrive at the Exams Office the Development Officer will check the certificates against the packing list and record the receipt of these on the Certification Record spreadsheet. The packing list will be retained in a file for evidence of receipt of certificates.

All certificates received are scanned and saved to SharePoint.

Learners will receive their original certificates by 2nd class post to their home address. FS certificates required for apprentices' completing a Standard apprenticeship, are emailed to the curriculum team for uploading to the

apprentices OneFile portfolio and passed to the Business Support team for scanning onto SharePoint, the scanned copies are also saved to the EPAO portal by the DO as evidence to meet Gateway. Apprentices' certificates are scanned on receipt into SharePoint and then sent by courier to the apprentice's work address, by the Exams Office Team. Where no courier route available, certificates will be sent to the apprentices' home address by 2nd class post.

For Young Peoples Learning programmes, the certificates are claimed, and copies are then sent by the Exams Office Team to the learners' home address by 2nd class post.

Replacement certificates: If a certificate did not arrive or has been misplaced e.g. our error a duplicate can be requested from the exams office and costs charged by the awarding organisation will be incurred by us. All other replacement certificates must be paid for by the learners and obtained by the learner contacting the awarding organisation directly.

7.0 Equality, Diversity & Inclusion

HA welcomes and values all learners and staff regardless of individual differences in age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. We are committed to realising the ambitions of our communities by raising aspirations and enabling achievement. We promote equality, diversity and inclusion through education and learning. We actively challenge behaviour that does not align with our values of being an inclusive learning environment. We treat everyone with dignity and respect. Full compliance with our ED&I policy should ensure that colleagues do not commit acts of discrimination.

HA is committed to equality of opportunity for all learners, including those with disabilities or learning difficulties. We aim to provide appropriate support to enable learners to benefit from their studies and intend to continue developing such provision within the guidelines of the Disability Discrimination Act (as amended by the Special Educational Needs and Disability Act 2001) and The Children and Families Act 2014.

We recognise that everyone has different needs, and we want to be able to respond to those needs. We seek to provide accessible and inclusive learning environments that are relevant and meaningful to everyone. Only by building equality, diversity, and inclusion into every aspect of our work will we create a truly person-centred and responsive service that meets the needs and aspirations of all groups within our society.

With respect to our Qualifications, End Point Assessment and Exams

The Curriculum staff will:

- ensure qualifications are delivered, as required by the awarding organisation, in accordance with relevant equality legislation
- seek advice from the Programme Manager – Quality, Planning & Success and SENCo Lead who will determine appropriate arrangements for learners with learning difficulties and disabilities

- ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs.
- ensure the recruitment process includes the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/ assessments successfully and achieve the qualification(s).

The Exam centre staff will:

- seek approval through the awarding organisation of any reasonable adjustments identified for each learner through their pre-assessment which falls outside the reasonable adjustments that are centre assigned.
- ensure the reasonable adjustments are applied in line with agreed awarding organisation regulations and permissions when providing materials to learners, including online tools and resources.
- ensure the agreed needs of individual learners and any reasonable adjustment requirements are carried out within the exam room.

8.0 Conflict of Interest

HA Conflict of Interest policy and procedures have been designed to protect the integrity of awarding organisations assessments undertaken at our centres, and we want to make sure they remain fair, and we also want to make sure individuals at our centres are protected where there is potential, or a perception, that they could be influenced by any personal interests. In addition to this policy, all HCC staff follow the standards outlined in the HCC Code of Conduct for all local government employees.

Hampshire Achieves requires all staff involved in the examination or assessment process to declare any conflicts of interest in relation to their relationship to learners and complete the conflict of interest declaration form.

The exams office will maintain an ongoing record regarding any conflicts of interest and will share this with the awarding organisation when requested.

9.0 Disruption to Examinations and Assessments

Hampshire Achieves Service Recovery Plan is designed to ensure we have in place a clear plan and procedures that in the event of disruption to the delivery of education and training for our Adult, Apprenticeship, Young People's Learning (YPL) and Multiply programmes, we can continue delivery with the minimum degree of disruption for learners, line managers/employers and staff.

Contingency planning for exams administration is the responsibility of the Head of Centre (or their nominee). The Service Recovery Plan outlines HA intentions should there be any disruption to exams or assessments as part of its general emergency planning to comply with the [Joint Council for Qualifications \(JCQ\) General Regulations for Approved Centres](#), which requires all exam centres to have a written examination contingency plan/examinations policy.

In the event that the Head of Centre decides the centre cannot be opened for scheduled assessments, the relevant Awarding Organisation (AO) must be

informed as soon as possible. The AO will be able to offer advice regarding the alternative arrangements for conducting assessments that may be available, and the options for candidate(s) who have not been able to take scheduled assessments.

HA will ensure that relevant staff are familiar with this plan through team meetings and induction. All staff and invigilators involved in the centres' exams processes are responsible for; reading, understanding and implementing the plan; and know how these arrangements will be communicated to candidates, parents, and staff should disruption to assessments occur.

In the event of a national disruption to a day of assessments HA will be guided by the relevant AO. The AO will liaise with the qualification regulators and government departments to agree the most appropriate option for managing the impact and will disseminate this information. As a last resort the affected assessments 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.

HA staff and invigilators involved in the centre's qualification and exams processes are responsible for reading, understanding, and implementing the HA Service Recovery plan.

10.0 Disruption to End Point Assessment

Rescheduling of End Point Assessments: In the event that an Apprentice is unable to attend EPA at short notice, HA will refer to the EPA Organisation guidance for such situations.

End Point Assessment Facilities: End Point Assessment facilities including accommodation are prioritised over other areas. If facilities required to facilitate End Point Assessment become unavailable HA will find a suitable alternative, wherever possible.

End Point Assessment Organisation Does Not Fulfil EPA: If the EPA provider is unable to fulfil end point assessment for any reason, HA will arrange a suitable alternative.

If the EPA provider ceases trading or is unable to fulfil EPA for the foreseeable future, HA will arrange EPA to be carried out by an alternative EPA provider on the Register of Apprentice Assessment Organisations.

11.0 Monitoring, Review & Audit

An annual cycle of internal policy compliance audits defined by Senior Managers will provide the assurance of the overall effectiveness of the Services ethos, policies, and procedures, and will confirm operational effectiveness, and compliance with our own quality assurance framework and any relevant laws or regulations.

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

In addition, the contents of all policy and procedures will be monitored regularly by HA Performance Management Group (PMG). Policies and procedures will be kept updated in accordance with any mid-year changes in the law, regulations, or changes to the Services' provision, with updates approved by PMG. All policy and procedures will be reviewed in line with our policy schedule to determine their effectiveness, and where any changes are required, these will be applied and ratified. A summary of all changes will be kept as part of the PMG meeting notes.

Appendix 1A Reasonable Adjustments Evidence Form

Functional Skills Qualifications

Candidates Name:

Curriculum Lead Name:

Course Code:

Date:

Details of disabilities and/or difficulties:

Identify by highlighting what reasonable adjustment(s) are required:

Reader, Scribe and 25% Extra time, Laptop or Other

Evidence for reasonable adjustment:

- ☐ S139a
- ☐ EHCP
- ☐ Dyslexia screening questionnaire
- ☐ Other – Dyslexia reports

The tutor MUST provide a statement below confirming the candidate's learning needs and that this is the learner's normal way of working:

--

Tutor Name:

Tutor Signature:

SENCO Name:

SENCO Signature:

Appendix 1B Normal Way of Working Evidence Form

This document highlights a learner's **Normal** way of working and identifies additional evidence required to support Access Arrangements.

Name of Learner: _____ Name of Tutor: _____

Course: _____

TIME	YES	NO
Always finishes tasks after others		
Needs extra time for assignments		
Needs time to formulate an answer to a verbal question (slow responding)		
Needs careful explanations in straightforward language of tasks/assignments		

READING	YES	NO
Needs reader in class		
Avoids reading out loud		
Has problems following written instructions		
Finds it difficult to quickly get the idea of what he/she has read		
Finds it difficult to remember what he/she has read		

WRITTEN WORK	YES	NO
Handwriting difficult to read		
Has difficulty copying from the board		
Do they use a scribe as normal way of working		
Finds taking notes hard		
Works on a laptop/computer rather than writing		
Needs support with planning written work		
Can explain verbally without problems but struggles to write anything down		
Needs support with spelling		
Grammar and punctuation insecure		

MEMORY & CONCENTRATION	YES	NO
Has difficulty following oral instructions		
Has difficulty concentrating for long periods		
Has difficulty remembering messages/appointments		
Needs to have instructions repeated		
Needs to have instructions written down		
PRACTICAL TASKS	YES	NO
Good with practical tasks		
Prefers practical tasks to written ones		

Appendix 2 Current Qualifications offered & Apprenticeship Standards

Hampshire Achieves currently delivers the following qualifications through Adults and Young People's Learning programmes and Apprenticeship Standards. Additional qualifications may be listed within our approved portfolios with relevant awarding organisations. Please speak to the exams team for further information.

Qualification:

- Pearson Functional Skills Maths - Entry Level 1 up to Level 2
- Pearson Functional Skills English - Entry Level 1 up to Level 2
- NCFE CACHE Level 3 Diploma in Adult Care
- NCFE CACHE Level 3 Diploma for Residential Childcare
- NCFE CACHE Lead Practitioner in Adult Care Level 4
- NCFE CACHE Level 3 Diploma for the Early Years Workforce (Early Years Educator)
- NCFE CACHE Level 2 Diploma for the Early Years Practitioner
- NCFE Level 2 Award in Mentoring
- NCFE Level 4 Award in the Internal Quality Assurance of Assessment Processes & Practice
- NCFE Level 3 Certificate in Assessing Vocational Achievement
- NCFE Level 1 Award in Personal and Social Development
- NCFE Entry Level 3 Certificate in Personal and Social Development
- NCFE Entry Level 3 Award in Personal and Social Development
- NCFE Entry Level 3 Award in Employability Skills
- NCFE Level 1 Award in Exploring Occupational Studies for the Workplace
- NCFE Level 1 Award in Occupational Studies for the Workplace
- Highfield Level 2 Award in Food Safety for Catering (QCF)
- Highfield Level 3 Award in Emergency First Aid at work (RQF)
- Highfield Level 3 Award in Paediatric First Aid

Bespoke Qualifications:

- NCFE Customised Qualifications Skills for Independence to Work at Entry and Level 1

Apprenticeship Standards:

- Lead Practitioner in Adult Care Level 4
- Lead Adult Care Worker Level 3
- Adult Care Worker Level 2
- Business Administrator Level 3
- Teaching Assistant Level 3
- Customer Service Specialist Level 3
- Customer Service Practitioner Level 2
- School Business Professional Level 4
- Team Leader/ Supervisor Level 3
- Early Years Educator Level 3
- Early Years Practitioner Level 2

Appendix 3 NCFE Customised, Regulated and National Qualifications Processes

Timing	What Happens?	Who is Involved?
Prior to the start of a course	To develop or deliver a new accredited programme the Curriculum Lead will complete the New Programme Validation pro-forma. For customised qualifications, once approved, the Quality Coordinator completes a Customised Qualifications proposal form.	Curriculum Lead Development Officer (Teaching and Learning) Quality Co-ordinator (Quality, Accreditation & Assessment)
	The Quality Coordinator submits the proposed qualification to the relevant Awarding Organisation to gain approved status. Once approved the Quality Coordinator submits a request for the new approved qualification to be added to HA portfolio	
Prior to the start of the course	Curriculum Lead ensures that course and learners are set up on the EBS and OneFile and identified as an NCFE/Pearson accredited qualification or programme. Quality team register learners with the relevant awarding organisation/EPAO portal.	Curriculum Team Manager Development Officer (Teaching and Learning) Quality Co-ordinator (Quality, Accreditation & Assessment)
Prior to the start of the course	Curriculum Lead appoints qualified Tutor. Quality team appoints Internal Quality Assurer (IQA).	Curriculum Lead Quality Co-ordinator (Quality, Accreditation & Assessment)
During the course	Assessment of learners' work. IQA monitors quality of provision and provides support and guidance to Tutors.	Tutor IQA
At end of the course	Portfolios completed. Learners complete Learner Declaration of Authenticity (<u>QD/HL40</u>) and Portfolio Availability Statement and place in portfolio within OneFile. Where OneFile is not used a word version will be included within the paper-based portfolio.	Learners Tutor
End of the course	Final assessment of learners' work Learner /Tutor feedback.	IQA/Tutor

Timing	What Happens?	Who is Involved?
Within 2 weeks of end of course	Summative sampling carried out. Feedback to Tutor.	IQA Tutor

Within 2 weeks of end of course	Learner achievement recorded on register. IQA will request NCFE Certificate Claim Form (Form C) from the Quality Team. Development Officer to send the Certificate Claim Form (Form C) to the IQA, IQA completes the claim form and returns to the Quality Team to process the claim. Quality Team claims the certificates	Tutor IQA, Curriculum Lead Development Officer (Teaching and Learning) Quality Co-ordinator (Quality, Accreditation & Assessment) Development Officer (Teaching and Learning)
End of course	Learner evaluation, end of course review carried out.	Tutor Curriculum Lead
Quarterly Standardisation meetings	For Customised qualifications, moderation of portfolios and quality assurance of the standard of IQA activity will be carried out during planned standardisation meetings throughout the year.	Quality Co-ordinator (Quality, Accreditation & Assessment) Development Officer (Teaching and Learning)
Within 8 weeks of end of course	Certificates issued by NCFE/Pearson are received by the exam's office. Certificates are scanned to the SharePoint folder and original certificates are sent via courier to their workplace, collected in person by the learner or sent to the learner's home address.	NCFE/Pearson Development Officer (Teaching and Learning) Development Manager (Funding & Information)

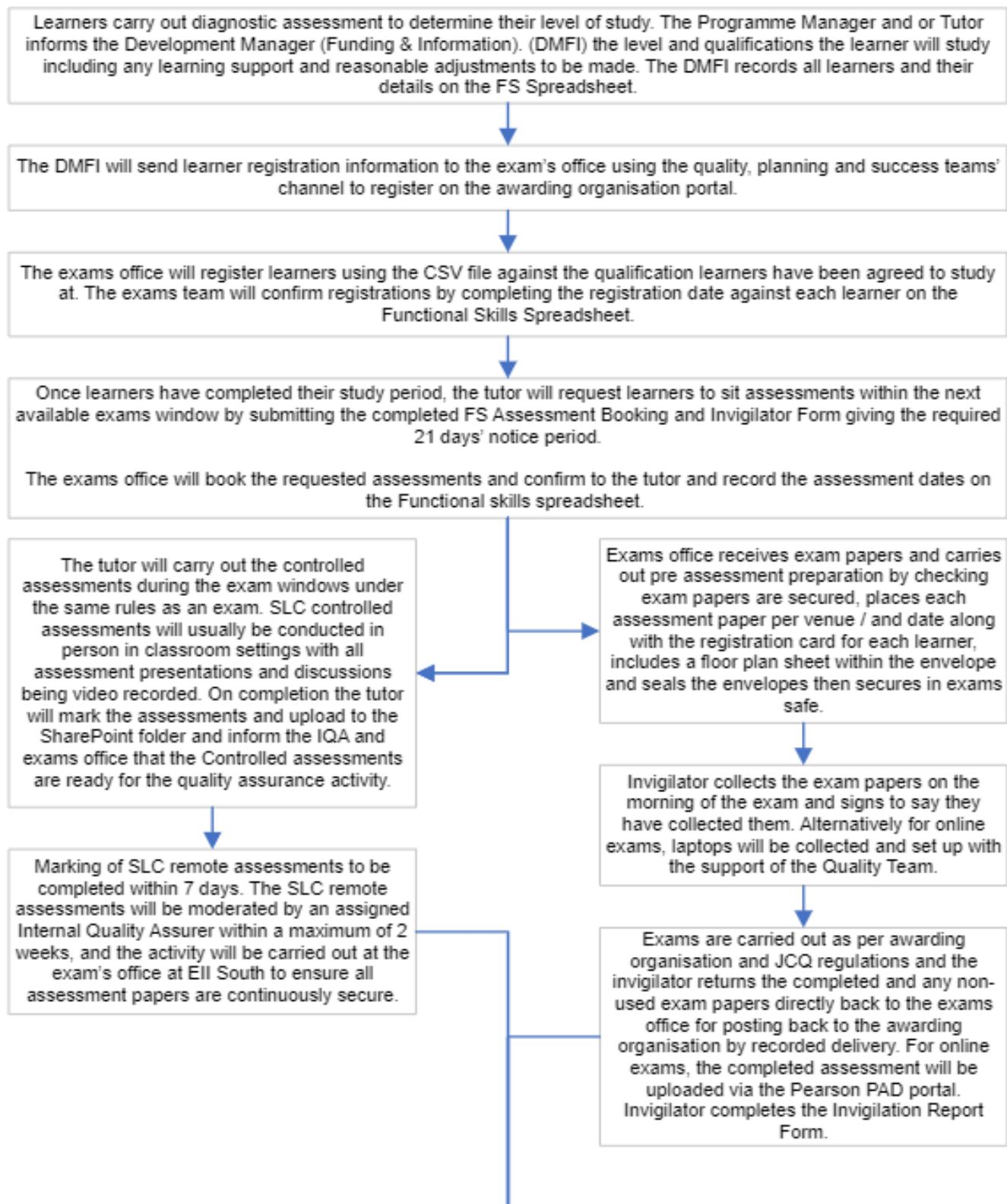
Appendix 4 Apprenticeship Standards Processes

Timing	What Happens?	Who is Involved?
Prior to the start of an Apprenticeship	Request to offer an Apprenticeship Standard are raised and approved at the Performance Management Group Meeting (PMG) EPAOs are identified and a procurement exercise is completed where applicable. Once EPAO has been approved, the Quality team will register apprentices on the approved EPAO platform and assign an IQA to the apprentice(s)	PMG Quality Co-ordinator (Quality, Accreditation & Assessment) Development Officer (Teaching and Learning)
At the start of the course	Quality Co-ordinator (Quality, Accreditation & Assessment) appoints IQA and advises curriculum team. DO uploads apprentice details to the Awarding Organisation and EPA portal from the CSV file received from the Development Manager (Funding & Information)	Quality Co-ordinator (Quality, Accreditation & Assessment) Development Officer (Teaching and Learning) Development Manager (Funding & Information)
During the course	Assessment of learners' work. IQA monitors quality of provision and provides support and guidance to tutors.	Tutor IQA
During the course	Quarterly standardisation meetings will be planned and carried out to quality assure and standardise the Standard	Tutor IQA
At end of the course Gateway	All evidence for Gateway is quality assured by IQA. QD41 checklist is completed and sent to Quality team.	Tutor IQA Quality Curriculum Development Officer (Teaching and Learning)
End of the course Gateway Triggered	Once apprentice is ready, the Gateway readiness is agreed between the employer, curriculum coordinator and the IQA. EPA dates are proposed by the apprentice, employer and tutor and an invigilator is agreed by the Curriculum Lead. All EPA evidence is sent to the exam's office for the gateway trigger.	Employer, apprentice, Curriculum Lead, Quality Co-ordinator (Quality, Accreditation & Assessment) Development Officer (Teaching and Learning)

Timing	What Happens?	Who is Involved?
EPA Assessments	Once triggered the EPAO will contact the Apprentice, Tutor, Curriculum Lead and the Exams Officer confirming dates for assessments. The apprentice responds to the EPAO confirming the dates for the assessments to take place. The exams office updates the EPA/EQA spreadsheet to confirm the EPA dates and End Point Assessment name. The exams dates will be added to the exam's office planner calendar.	Curriculum Lead, Quality Co-ordinator (Quality, Accreditation & Assessment) Development Officer (Teaching and Learning)
EPA Assessment activity MCQ/Situational Judgement tests Presentation Project Report	Depending upon the standard the assessment process will take place on the prearranged dates with the EPA and the Apprentice. MCQ's and Situational judgement Test (SJT) Digital EPA will be conducted through the use of Microsoft Teams for presentations, professional discussions, and project.	Apprentice EPAO Development Officer (Teaching and Learning) Quality Co-ordinator
Completion of EPA Assessments	Once all elements of the EPA have been completed and the apprentice has achieved, the EPAO will dispatch the apprentice's certificate to Hampshire Achieves for recording completion and sending on to the apprentice. Where an apprentice does not achieve a minimum pass for any element of their EPA, further training will be provided by the curriculum team and then a request to the Quality Co-ordinator (Quality, Accreditation & Assessment) to re book the assessment will be made following the EPA guidance for resits/retakes.	EPAO Development Officer (Teaching and Learning) Quality Coordinator
Completion of EPA Assessments	On receipt of results the Quality Co-ordinator (Quality, Accreditation & Assessment) will share the results and the final feedback report with the Curriculum Team to share with the wider team.	Quality Co-ordinator (Quality, Accreditation & Assessment)
	The apprentice will be sent an email along with a wall of fame template requesting them to complete for the VLE by the Tutor. OTJ hours will be shared with the Development Manager (Funding & Information) for recording achievement.	Development Manager (Funding & Information) Curriculum Lead Tutor
End of course	Learner evaluation and end of course	Tutor Curriculum Lead

Appendix 5 Process for Functional Skills Qualifications

The flow chart below shows the process for Functional Skills. If you intend to register learners for Functional Skills qualifications, please read the full regulations for conduct of external assessments regulations for the [conduct of controlled assessment](#) document. If you have any problems with meeting a deadline, please contact Exams.Office@hants.gov.uk




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graph TD; A[ ] --> B[Once results are available on the awarding organisations portal the exams office will inform the tutor by adding the outcome to the FS spreadsheet. Where English levels require claiming the exams office will check the 3 completed elements have been achieved by each learner and make the claim through the awarding organisations portal and record the date the claim was made on the FS spreadsheet]; B --> C[The IQA will then inform the tutor and the exams office of the outcome for learners' achievement by email attaching all quality assurance documentation e.g., sampling plans and tutor feedback.]; C --> D[When certificates arrive, the exams office will record each certificate against the learner on the FS spreadsheet and scan each certificate to SharePoint, Participation & Lifelong Learning Business Support - Pearson Certificates. The certificates will then be sent to the individual learner by recorded delivery.];
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Once results are available on the awarding organisations portal the exams office will inform the tutor by adding the outcome to the FS spreadsheet. Where English levels require claiming the exams office will check the 3 completed elements have been achieved by each learner and make the claim through the awarding organisations portal and record the date the claim was made on the FS spreadsheet

The IQA will then inform the tutor and the exams office of the outcome for learners' achievement by email attaching all quality assurance documentation e.g., sampling plans and tutor feedback.

When certificates arrive, the exams office will record each certificate against the learner on the FS spreadsheet and scan each certificate to SharePoint, Participation & Lifelong Learning Business Support - Pearson Certificates. The certificates will then be sent to the individual learner by recorded delivery.