



**Esher Church of England High School**

**GUIDANCE FOR  
STUDENTS & PARENTS**

**EXTERNAL EXAMINATIONS  
SUMMER 2026**

**Centre Number: 64695**

# CONTENTS

1.	INTRODUCTION.....	- 4 -
2.	EXAM REGULATIONS.....	- 5 -
	Awarding Bodies (Exam Boards).....	- 5 -
	JCQ.....	- 5 -
3.	BEFORE THE EXAMS.....	- 6 -
	Timetable.....	- 6 -
	Contingency Day.....	- 6 -
	Candidate Name.....	- 6 -
	Candidate Number.....	- 6 -
	UCI & ULN numbers.....	<b>Error! Bookmark not defined.</b>
	Contact Details.....	- 6 -
4.	IMPORTANT EXAM INFORMATION (THE RULES).....	- 7 -
	Attendance at Exams.....	- 7 -
	Invigilators.....	- 7 -
	The Exam Room.....	- 7 -
	Equipment.....	- 8 -
	Prohibited Items.....	- 9 -
	Behaviour.....	- 10 -
	Food and Drink.....	- 10 -
	Seating Registers.....	- 11 -
5.	THE EXAM.....	- 11 -
	Arriving for your Exam.....	- 11 -
	During the Exam.....	- 11 -
	At the End of the Exam.....	- 12 -
	Centre Staff in the Exam Room.....	- 12 -
	Fire Alarm or Emergency.....	- 12 -

6.	LATENESS / ABSENCE FROM EXAMINATIONS.....	- 13 -
	Late and Very Late Arrival.....	- 13 -
	Failure to Attend without Good Reason or Notification .....	- 14 -
7.	SPECIAL CONSIDERATION .....	- 14 -
8.	RESULTS.....	- 15 -
	Results Day.....	- 16 -
	Post-Results Services (PRS) .....	- 16 -
	Certificates.....	- 16 -
9.	INTERNAL APPEALS PROCEDURE .....	- 17 -
10.	FREQUENTLY ASKED QUESTIONS.....	- 18 -
11.	APPENDICES .....	- 21 -

# 1. INTRODUCTION

This booklet is designed to provide you and your parents/guardians with essential information and support during your exams.

Please read it carefully to familiarize yourself with the exam regulations and procedures. We have followed these regulations during your PPEs to ensure you are confident with the rules when sitting your GCSEs and other external exams.

The awarding bodies (or exam boards) have set strict criteria for the conduct of exams, which Esher High School must adhere to precisely. If you have any questions or concerns about these requirements, please ask. It is crucial that you understand and follow all the rules during your exams.

Some of your questions may be answered in the 'Frequently Asked Questions' section at the back of this booklet.

If there is anything you do not understand or if you have any questions that are not addressed, PLEASE ASK. For any queries or if you need help or advice at any time before, during, or after the exams, please contact the Exams Officer.

Exams Officer: Ms Nicola Davis  
Email: [ndavis@esherhigh.surrey.sch.uk](mailto:ndavis@esherhigh.surrey.sch.uk)

School telephone: 01372 468 068

Remember – we are here to help. We want you to do the best you can.

## 2. EXAM REGULATIONS

### Awarding Bodies (Exam Boards)

For the summer 2026 exam series the following awarding bodies (also known as exam boards) are used for qualifications taught at EHS:

Year Group	Qualification Type	Awarding Body	Specification Title
11	GCSE	AQA	Art and Design: 3D Design
11	GCSE	AQA	Art and Design: Fine Art
11	GCSE	AQA	Art and Design: Photography
11	GCSE	AQA	Biology
11	GCSE	AQA	Business
11	GCSE	AQA	Chemistry
11	GCSE	Pearson	Citizenship Studies
11	GCSE	AQA	Combined Science
11	GCSE	AQA	Computer Science
10/11	L1/L2 Certificate	Eduqas	Construction and the Built Environment
10/11	BTEC L1/L2 Tech Award	Pearson	Creative Media Production
11	GCSE	AQA	Dance
11	GCSE	OCR	Drama
11	GCSE	AQA	English Language
11	GCSE	AQA	English Literature
11	GCSE	Eduqas	Food Preparation and Nutrition
11	GCSE	Pearson	French
11	GCSE	AQA	Geography
11	Vcert L1/2 Tech award	NCFE	Health & Fitness
10/11	BTEC L1/L2 Tech Award	Pearson	Health & Social Care
11	GCSE	Pearson	History
10/11	L1/L2 Certificate	WJEC	Hospitality and Catering
11	GCSE	Eduqas	Latin
11	GCSE	Pearson	Maths
11	GCSE	Eduqas	Music
11	GCSE	Pearson	Physical Education
11	GCSE	AQA	Physics
11	GCSE	Eduqas	Religious Studies A
11	GCSE	Pearson	Spanish

Students who are being entered for Home Languages (available to years 10 and 11 only) will be entered with the awarding body agreed with Mrs Courtois, Head of Modern Foreign Languages. The same regulations must be adhered to in these exams.

### JCQ

JCQ is a membership organisation representing awarding bodies offering qualifications in the UK. The exams undertaken at EHS during the Summer exam season are regulated by the JCQ. This regulation includes responsibilities for exam centres and candidates.

### JCQ Information for Candidates

EHS is required to provide you with access to the 'Information for Candidates' documents published by the JCQ before you commence your exams. These documents are on the school website and can be accessed by going to the 'GCSE Examinations Summer 2026' section on the Exams page on the school website <https://www.esherhigh.surrey.sch.uk/page/?title=GCSE+Examinations+Summer+2026&pid=164> . Please read these documents carefully as they form part of the conditions under which you take your exams.

On the website you will also find the exam room posters published by the JCQ, it is important that you read and understand the information on these posters.

### 3. BEFORE THE EXAMS

#### Timetable

A copy of the school's 2026 GCSE timetable is available on the school website:

<https://www.esherhigh.surrey.sch.uk/attachments/download.asp?file=6653&type=pdf>

You will be able to view your individual timetable on EduLink One. When you receive this, please check all subjects and where applicable, tiers you have been entered for. If you believe any of the exam details are incorrect, please speak with your class teacher or Head of Department (HoD).

A few candidates may have a clash where two subjects are timetabled at the same time. You will be advised of these clashes and be given a letter with details of your revised timetable for these exams. If there is a clash on your timetable that has not been resolved, please see the Exams Officer immediately.

#### Contingency Day

The awarding bodies have designated the following days as a 'contingency days' for exams. The designation of a 'contingency day' within the common exam timetable is in the event of national or local disruption to exams.

- Wednesday 24<sup>th</sup> June 2026 (All day)

For the Summer 2026 exam series, you are advised that you should remain available **up to and including Wednesday 26 June 2026** should an awarding body need to invoke its contingency plan (this is determined by the awarding bodies, not the school). If you complete all your exams before this date, you will no longer need to remain available.

#### Candidate Name

Candidates are entered for exams under the name format of Legal Forename + Legal Surname. This name will be printed on your candidate card (which will be on your exam desk) and is the name that will be printed on your exam certificates.

It is important that the name on your exam certificates matches your name on other legal documents i.e., your birth certificate or passport, as they may need to be presented to future educational or employment organisations. If you notice any errors in the way your name is recorded, please contact the Exams Officer with evidence of your legal name such as your birth certificate or passport. As long as your name details are correct before the end of the exams it will be printed correctly on your certificates.

In order to update any name details, you will need to provide official documentation such as your birth certificate or passport.

#### Candidate Number

Each candidate has a four-digit candidate number; this is sometimes called your exam number. It will appear on your timetable, candidate card and exam registers. You will need this number to add to the front of your exam papers.

#### Contact Details

Please ensure the school has the correct contact details for you and your family/home in case we need to contact you or your parent/guardian during the exams.

## 4. IMPORTANT EXAM INFORMATION (THE RULES)

### Attendance at Exams

Candidates are responsible for checking their own timetable and arriving at school on the correct day and time, in full school uniform and suitably equipped for their exams. You should arrive at least 15 minutes prior to the start time of your exam to ensure you have time to enter the exam facility, store your belongings and be seated ready for the exam to begin.

Exams will commence at the following times unless otherwise advised. Please check your individual timetable carefully to ensure you arrive on time for your exams.

<b>Morning</b>	<b>9:00 am</b>
<b>Afternoon</b>	<b>1:00 pm or 1:30 pm</b>

Candidates who arrive late for an exam may not be admitted, please see Section 2 of this document for further details regarding late arrival for exams.

### Invigilators

The school employs qualified external invigilators to conduct the exams. Invigilators are in the exam room to supervise the conduct of the exam and ensure all exam regulations and procedures are applied.

Invigilators will supervise candidates, report absence, distribute and collect the exam papers, tell candidates when to start and finish the exam, hand out extra writing paper (if required), print word processed scripts and deal with any issues or problems that occur during the exam. Invigilators cannot discuss the exam paper with you including reading or explaining the questions.

If you need to speak to an invigilator, please raise your hand and speak quietly to minimise disruption to your fellow candidates. You are expected to behave in a respectful manner towards invigilators and follow their instructions at all times. Failure to follow instructions may result in malpractice being reported to the awarding body which could ultimately mean you achieve no marks for your exam.

### The Exam Room

Your entrance to the exam room will be supported by members of the Senior Leadership Team (SLT) and exam invigilators. From the moment you enter the exam room you are under exam conditions; you **must not** talk to or communicate with any of your fellow students. You remain under exam conditions from this moment until the exam has ended, your papers are collected **and** you have left the exam room under the instruction of an invigilator.

You must not attempt to communicate with or distract other candidates. Any disruptive behaviour or attempts to communicate with others will be reported to the awarding body and may result in disqualification from the exam or the entire qualification.

When you enter the exam room you should proceed directly to your seat, check and confirm that your candidate card is on the desk and once confirmed be seated. If you cannot find your seat, please speak to an invigilator. Once seated you must not write anything or open the exam paper until you are instructed to do so.

### **Candidate Card**

Your candidate card will be on the desk you are allocated to be seated at for each exam, you sit at the desk displaying your candidate card to ensure you have the correct exam paper. This card displays your photo and legal name so that you can be identified by the invigilators against the exam register. You will also find your candidate number and centre number on this card which you will need for completing the front of your exam papers and any additional sheets you use during the exam.

It is very important that you do not deface this card in any way or remove it from the exam room, it is school property and has an important role in the exams process.

### **Exam Announcement**

The exam announcement will be read out to you at the beginning of every exam, you should listen carefully each time as there may be specific information about the exam you are about to sit. The announcement will explain any specific exam instructions and re-iterate key points from the *JCQ Instructions for Candidates*. We are required by the regulations to read these notices and they form part of your agreement to sit your exams. There may also be important information or amendments to the exam paper that you need to know about.

During the exam announcement you will be given time to complete the front of your question/answer booklet. You **must not** start writing on your question/answer booklets until instructed. You **must not** write any information other than that which is required on the front of the booklet. If you are using a laptop for your exams you should use this time to type your name, your candidate number, the centre number and unit/component code of the top of the first page, you **must not** type anything else at this time.

### **Exam Paper**

It is your responsibility to check you have the correct question paper – check all the details on the front of the paper including subject, unit/component and tier of entry (if appropriate). If you think you have been given the wrong exam paper, you should raise your hand and notify an invigilator immediately.

### **Equipment**

You must provide your own equipment for all your exams. A list of standard exam equipment is included below. You should ensure all your equipment is in working order prior to entering the exam room. If you know a piece of equipment is not required for your exam e.g., calculator in a non-calculator maths exam, please do not bring this into the exam room.

Exam regulations are very strict regarding items that may be taken into the exam room, if you break these rules, it must be reported to the awarding body and could result in disqualification.

### **Stationery**

We have included a list of stationery you should take into your exams. Taking any other items into the exam room is breaking the rules whether you intend to use it or not. Your pencil case must be see-through (not coloured or opaque) and free of any labels and/or writing.

You will need to provide the following equipment for your exams;

- ✓ 2 black pens (**not gel pens or Erasable pens**)
- ✓ 2 HB pencils
- ✓ eraser
- ✓ ruler graduated in centimeters and millimeters
- ✓ calculator (unless not required for a specific exam, see below for the calculator regulations)

For exams where a geometry set is required you should also supply the following items in addition to those items listed above. This must be in a see-through pack, tins are not allowed in the exam room;

- ✓ protractor
- ✓ pair of compasses
- ✓ HB pencil

If tracing paper is required it will be supplied to you by the school, no tracing paper should be brought into the exam room.

You **must not** use any of the following items on your exam papers:

- × correcting pens, fluid or tape
- × erasable pens
- × highlighter pens in your answers (although you may use them to highlight questions, words or phrases within the question paper or question/answer booklet. You may also use a highlighter pen to highlight extracts in any resource material provided)
- × gel pens in your answers
- × blotting paper

### **Calculators**

You must provide your own calculator in an exam unless prohibited by the awarding body's specification. Where the use of a calculator is allowed, candidates are responsible for making sure that their calculators meet the awarding bodies' regulations.

<p><b>Calculators must be:</b></p> <ul style="list-style-type: none"> <li>• of a size suitable for use on the desk;</li> <li>• either battery or solar powered;</li> <li>• free of lids, cases and covers which should not be brought into the exam room</li> </ul>	<p><b>Calculators must not:</b></p> <ul style="list-style-type: none"> <li>• be designed or adapted to offer any of these facilities: -               <ul style="list-style-type: none"> <li>• language translators;</li> <li>• symbolic algebra manipulation;</li> <li>• symbolic differentiation or integration;</li> <li>• communication with other machines or the internet;</li> </ul> </li> <li>• be borrowed from another candidate during an examination for any reason;</li> <li>• have retrievable information stored in them - this includes: databanks; dictionaries; mathematical formulas or text.</li> </ul>
<p><b>The candidate is responsible for the following:</b></p> <ul style="list-style-type: none"> <li>• the calculator's power supply;</li> <li>• the calculator's working condition;</li> <li>• clearing anything stored in the calculator.</li> </ul>	

Contravening any of these rules must be reported to the awarding body and you will be subject to penalty and possible disqualification.

### **Prohibited Items**

Exam regulations are very strict regarding items that may be taken into the exam room. If you break the rules, it **must** be reported to the awarding body, and you may be disqualified from the exam or qualification.

The following items are **STRICTLY PROHIBITED** from the exam room:

Potential technological/web enabled sources of information such as:

- × mobile phones

- × iPods
- × MP3/MP4 players
- × wrist watches (whether data enabled or not)
- × headphones (wired and wireless)
- × AirPods, earphones/earbuds
- × Potential technological/ web enabled sources of information

If any item from the above list is found in your possession during an exam (even if it is turned off and you do not intend to use it) it will be taken from you and a report will be made to the appropriate awarding body. No exceptions can be made.

### **Mobile Phone use for Monitoring Medical Conditions**

If you require your mobile phone to manage a medical condition you should speak to Student Reception prior to the exams to ensure that arrangements are made for you. If approved, you must keep your phone on silent and only use it for the medical purposes. We will never remove a phone from a student who has an approved arrangement.

### **Behaviour**

You must adhere to exam conditions when you enter the exam room. Disruptive behaviour constitutes malpractice and will be reported to the awarding body. Students who are repeatedly disruptive or behave in an unacceptable manner will be removed from the exam room by invigilators and/or members of the SLT.

Please also note that the awarding bodies consider 'the inclusion of inappropriate, offensive, obscene, homophobic, transphobic, racist or sexist material in exam scripts, controlled assessments, coursework, non-examination assessments or portfolios' as malpractice and penalties will be applied.

The JCQ advice regarding breaches of examination conditions are detailed in the document Suspected Malpractice Policies and Procedures found. [JCQ Malpractice](#)

### **Food and Drink**

No food, including sweets and chewing gum, are allowed in the exam room.

Bottled water, preferably with a sports cap, may be taken into the exam room. Bottles must be clear and transparent and free of any tinting, labels or writing. No other drinks are permitted. Refer to Appendix 2 for examples of approved water bottles.

If you have a medical condition which requires you to have any food or a drink, other than water, during your exams you will require approval for this prior to the exam. You should provide medical evidence of your need to the Exams Officer who will advise on whether this is accepted and what you are allowed to take into your exams.

If you have an exam clash and are sitting two exams in one session you may be permitted to bring food and a drink to have between exams. This will be detailed in a letter to you outlining the conditions of your exams.

## Seating Registers

Seating registers will be displayed on the Year 11 noticeboard and the exams noticeboard on the tennis courts before each exam, please check the register so you know where you are seated before your exam.

## 5. THE EXAM

### Arriving for your Exam

You should arrive at the tennis courts outside the sports hall at least 15 minutes before the start of your exam. Please make sure you know your seating reference before you enter the exam room. You should line up in tutor groups, this is the same process you used for your PPE's.

All students should enter the exam facilities via the fire doors nearest the downstairs changing rooms where they will store their belongings. If you bring your mobile phone, watch or any other electronic device to school (other than a calculator where allowed), you should lock it in your locker as it is prohibited from the exam room.

After leaving your belongings in the changing room you should proceed immediately and quietly to your exam room, with your exam stationery, and be seated ready to start your exam. You are under exam conditions from the moment you enter the exam room so this must be done in silence.

Once you enter your exam room you are under exam conditions and must not communicate, in any way, with any other student. You should ensure that you don't have any unauthorised materials on you and that you have the stationery required for your exam. You will not be permitted to leave the room once you have entered so if you realise you have anything that is not permitted then you should raise your hand and speak to an invigilator.

Your exam paper will usually be on your exam desk when you arrive for your exam. You **must not** write on or open the exam paper until instructed during the invigilator announcement.

### During the Exam

Ensure you read all instructions on the front of the exam paper carefully and number your answers clearly in black ink/ball-point pen. If you require an additional answer booklet/paper notify an invigilator by raising your hand. You must clearly mark on all additional paper your candidate number, the centre number, your legal name and which question your answer relates to. When using an additional answer booklet/paper, it is recommended to use a separate sheet for each answer.

If you think there is an error on the question paper and it has been confirmed that the awarding body has not issued an erratum notice, you must answer the question as printed.

You must stay in the exam room for **the duration of the exam**, the finish time will be written on a whiteboard at the front of the exam room. If you finish your paper early, you will not be allowed to leave the exam. You should use any remaining time to check your answers and ensure that you have completed your details correctly and added all your details to any additional answer sheets.

If you need to leave the exam room for any reason (e.g., approved supervised rest break, toilet, illness), you must notify an invigilator by raising your hand and you must be escorted by an invigilator whilst out of the room. If you leave the room without an invigilator, or other approved member of staff, you will not be allowed to re-enter the exam room and this must be reported to the awarding body, this may result in penalties applied by the awarding body (refer Section 4 'Behaviour').

## **At the End of the Exam**

At the end of the exam you must stop writing immediately when instructed. If you continue to write after this instruction, it must be reported to the awarding body, and you may be penalised. You will be given time to number any additional answer sheets and check you have included the required details after the exam has ended. You should use the format "page number/number of pages", e.g., 1/3, 2/3, 3/3 and clearly number your answers, this will help the examiners when marking your script.

All work must be handed in, including your rough work. You are required to neatly cross out any rough work but do not make it totally illegible as it will be forwarded to the examiner. If you have used more than one answer book or loose sheets of paper place these inside the front page of your answer booklet.

Invigilators will collect your exam papers before you leave the room. Absolute silence must be maintained during this time. Remember you are under exam conditions until you have left the room. Question papers, answer booklets, additional paper and candidate cards must NOT be taken from the exam room.

Once your exam papers are collected you must remain seated, in silence, until instructed to leave the room. Please leave the room in silence and show consideration for other candidates who may still be working. You should also consider that your fellow students may be sitting exams in other rooms and move quietly to collect your belongings to minimise disruption to them.

If you have used a laptop for your exam and want your work to be printed, you should raise your hand and wait for an invigilator who will do this for you. You should check that all of your work has printed and sign each printed page to confirm this. Please ensure you follow the instructions on the card on your desk (see Appendix 3) regarding which details to include on your printed pages.

Please be aware that some exams will finish later than the school day, these exams will be highlighted on the timetable. If an exam finishes at 3:00pm it is unlikely that you will be able to catch the school bus as you are not permitted to leave the exam room until all papers are collected and you are instructed. On these days should make alternative arrangements to get home.

## **Centre Staff in the Exam Room**

Your subject specialist teachers are **not** permitted in the exam room. Members of the SLT, providing they are approved by the Head of Centre and have not had responsibility for the candidates in the preparation for the exam being taken, may be present at the start of exam.

The Exams Officer may also be present at any time during your exam to ensure the exam is being conducted according to the regulations and provide support to invigilators. It is also possible that during your exam an inspector from the JCQ Inspection Service will visit the school and enter the exam rooms as part of their inspection. The inspector will be escorted by the Exams Officer and is there to ensure that the exam regulations are being applied.

## **Fire Alarm or Emergency**

If the fire alarm sounds, please continue working as you would usually do during school hours.

If you are required to evacuate the exam room, invigilators will tell you what to do:

Before leaving the exam room you should **close your exam paper** and leave everything on your desk. You will be instructed to leave in the order in which you are seated and must leave **in silence** following all instructions provided, you will remain under exam conditions throughout the evacuation. You must line up at the Assembly Point which is the 'tennis courts' according to the seating register

An attendance register will be completed and if you are not present it must be reported to the awarding body, and you will not be allowed to continue with the exam when it recommences.

You will remain under exam conditions and will be instructed to return to your exam room when it is safe to do so to finish your exam. You must not attempt to communicate with anyone else during the evacuation as you remain under exam conditions throughout the evacuation.

When you return to the exam room you should proceed in silence to your exam desk where you will be given time to settle before the exam recommences. Do not open your question or answer papers or start writing until the invigilator tells you to. You will be allowed the full working time for the exam and the new finish times will be written on the whiteboard (and extra time or supervised rest break cards). A report will be sent to the awarding body detailing the incident.

If for any reason the cohort are unable to return to the exam room, the Exams Officer will contact the awarding body who will provide guidance on how to proceed.

If you fall ill during an exam and feel that you cannot continue with the exam you should raise your hand and advise an invigilator. An approved first-aider will be contacted and collect you from the exam room. Under JCQ regulations you must remain under supervision until the scheduled end time of the exam so while your parent/guardian will be contacted to collect you, they won't be able to collect you until this time has passed. You may be eligible for Special Consideration however to support your application you must attend your GP or A&E on the day of the exam and obtain a medical certificate to submit with your application. Applications for Special Consideration must be submitted in writing to the Exams Officer as soon as possible after the exam. Please see section 3 below for more information about Special Consideration.

## **6. LATENESS / ABSENCE FROM EXAMINATIONS**

If you experience difficulties during the exam period (e.g., illness, injury, personal problems) or think you are going to be late for an exam, please inform school at the earliest possible time so we can help or advise you,

### **Late and Very Late Arrival**

If you are on your way to school and realise, for reasons out of your control that you are going to be late, please phone the school as soon as you are able.

A candidate who arrives after the start of the exam may not be allowed to enter the exam room and sit the exam however, if you are allowed to enter the exam room you will usually be given the full time for the exam. Admission to the exam room will be dependent on there being adequate facilities and supervision for the duration of your exam.

A candidate will be considered very late if they arrive more than one hour after the published starting time for an exam which lasts one hour or more, i.e., after 10.00am for a morning exam. For exams that last less than one hour, a candidate will be considered very late if they arrive after the awarding body's published finishing time for the exam. Where a candidate arrives very late for an exam the Exams Officer must advise the awarding body who will decide, depending on the circumstances, whether to accept the exam script. Pending this decision, it is at the school's discretion (based on adequate facilities and supervision) as to whether to allow the candidate to sit the exam.

## **Failure to Attend without Good Reason or Notification**

If you fail to attend for your exam without a medical certificate or other valid reason, you will be marked absent and will not receive any marks for the scheduled exam. Furthermore, the school will require the costs of the exam to be paid by the candidate's parent/guardian and an invoice for the value of **£100.00** will be issued following the missed exam.

Please note that misreading the timetable will not be accepted as a satisfactory explanation of absence, it is your responsibility to ensure you arrive, on time, for all your exams.

## **7. SPECIAL CONSIDERATION**

The JCQ define Special Consideration as follows in the publication 'A guide to the special consideration process' (effective 1 September 2025): <https://www.jcq.org.uk/knowledge-hub/a-guide-to-the-special-consideration-process-2/>

It is essential that medical or other appropriate evidence is obtained on the day by the candidate/parent and given to the Exams Officer without delay. [Regulations and Guidance - JCQ Joint Council for Qualifications](#)

A self-certification form ([JCQ Form 14 Self Certification Form](#)) can be downloaded from the JCQ website or obtained from the Exams Officer.

Examples of circumstances which must apply at the time of assessment are published in the guide here: [https://www.jcq.org.uk/wp-content/uploads/sites/2/2025/09/JCQ-A-guide-to-the-special-consideration-process-FINAL\\_2025\\_26.pdf](https://www.jcq.org.uk/wp-content/uploads/sites/2/2025/09/JCQ-A-guide-to-the-special-consideration-process-FINAL_2025_26.pdf)

Circumstances which may be eligible for special consideration are defined as, but not limited to, the following:

- ✓ temporary illness or accident/injury at the time of the assessment
- ✓ bereavement at the time of the assessment
- ✓ domestic crisis arising at the time of the assessment
- ✓ serious disturbance during an examination, particularly where recorded material is being used
- ✓ accidental events at the time of the assessment such as being given the wrong exam paper, being given a defective exam paper or CD, failure of practical equipment, failure of materials to arrive on time
- ✓ participation in sporting events, training camps or other events at an international level at the time of the assessment, e.g., representing their club or country at an international level in chess or football
- ✓ failure by the centre to implement previously approved access arrangements for that specific examination series

Special consideration **WILL NOT** be granted if preparation or performance in an exam is affected by any of the following circumstances:

- × long term illness or other difficulties during the course affecting revision time, unless the illness or circumstances exacerbate what would otherwise be a minor issue at the time of the assessment
- × bereavement occurring more than six months before the assessment, unless an anniversary has been reached at the time of the assessment or there are on-going implications such as an inquest or court case
- × domestic inconvenience, such as moving house, lack of facilities, taking holidays (including school/exchange visits and field trips) at the time of the assessment
- × minor disturbance in the examination room caused by another candidate, such as momentary bad behaviour or a mobile phone ringing
- × the consequences of committing a crime, where formally charged or found guilty; (however, a retrospective application for special consideration may be considered where the charge is later dropped or the candidate is found not guilty.)
- × the consequences of taking alcohol or recreational drugs
- × the consequences of disobeying the centre's internal regulations
- × the failure of the centre to prepare candidates properly for the examination for whatever reason
- × quality of teaching, staff shortages, building work or lack of facilities
- × misreading the timetable and/or failing to attend at the right time and in the right place
- × misreading the instructions of the question paper and answering the wrong questions
- × making personal arrangements such as a wedding or holiday arrangements which conflict with the examination timetable
- × submitting no coursework or non-examination assessment at all, unless coursework or non-examination assessment is scheduled for a restricted period of time, rather than during the course
- × missing all exams and internally assessed components/units
- × failure to cover the course as a consequence of joining the class part way through
- × a disability or learning difficulties (diagnosed or undiagnosed) unless the disability or circumstances exacerbate what would otherwise be a minor issue at the time of the assessment i.e., difficulties over and above those that previously approved access arrangements would have alleviated
- × failure by the centre to process access arrangements by the published deadline

If you are in a situation where you consider special consideration applies, please speak with Miss Turner or the Exams Officer as soon as possible. Where possible you should provide documentation to support your application such as (but not limited to) a hospital letter for temporary illness or accident/injury or a letter on official stationery inviting you to participate in an international sporting event where you represent your country.

## **8. RESULTS**

## Results Day

Results will be released on Thursday 21 August 2025. You will be able to collect your results from school between 10:00am and 12noon, further details will be sent to you closer to the date confirming the details.

If you are unable to collect your results you should provide a letter of authorisation to a named person to collect on your behalf. This person will be required to provide photo ID when collecting your results.

If your results are not collected on this day, you will be able to collect them when the school re-opens after the Summer Holidays. When collecting your results, you will need to bring photo ID with you. If you send someone else to collect them on your behalf, they will require a letter of authorisation naming this person as the authorised person and provide their own photo ID.

## Post-Results Services (PRS)

Senior members of staff will be at school up to midday on results day to discuss your results with you and advise. Heads of Department (HODs) will review your results when they are received and will advise you if they recommend you request one of these services.

The following services are available:

1. clerical re-check for an individual student or a whole class – this service is only available for objective tests (those with multiple choice questions/answers)
2. review of marking

All PRS must be requested by the school, you cannot request these directly through the awarding body. If you would like to request a PRS and you have not been advised to do so by the subject HoD you should discuss with them before proceeding. They will advise you whether they support your request and their reasons for their decision. When you request a review of marking **your grade could be lower, remain the same or be higher than your original grade.**

There may be a fee for PRS which is the awarding body fee plus a £10.00 administration fee. All requests for PRS must be completed on the EHS PRS request form which must be signed by the candidate; this will be available when you collect your results.

You may also request a copy of your exam script to:

- support your decision to proceed with a Review of Marking
- support teaching and learning

Further details of PRS services will be shared with you in a PRS guide document and published on the school website including forms, costs (where applicable) and key dates.

## Certificates

### Issue

Certificates will be issued to the school in November 2026. Your parents will be emailed when the certificates are ready for collection. Collection is available during school hours (school opening hours are 8.30 am – 4.30pm ). **Photo ID is required.** Please note that our reception closes at 4.00 pm on Fridays.

## **9. INTERNAL APPEALS PROCEDURE**

On being informed of your centre assessed marks for non-exam assessments, you consider that your assessor has not properly applied the mark scheme to his/her marking, then you may make use of the Internal Appeals Procedure which is included in the [Policies & Documents](#) section of the website.

## 10. FREQUENTLY ASKED QUESTIONS

### Q. What do I do if I have lost my timetable?

- A. If you lose your printed timetable and require a copy, please contact the Exams Officer. At the time of exams, a copy of your timetable will be published on EduLink One. **Please note the Health and fitness exam is not listed here.**

### Q. What do I do if there's a clash on my timetable?

- A. The school will re-schedule your exams according to JCQ regulations. You will normally sit one paper then have a short break during which you will remain under formal exam conditions before sitting the second subject paper.

A revised timetable will be issued to you for these exams, the start times may vary from the standard exam start times so please ensure to check these new times and arrive on time for your exams. It may be necessary for you to bring a packed lunch or snack; you will be advised about this when you are issued your timetable variation. If you have any queries regarding an exam clash, please speak to the Exams Officer.

### Q. What do I do if I think I have the wrong paper?

- A. Invigilators will ask you to check your paper before the exam starts. If you think you have the wrong paper put your hand up and tell the Invigilator immediately. All issues will be resolved before your exam commences, if your start is delayed because of this the time will be added to the end of your exam.

### Q. What do I do if I have an accident or am ill before the exam?

- A. Inform school by contacting the Attendance Officer at the earliest possible point so we can help or advise you. If you are ill or injured and cannot make the exam/s you should see your GP or attend hospital and obtain written evidence of your condition. This will allow the school to make an application for Special Consideration, if required. If you do not contact the school you will be marked absent and receive no marks for your missed exam.

In the case of an accident which means you are unable to write, it may be possible to provide you with a laptop to type your answers, or if needed a scribe to write your answers. However, we will need as much prior notice as possible to put this in place.

### Q. What do I do if I feel ill during the exam?

- A. Put your hand up and an invigilator will assist you. You should inform an invigilator if you feel ill before or during an exam and you feel this may have affected your performance. If necessary, the invigilator will request first aid assistance.

### Q. If I miss the exam can I take it on another day?

- A. No. Timetables are regulated by the awarding bodies, and you must attend on the given date and time. If you miss your exam without a valid reason, you will be marked absent and receive no marks for the exam.

### Q. What happens if the school bus fails to arrive?

- A. You must contact the school as soon as possible and you will then be informed of the contingency plans that have been put in place (if required). In most cases the exam start time will be delayed until the school bus arrives and will proceed with later starting/finishing times.

### Q. Why can't I bring my mobile telephone into the exam room?

- A. Being in possession of a mobile phone or other similar electronic device (including iPod, MP3/4 player, Smartphone or wristwatch, AirPods, earphones, earbuds) is a breach of the rules and therefore malpractice, which must be reported to the awarding body. This applies even if you have no intention of using your mobile phone or other device.

The rules are very clear – mobile phones are not allowed in the exam room regardless of whether they are switched off and you have no intention of using them. The penalties that have been applied in the past include loss of marks for the paper or loss of certification for the entire qualification.

**Q. How do I know how long the exam is?**

- A. The length of the exam is shown in minutes on your individual timetable under the heading 'Duration'. Invigilators will tell you when to start and finish the exam. They will write the finish time of the exam on a board at the front of the exam room. There will be a clock in all exam rooms.

If you have Extra Time approved for your exams, you will need to add this on to the time on your timetable. Refer to the timetable in Appendix 1 (if you have an allowance of 25% extra time) or refer to the Extra Time Ready Reckoner in Appendix 4 to help you with this. The finish time for students with extra time will be written on a board at the front of the exam room and will also be written on a green card and placed on your desk if you are approved for extra time.

**Q. Can I leave the exam early?**

- A. No. It is not the school's policy to allow candidates to leave the exam room early as this is disruptive to other candidates. There are regulations around when you can leave the exam room unsupervised, if you leave the exam room before the exam has ended there may be penalties applied by the awarding body.

**Q. Can I go to the toilet during the exam?**

- A. You should use the toilet before the exam. If it is absolutely necessary, you should raise your hand and advise an invigilator who will be escort you to the toilet, you will not be allowed any extra time for your exam. Toilet breaks will not be allowed in the first or last 20 minutes of your exam.

**Q. Why do I need to check the details on my individual timetable?**

- A. You should check that the subjects and tiers of entry you are entered for are correct and that no subjects are missing. Any missing entries will mean you are not entered with the awarding body for that qualification and therefore will not be seated for the exam.

You should also check that your personal details are correct as these will be used for printing your results and certificates. These documents should have your legal names on them as when you progress to further education and work in the future, you may be required to show these documents with your birth certificate or passport for identification and all details should match.

It is your responsibility to ensure all details are correct. If there are any issues or you don't understand your timetable you must advise the Exams Officer immediately.

**Q. I am entitled to extra time – how will this affect the way I take my exams?**

When the scheduled time has ended an invigilator will advise candidates to stop writing. If you have extra time, you should continue working until you have finished your exam or an invigilator advises your extra time has ended. If you finish your exam before the end of your extra time you should check through your paper to ensure you have completed all questions and are satisfied you have finished. You should cross through any rough work and number any additional sheets (if you

use all your extra time, you will be given time to do this at the end). You may leave the exam room once your papers have been collected and you are instructed to do so by an invigilator.

Candidates with extra time are usually seated together to minimise the disruption caused by other candidates, who do not have extra time, leaving the exam room.

**Q. What do I do if I don't get the grades I need for college?**

A. If you feel strongly that it is necessary to make an enquiry about your result you should first consult your HOD to obtain their guidance as to whether you should request a review of your marks. In all cases you should consider that **your grade could go up, down or remain the same.**

**Q. How do I lock up my bike when I have an exam?**

A. The bike sheds will be unlocked for 20 minutes prior to the afternoon exams and will be re-opened once each exam has finished. Please only secure your bikes in the bike sheds, bikes left elsewhere will be removed.

**Q. How do I enter the school for an afternoon exam?**

A. You will need to enter via the pedestrian gate near the Willow Building.

## 11. APPENDICES

**APPENDIX 1 – LINK TO FULL EXAM TIMETABLE :**

<https://www.esherhigh.surrey.sch.uk/attachments/download.asp?file=6653&type=pdf>

## APPENDIX 2 – WATER BOTTLES

### Examples of approved water bottles

It is highly recommended that your bottle has a sports style lid to reduce the risk of water spilling on your exam papers.



### Example of a bottle which would be approved if label is removed before entering the exam room



This bottle would be approved if the label is removed before entering the exam room

### Examples of **unapproved** water bottles – these bottles must **not** be taken into the exam room

All bottles must be clear and transparent and free of any labels or writing.



## APPENDIX 3 – WORD PROCESSOR INSTRUCTIONS

### When you start the exam



- 1) Open Exam Write pad by double clicking on the icon:
- 2) Click 'Start new exam'
- 3) Complete all the information in each field **with your information**. If you do not know where to find the 'codes' on your paper click on the blue 'Where do I find the codes' text.

Full Name

Candidate Number / Learner  (Max. 4 characters)

Centre Name

Centre Number

Exam Board

Subject Title

Specification / Syllabus / Entry /

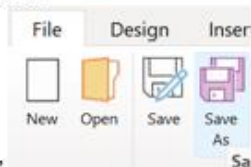
Component / Unit / Batch /

Where do I find the codes

When all fields are filled in, click Save & Close  
Any errors will be highlighted.

Save & Close

- 4) Click 'Save and Close':



- 5) Click file 'Save As'
- 6) Select the USB stick from the drop down usually 'E:':



- 7) Click 'Save'

You must be present to verify that the work printed is your own.

Examples of the unit/component code required for word processed scripts:



8700/1



Paper Reference  
5BS03/01

## APPENDIX 4 – EXTRA TIME READY RECKONER



Teaching  
Agency

### Extra time ready reckoner

The extra time ready reckoner is a one page reference document to help exams officers and invigilators work out the total duration of an examination for which a candidate has an approved Access Arrangement of up to 25% Extra Time.

Please note: any exams that exceed an hour have been rounded up to the nearest minute.

	Actual duration including extra time				
Published duration of exam	25% extra time added	20% extra time added	15% extra time added	10% extra time added	5% extra time added
10m	12m 30s	12m	11m 30s	11m	10m 30s
25m	32m	30m	29m	27m 30s	26m
30m	38m	36m	34m 30s	33m	31m 30s
40m	50m	48m	46m	44m	42m
45m	57m	54m	52m	49m 30s	47m
50m	63m	60m	57m 30s	55m	52m 30s
1hr	1hr 15m	1hr 12m	1hr 9m	1hr 6m	1hr 3m
1hr 15m	1hr 34m	1hr 30m	1hr 26m	1hr 23m	1hr 19m
1hr 20m	1hr 40m	1hr 36m	1hr 32m	1hr 28m	1hr 24m
1hr 30m	1hr 53m	1hr 48m	1hr 44m	1hr 39m	1 hr 35m
1hr 40m	2hr 05m	2hr	1hr 55m	1hr 50m	1hr 45m
1hr 45m	2hr 11m	2hr 6m	2hr 1m	1hr 56m	1hr 50m
2hr	2hr 30m	2hr 24m	2hr 18m	2hr 12m	2hr 6m
2hr 15m	2hr 49m	2hr 42m	2hr 35m	2hr 29m	2hr 22m
2hr 30m	3hr 8m	3hr	2hr 53m	2hr 45m	2hr 38m
2hr 45m	3hr 26m	3hr 18m	3hr 10m	3hr 2m	2hr 54m
3hr	3hr 45m	3hr 36m	3hr 27m	3hr 18m	3hr 9m