

Illness:

In the case of illness, please contact the teacher to see whether your child is entitled to any special consideration.

If you have any doubts about when or where an exam is taking place, please ask for clarification. We try to phone any candidate who is missing at the start of an exam, so please ensure we have your correct phone number on our system.

Parents or students may appeal about the procedures used in internal assessment for work that contributes to an award, or about the Awarding Body result itself.

Results — queries:

If an enquiry about a result, (i.e. a final externally-marked grade) is made to the Awarding Body, a fee will be payable for either a re-mark or a clerical check of marks. This fee will be refunded if the result increases by one or more grades after the check. Please note, however, that such re-marks or checks could result in a *lowering* of the grade too.

Please contact the Head of Service if you wish to appeal any award, or enquire about a grade. It is our policy to support appeals, but should a dispute arise, in the first instance this would be discussed with the Head of Centre and Examinations Officer

Dialogue would follow between parents and Head of Service. The proceedings could take place in pupils' own homes if preferred.



**Shropshire Tuition, Medical and Behaviour
Support Service**

Centre No: 29307

EXTERNAL EXAMINATIONS

**May-June
2019**

**INFORMATION
FOR
PARENTS / CANDIDATES**

All public examinations have to be carried out in accordance with the rules and regulations laid down by the Joint Council for Qualifications. Anyone who breaks these rules faces serious consequences, and the following information is designed to ensure candidates are aware of the correct procedures.

External timetables for all written parts of exams are drawn up by the Awarding Bodies and these exams **have to be taken on the timetabled date, at the timetabled time**. The only exception to this is where a candidate has an exam clash. In this case a special arrangement is made for one exam to be taken earlier or later on the same day, with supervision in between. *It is essential that clash candidates stay under supervision.*

Timings:

- ◆ Morning sessions start from **9.30 am** onwards
- ◆ Afternoon sessions are usually from **1 pm** onwards, depending on individual centre arrangements.

Equipment:

Pupils should only bring the equipment and books that their teachers have told them to provide. Small items **must** be in a **see-through** pencil case or plastic bag.

Pupils are not allowed to borrow any equipment from another candidate once exams start.

Mobile phones, food/drink, bags and outdoor wear are not allowed in the exam room

Whilst candidates are in the exam room, they must not communicate *in any way* with another candidate.

Any improper behaviour will be reported to the exam board and may result in disqualification.

Lateness/Absence:

A candidate who is less than 30 minutes late is allowed to sit the exam but he/she will not be given the full time.

The exam board reserves the right to refuse to accept the script for marking.

Candidates who are **ill and cannot attend** an exam must get someone to phone their centre to explain. The exam board may request a note from the GP.

Candidates who **miss an exam for no good reason** may not get a grade for the exam and may be asked to pay the exam fee.

Exam results:

These will be posted first-class to pupils on 21 August (evening) to arrive — post permitting — on 22 August 2019.

Certificates will be available for collection, usually in November

Once exam entries are finalised, pupils will be given their Statement of Entry and a copy of their exam timetable.

Pupils will be told when and where their exams are taking place, and what arrangements have been made for transport.

Please keep these details in a safe place and help the candidate arrive on time, rested and fully prepared to do their best work.