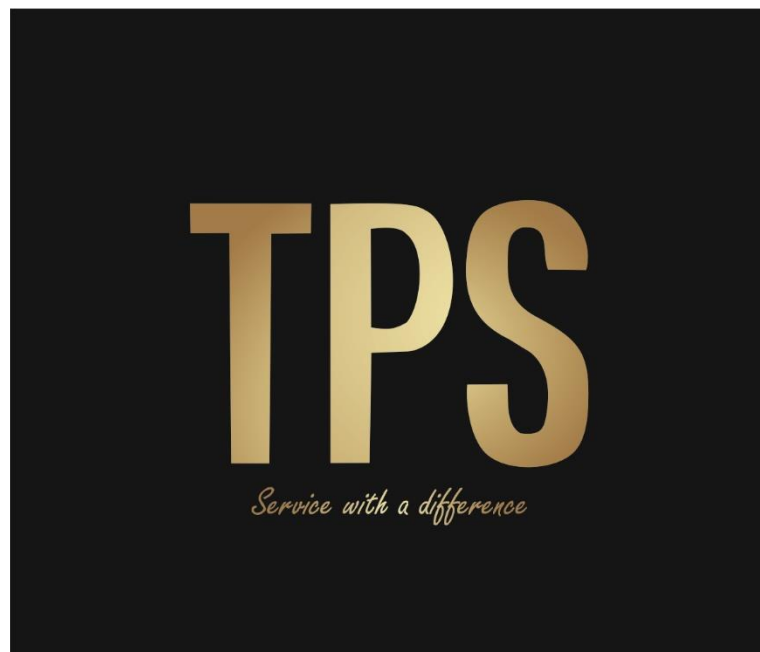


# REGISTRATIONS AND EXAMS PROCEDURE



**THE PROTECTION SERVICE LTD**

**January 2020**

## Registrations and Exams Procedure

### Scope of the Procedure

This procedure is provided for the Protection Service Ltd customers, learners and staff members who are using or delivering courses and qualifications offered by the Protection Service Ltd.

### Review arrangements

The Protection Service Ltd will review this procedure annually in line with self-assessment arrangements. This procedure will be also be revised as and when necessary, in response to customer and learner feedback, or good practice guidance issued by an awarding organisation or other regulatory body.

## A. Registrations Policy

### Purpose

The purpose of this policy is to set out the registration requirements and procedures for all students at the Protection Service Ltd.

### Scope

This policy applies to all learners at the Protection Service Ltd.

### Registration Processes

All learners must meet prerequisites and other eligibility criteria for each course as listed in the course information pack, are required. It is the learner's responsibility to ensure that all prerequisites have been met prior to enrolling and if eligibility criteria have not been met, they will be unable to register for the course.

All candidate/learner should register for a course directly with the Centre through the centre manager via website, telephone, text message, email, or Eventbrite. Learners must complete a registration form and provide the following information as it appears on their legal documentation:

- Full Name
- Date of birth
- Full address and postcode
- Gender
- Ethnicity

To cancel a course learner must inform the Centre manager in writing at least **10 working days** before a course commences to get a partial refund. Once a course has started, learners wishing to discontinue must complete formal withdrawal procedures with the Centre manager.

## B. Exams Policy

The purpose of this exams policy is:

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

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

### **Exam responsibilities**

#### ***The Head of Centre:***

- has overall responsibility for the Protection Service Ltd 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 TPS document *Malpractice and Maladministration Policy*.

#### ***The Centre Manager:***

- manages the administration of internal exams and/or external exams.
- advises the subject and tutors, and other relevant support staff on exams timetables and procedures as set by the various awarding bodies.
- checks with tutors that the necessary coursework and/or controlled assessments are completed on time and in accordance with Protection Service Ltd guidelines.
- maintains systems and processes to ensure learners identity documents are checked and meets the Protection Service Ltd quality assurance standards.
- receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines.
- administers access arrangements and makes applications for special consideration.
- identifies and manages exam timetable clashes.
- accounts for income and expenditures relating to all exam costs/charges.
- line manages the recruitment, training, and monitoring of a team of exams invigilators responsible for the conduct of exams.
- ensures learners' coursework / controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- ordering of examination papers from the awarding organisation.
- cancelling and changing course details when required.
- tracks, dispatches, and stores returned coursework / controlled assessments.
- arranges for dissemination of exam results and certificates to learners and forwards, any post results service requests.
- sorting identity queries and voided papers with awarding organisation.
- guidance and pastoral oversight of learners who are unsure about exams entries or amendments to entries.
- accurate completion of entry and all other mark sheets and adherence to deadlines as set by the awarding organisation.
- accurate completion of coursework / controlled assessment mark sheets and declaration sheets.
- decisions on post-results procedures.

***Tutors*** are responsible for:

- ensuring learners' complete accurately the candidate list, candidate information sheet and response sheet
- supplying information on entries, coursework and controlled assessments as required by the head of centre and/or centre manager.
- ensuring learners are aware of the policies and how to access them.

### ***Invigilator***

The exam invigilator is the person in the examination room with responsibility for conducting the examination session in the presence of candidates

Invigilators have a key role in upholding the integrity of the examination process. The role of the invigilator is to ensure that examinations are conducted in accordance with regulatory requirements, to:

- Ensure that any candidate who has not produced a photo and the correct ID requirements at the time of the examination is not permitted to sit the examination.
- Ensure that all candidates have an equal opportunity to demonstrate their abilities.
- Ensure the security of the examination papers and completed response sheets, before, during and after the examination.
- Prevent possible candidate malpractice.
- Prevent possible administrative failures.
- Ensure that SIA identity requirements are adhered to.

### ***Invigilators must:***

- Read the awarding organisation Centre Handbook and Examination Handbook prior to invigilating.
- Be appropriately trained in their duties.
- Give all their attention to conducting the examination properly.
- Be able to observe each candidate in the examination room at all times.
- Be fully conversant with the SIA requirements for confirming candidate identity.
- Inform the head of the centre if they are suspicious about the security of examination papers, completed response sheets or any other threats to the integrity of the examination process. In such cases, the head of the centre must inform the awarding organisation immediately and send a full written report within five working days of the suspicion arising.

### ***Invigilators must not:***

- Carry out any other task (for example doing other work, using a mobile phone) in the examination room.

***Learners*** are responsible for:

- confirmation and signing of entries (candidate list, candidate information sheet and response sheet).

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- 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 Protection Service Ltd regulations.

### **Qualifications offered**

The qualifications offered at this centre are decided by the head of centre. The types of qualifications offered are:

- Level 2 Award in Door Supervision
- Level 2 Award in Upskilling Door Supervisors
- Level 2 Award in CCTV Operations
- Level 3 Award in Close Protection
- Level 3 Award in Emergency First Aid at Work
- Level 3 Award in First Aid at Work
- Level 3 Award in Emergency Paediatric First Aid at Work
- Level 3 Award in Paediatric First Aid at Work
- Level 2 Award in Food Safety in Catering
- Level 1 Award in Fire Safety Awareness
- Level 2 Award in Fire Safety
- Level 2 Award in Safeguarding
- Level 2 Award in Health and Safety in the workplace
- Prevention and Management of Violence and Aggression
- Lone Working
- Level 3 Award in Education and Training

Decisions on whether a learner should be entered for a course will be taken by head of centre in consultation with the centre manager.

### **Entries, entry details and late entries**

- Candidates can request a subject entry, change of level or withdrawal.
- The centre accepts entries from private candidates.
- The centre does not act as an exam centre for other organisations.
- Entry deadlines are circulated to learners, tutors and award organisations via email, briefing meetings.
- Head of Centre / Centre Manager will provide estimated entry information to the tutors to meet the Protection Service Ltd and awarding body deadlines.
- Entries and amendments made after an awarding organisation's deadline (i.e. late) require the authorisation, in writing, of the Head of Centre.

### **Re-sits**

The Protection Service Ltd will contact candidates in writing to clearly notify them of any units or qualifications that they have not achieved. Then the candidate can re-sit the unit or qualification.

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- There is no limit to the number of times a candidate can re-sit. However, if they have failed twice, any further attempt must include the full training, and even some additional tutorials before sitting the examination.
- There is no minimum time allowance between re-sits, but a learner must wait for the confirmation of results before they can book another re-sit for a second examination. This will confirm whether the learner needs to re-train before re-sitting or whether they can sit the examination only.
- For online or distance learners, a maximum of one re-sit in one day is allowed.

Re-sit decisions will be made by Centre Manager in consultation with Head of Centre.

### **Contingency planning**

Contingency planning for exams administration is the responsibility of the Centre Manager. Contingency plans are available via email and briefing meetings are in line with the guidance provided by Ofqual, Protection Service Ltd and awarding organisations.

### **Managing invigilators**

Recruitment of invigilators is the responsibility of the Centre Manager.

Securing the necessary Disclosure Barring Service (DBS) clearance for new invigilators is the responsibility of the Centre Manager.

DBS fees for securing such clearance are not paid by the centre.

Invigilators' rates of pay are set by the Head of Centre.

Invigilators are recruited, timetabled, trained, and briefed by the Centre Manager.

### **Malpractice**

The head of centre in consultation with centre manager is responsible for investigating suspected malpractice.

### **Exam days**

The centre manager 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 in advance.

The invigilator will start and finish all exams in accordance with the Protection Service Ltd guidelines.

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Centre manager may be present at the start of the exam to assist with identification of learners. Any staff present must be in accordance with the rules defined by the Protection Service Ltd and awarding organisation 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 Protection Service Ltd 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 invigilators in accordance with the Protection Service's recommendations and not earlier than one hour before commencement of exams.

After an exam, the centre manager will arrange for the safe dispatch of completed examination scripts to awarding bodies, working in conjunction with head of centre.

### **Candidates**

The tutor will provide written information to candidates in advance of each exam. A formal briefing session for candidates may be given by the tutor.

The centre's published rules on acceptable dress and behaviour always apply .

Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

In an exam room candidate 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 Protection Service Ltd guidelines. Candidates are expected to stay for the full exam time at the discretion of the invigilator.

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

The centre manager is responsible for handling late or absent candidates on exam day.

### **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 manager to that effect.

The candidate must support any special consideration claim with appropriate evidence within **5 working days** of the exam.

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

### **Internal assessment**

It is the duty of centre manager to ensure that all internal assessment is ready for dispatch at the correct time. The quality assurance manager 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 Centre by the quality assurance manager. The centre manager 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.

### **Results and Certificates**

Candidates will receive individual results and certificates when it is available,

- in person at the centre
- by post to their home address (recorded delivery)

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

The centre retains certificates for two 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.

This Registrations and Exams Procedure was last updated in **January 2020**