Exams Support

Downloading Question Papers

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Overview
This guide is for schools who need to download question papers on the day of exam.

Who can download question papers?

Only a Centre Administrator can download question papers from Centre Services.

Assessment materials will be available to download **90 minutes before** the exam's published starting time. We recommend that the main administrator is the school Exams Officer, or a trusted member of staff who will be available during the whole exam series.

The Centre Administrator must have set up an account on Centre Services **before** the exams are due to start. This will enable any login issues or questions to be resolved in good time so that you are prepared for the start of exams.

If you do not already have a second Centre Administrator set up, you can find instructions on our website on how your Head of Centre can add or change your Centre Services administrator.

To download question papers, you will need to:

- log in to Centre Services with multi-factor authentication (MFA)
- select 'Exams'
- select 'Day of exam material'
- click on 'View day of exam resources'
- select the question paper or resource you need to download
- a pop-up will appear that says 'send me a code'
  - make sure you have pop-ups enabled
  - select a reason for the download
- an email will be sent to your Centre Services email address with the code, and the main Centre Services administrator will also be notified of this action by email (this will come from aqa_noreply@aqa.org.uk – please add this email address to your safe sender's list)
- enter the code into Centre Services to access all the paper(s) you need – You only need to enter the download code once during the session to see all the papers available.
- the paper will appear in your 'downloads' folder, ready to use. Download folders work differently on each computer, some appear in the top right-hand corner of the browsers, some download directly into the 'download' folder. If you are not sure where the files are saved, please speak to the IT Technicians in your centre.

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When you request a question paper, an automated notification will be sent by email to any other Centre Services administrators at your school to tell them about this download request.

⚠ If you get an email to let you know a question paper has been requested, and your school **did not** request it, please report this as soon as possible by calling us on +44 161 696 5995.

⚠ Please remember that if you are moving an exam because of a clash, you will need to download the question paper during the timetabled session for that paper, as it will not be available on Centre Services before or after. If you are unable to do this, please contact Customer Services who will be able to help you.

If you have difficulty downloading question papers

1. **Contact Us Immediately**
   - Call us on **+44 (0)161 696 5995** as soon as the issue is identified.
2. **Inform Us of the Issue**
   - Clearly explain the problem you're experiencing with downloading the paper.
3. **Head of Centre Verification Required**
   - We will **only release the paper** once your **Head of Centre** has verified the request.
   - This is a **mandatory security measure** to protect the integrity of the exam.
4. **Ensure Your Head of Centre Is Aware**
   - It is essential that your Head of Centre is **informed in advance that** they may be contacted **up to 90 minutes before the exam**.
   - If they are unavailable and cannot verify the request**, we may not be able to provide the paper.**

Additional Stationery

If you require extra stationery, such as return sacks or answer booklets, please complete this form and return to dispatches@aqa.org.uk

How to print question papers

Colour Printing and Quality Checking: Step-by-Step Guide

To maintain the integrity and clarity of electronic question papers, please follow these essential steps:
Before Printing

- **Use a secure area**: Set up a **colour printer** in a secure, access-controlled location.
- **Trained staff only**: Only authorised and trained colleagues should download and handle question papers.
- **Check for colour content**: Confirm whether the paper includes **colour images or diagrams**. If in doubt print in colour
- **Printer settings**:
  - Print in **colour**
  - Use **600dpi resolution**
  - Print on **A4 or A3 80gsm paper**

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- **Do not photocopy**: Photocopying question papers is not permitted under any circumstances.
- **Only print what is needed**.

After Printing

- **Check completeness**: Ensure **every page** of the question paper has been printed.
- **Compare with the PDF**: Cross-check the printed version against the original PDF.
  - Pay close attention **to shading, colour, graphs, diagrams, and images** to confirm they have printed correctly.

Key Requirements when Printing Electronic Question Papers

To ensure papers are printed accurately and securely, please follow these steps:

✎ **Printer Setup**

- Use a **colour printer** located in a **secure area**.
- Only **trained staff** should download and handle question papers.

📐 **Printing Settings**

- **Print at actual size**:
- Set scaling to **'Actual size'** or **'100% custom scaling'**.
- In **Page Setup**, confirm the paper size is set to **A4** or **A3** (as required).
- **Do not use** settings like **'Fit'** or **'Shrink oversized pages'**, as this can distort graphs and measurement items.
- **Double-sided printing**:
- Select **'Print on both sides'** and **'Flip on long edge'**.
- **Resolution and paper**:
- Print at **600dpi**, in **colour**, on **80gsm A4 or A3 paper**.
- Only print what is needed to maintain security and avoid waste.

☑ **After Printing**

- **Print every page** of the question paper.
- **Do not photocopy** any question papers.
- **Compare the printed version** with the original PDF:
- Check for correct **sizing**, **shading**, **colour**, **graphs**, **diagrams**, and **images**.
- Ensure correct collation.
- Pages must be in the correct order and match the PDF exactly.
- The question paper file must be deleted and then deleted from 'Deleted items'.
- The question paper is not to be used by anyone other than the student(s) taking the exam

- Question papers must be sealed within a non-transparent envelope marked clearly with the exam details on the outside of the envelope. The envelope must be stored securely and kept ready for transfer to the examination room at the appropriate time.
- **Avoid stapling each corner of the script.** This slows down the logging process, as staples must be manually removed.

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- **If you need to secure pages, use a single staple in the top-left corner or a paper clip where appropriate.**

Returning scripts:

Once the exam has taken place you will need to return your student's completed question papers (scripts) to us. Before doing so please ensure that **each script is scanned** so you can keep a digital copy. This means that there is a backup copy in case the scripts are lost in transit.

We send all schools return sacks to help send the completed scripts to us for marking. If you require extra return sacks you can request this by completing the Stationery Order Form and returning to dispatches@aqa.org.uk

- **Avoid stapling each corner of the script. This slows down the logging process, as staples must be manually removed.**
- **If you need to secure pages, use a single staple in the top-left corner or a paper clip where appropriate.**

	Checklist for downloading and printing OxfordAQA question papers	Completed (✓)
Planning for exams	An Exam Officer/Centre Administrator be available on every OxfordAQA exam day	
	Head of centre will be available on every applicable OxfordAQA exam day	
	Centre Services accounts must be checked before exams.	
	Question papers will be available 90 minutes before the published exam start time.	
	If moving an exam due to a clash, download during the 90-minute window.	
Download Question Papers	Log in to Centre Services using multi-factor authentication (MFA).	
	Go to 'Exams' > 'Day of exam material' > 'View Day of exam resources'.	
	Select the required question paper or resource.	
	Click 'Send me a code' and ensure pop-ups are enabled.	
	Select a reason for download.	
	Code will be emailed to Centre Administrator. Others notified.	
	Enter the code once per session to access all papers.	
	Paper will download to your Downloads folder.	
Need help?	Call OxfordAQA immediately: +44 (0)161 696 5995.	
	Clearly explain the issue.	
	Head of Centre verification is required.	
	Ensure Head of Centre is available up to 90 minutes before the exam.	
Before Printing	Use a secure, access-controlled area.	
	Only trained staff should handle papers.	
	Check if the paper includes colour content.	
	Printer settings: Colour printing, 600dpi resolution, A4/A3 80gsm paper.	
	Do not photocopy.	
	Only print what is needed.	
Printing	Set scaling to 'Actual size' or '100% custom scaling'.	
	Confirm paper size is A4 or A3.	
	Enable double-sided printing: Flip on long edge.	
After Printing	Ensure every page is printed.	
	Compare printed version with original PDF. Ensure pages are in correct order.	
	Check sizing, shading, colour, graphs, diagrams, and images.	
	Delete question paper file and remove from Deleted Items.	
	Securely store printed papers in a clearly marked, non-transparent envelope.	
Returning completed question papers (scripts)	Scan each script before returning.	
	Download and print labels from Centre Services	
	Bag and label each unit/component separately.	
	Use return sacks as provided.	
	Request more sacks via Stationery Order Form to dispatches@aqa.org.uk.	
	Avoid stapling. Use a paper clip to collate each script if needed.	

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