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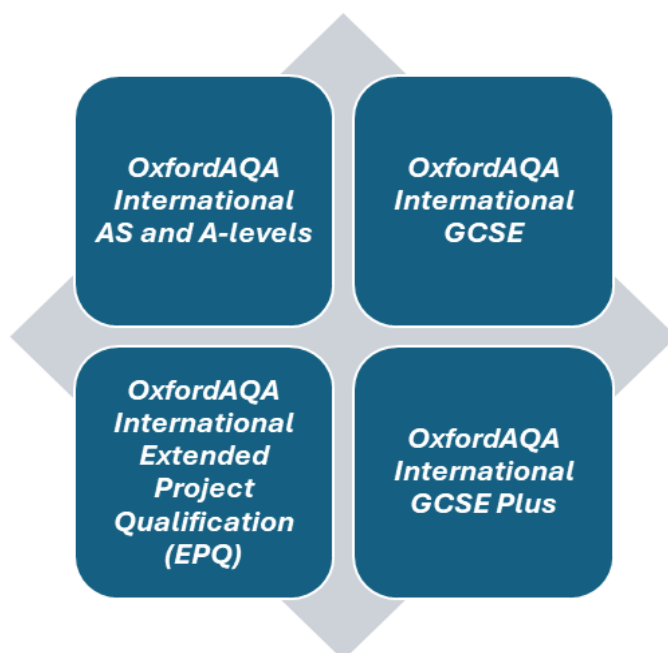
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Introduction

Welcome to the OxfordAQA handbook which is created to provide guidance to Examination Officers and school staff involved in planning, organising and running of the OxfordAQA examinations. It explains all the administrative tasks, regulations and responsibilities a school needs to carry out during each exam series. It also outlines the responsibilities of OxfordAQA and establishes the legal agreement between the different parties involved from the start to the end of the process.

Our qualifications are built on the most trusted qualifications taught in the UK and they have been adapted following extensive market research to ensure they are relevant for students studying in international schools. We encourage prospective/active schools to visit our website for our complete subjects list via oxfordaqa.com/subjects. This will provide the opportunity to review our existing and new subjects that we offer and when they will be available.



Please note: the International GCSE Plus is being withdrawn, with the final entries in June.

We encourage schools to look at our new [International GCSE Global Skills Projects](#)

About us

Please visit our website to find out more about:

- [Student-focused assessment design](#)
- [Teacher support](#)
- [Equivalency with the UK](#)
- [University progression](#)
- [Parents and students](#)



Key Icons



Home

Takes you to the main content page.



Exception

Identifies specific regulations that must be followed by OxfordAQA schools.



Key Information

Highlights important details.



Download

Located next to the relevant administrative forms and guidance document referenced on the page for easy access.



New Update

Flags newly added or revised information.



Key Dates

Draws attention to important dates and deadlines.



Tips or Extra Support Available

Points to additional resources such as webinars or guidance document to support you.

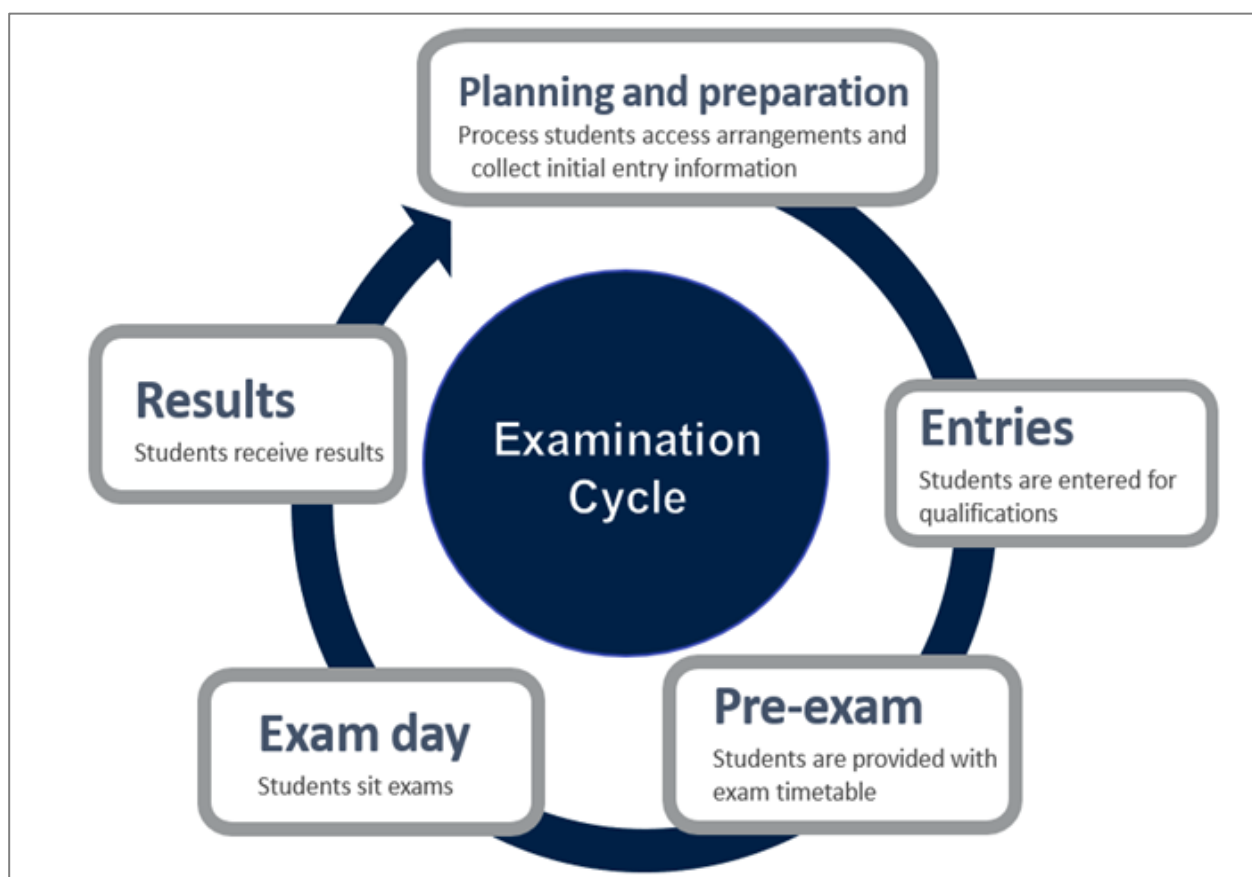


The OxfordAQA Exams Cycle

As part of delivering a successful exam series, a range of tasks will need to be completed. An Exam Officer will need to be familiar of these so that they can manage the different processes and keep track of the next step they need to complete for a particular series. We have provided below a diagram that illustrates the process cycle that we call the “OxfordAQA Exams Cycle”.

The diagram below illustrates the various stages of activities that need to take place from the start of planning and preparation to results day of an exam series. The cycle has five stages:

1. Planning and preparation
2. Entries
3. Pre- Exam
4. Exam day
5. Results
 - a) Post-results Services
 - b) Certificates





Operating Model

OxfordAQA and School responsibilities

About OxfordAQA

OxfordAQA is a partnership between **Oxford University Press** (a department of the University of Oxford) and **AQA**, the UK's largest provider of GCSEs and A-levels. While you may be newly introduced to us, we bring unmatched educational expertise to support you in fostering a lifelong love of learning in your students.

About This Handbook

This **OxfordAQA Handbook** is published in English, which serves as the official and authoritative version. If translated into other languages, the English version remains the definitive reference. The policies and procedures outlined in this handbook apply to all OxfordAQA examinations, assessments, and qualifications.

Terminology

- **“You” / “Your”**: Refers to the school or, where applicable, the OxfordAQA Associate or Associate School.
- **“School”**: Refers to any institution approved by OxfordAQA, including those registered or approved to deliver OxfordAQA programmes online.
- **“OxfordAQA” / “We” / “Our”**: Refers to OxfordAQA International Education.
- **“Agreement”**: Refers to any formal contracts between your school and OxfordAQA, including those incorporating this handbook.

Updates and Responsibilities



OxfordAQA reserves the right to update this handbook and related documentation at any time. Unless otherwise stated, changes take immediate effect. We will notify you of any updates, and it is your responsibility to ensure you are referring to the most current version, available on our [website](#).

All services provided by OxfordAQA are subject to the timely payment of fees, as outlined in our payment terms and your Agreement with us.

This handbook aligns with the **JCQ (Joint Council for Qualifications)** guidelines. However, it is interpreted in accordance with the legal jurisdiction and governing law specified in your Agreement with OxfordAQA.

Where necessary, exceptions to the standard JCQ processes have been made to accommodate the specific requirements of international examinations or to adapt procedures in ways that better serve our customers.

OxfordAQA collaborates with independent schools worldwide. These schools' benefit from internationally recognised qualifications, including GCSEs and A-levels, which are specifically designed for international learners while maintaining alignment with UK standards.



Support for Independent Schools

Independent schools benefit from the flexibility to deliver the curriculum in ways that best meet the needs of their students, while maintaining high academic standards. OxfordAQA is proud to support a growing global network of independent schools, particularly across the Middle East, Asia, and Europe.

Our partner schools receive comprehensive support, including:

- Access to high-quality teaching resources
- Detailed assessment guidance
- Professional development opportunities for educators

Teachers in independent schools also benefit from ongoing training and continuous professional development, including examiner training and subject-specific workshops, ensuring they are well-equipped to deliver outstanding education.

Affiliate Operating Models

An **Affiliate** is an organisation that schools are formally connected to, either through a partnership arrangement or official affiliation.

OxfordAQA operates different **models** for Affiliates.

For information about Affiliates models please contact your regional representative or emailing info@oxfordaqa.com.

Transitioning from Attached to Independent Status

Schools planning to transition from attached to independent status must meet the same requirements as those applying as a new school. This includes:

Completion of the formal application process

- Undergoing an approval inspection
- Adherence to the General Regulations and Terms and Conditions outlined by OxfordAQA

It is essential that any new or updated guidance is fully incorporated into the school's operational practices to ensure compliance and maintain academic integrity.

Application Process for Existing AQA Overseas Schools

If an existing AQA overseas school wishes to apply to become an OxfordAQA centre, the following steps must be completed:

1. Application Submission

The school must complete the OxfordAQA application form via the PwC (PricewaterhouseCoopers) system.

2. Compliance and Safeguarding

Following the application, the school must undergo the Oxford University Press (OUP) compliance process and confirm adherence to all safeguarding policies.

3. Inspection and Approval

The Centre Approvals Team will review the inspection outcome. No confirmation should be given to the applying school until this review is complete.

Once all requirements are met and the inspection status is confirmed, formal approval will be granted.



Schools offering both AQA and OxfordAQA qualifications

If a dual school – (OxfordAQA school also teaching AQA qualifications), OxfordAQA schools must adhere to the following guidelines when entering students for AQA qualifications:

1. Eligibility to Offer AQA Qualifications

Schools may only enter students for AQA qualifications where no OxfordAQA equivalent exists. At the point of application, the school must already be offering at least one OxfordAQA qualification and will be restricted to AQA qualifications not available through OxfordAQA. This applies to both new applicants and existing OxfordAQA schools.

2. New Schools

Newly approved OxfordAQA schools may offer AQA subjects to supplement the OxfordAQA portfolio.

3. Monitoring of Entries

Entries will be monitored to ensure the dual school approach is used appropriately – so that international students have the benefit of accessing a wider curriculum and is not used as a route for new international schools to solely access AQA qualifications.

4. Dual Approval Requirement

Schools wishing to offer AQA qualifications must be approved by AQA and must complete application forms for both OxfordAQA and AQA, and conditions for approval must be met.

5. Restriction on Sole Entry

An approved OxfordAQA school cannot solely enter students for AQA qualifications.

Schools looking to be approved with AQA will have to meet the JCQ General Conditions for Approved Centres in full. Approval with OxfordAQA does not guarantee approval with AQA.

If you have any questions or concerns, please get in touch by emailing info@oxfordaqa.com.



General regulations and Terms and Conditions for approved centres

The general regulations have been created to ensure that OxfordAQA students worldwide have a consistent and fair exam experience whilst providing each of them an equal opportunity for success. The regulations include the requirements and responsibilities necessary to facilitate fair practice in assessment and delivery of OxfordAQA qualifications.



A breach of these regulations may lead us to terminate your Agreement. The [General regulations and terms and conditions for approved centres](#) covers:

1. the agreement between **school** and OxfordAQA.
2. the responsibilities of OxfordAQA
3. the responsibilities of school
4. Data protection, Intellectual property and copyright
5. the general terms and conditions that shall come into effect on the date that the centre receives written confirmation of OxfordAQA approval.

A school will have confirmed its readiness to adhere to these regulations when first approved as a school. We have created a checklist for prospective schools that can be found in the [General regulations and terms and conditions for approved centres](#) document under **Appendix 1**. As part of the centre approval process, OxfordAQA may, where appropriate, undertake additional checks at its discretion of the prospective centre.

By registering with us and submitting entries, you agree to comply with the General regulations terms and conditions for approved OxfordAQA schools. This means that all processes and procedures set out in this Handbook, the OxfordAQA website and all the centre registration documents and Agreements we issue will be followed.



Conflicts of Interest (COI)

A **conflict of interest** arises when an individual's personal, financial, social, or political interests could influence or appear to influence their professional responsibilities or the school's relationship with OxfordAQA.

In the context of examinations and assessments, it is essential that all potential conflicts are identified and managed to uphold the integrity of the process.

All schools are required to report any suspected conflicts of interest to OxfordAQA. Before each examination series, any staff involved in administering or overseeing exams must review and disclose any potential conflicts to the **Exam Officer** or **Head of Centre**.

It is the **Head of Centre's responsibility** to ensure that all conflicts of interest are properly reported and managed. This helps maintain transparency and protects the credibility of the examinations.

Detailed guidance on what constitutes a conflict of interest, and how such situations should be documented and addressed, is available on the **Terms and Conditions** page of the OxfordAQA website.

Schools should maintain internal records of all the instances. **In terms of retention for the school – records will need to be available for the academic year the subject is being taken/conflict is being reported for.** If a student is then an A-level student in the future, we would expect a new COI declaration form to be submitted for those subjects.



You can find more [guidance for Schools on Managing Conflicts of Interest](#) on OxfordAQA website that can help you manage a situation in which a member of staff has a conflict of interest and reported to OxfordAQA via the [online conflict of interest form](#).



Please note that once the form has been completed, we will **only contact schools if any further information is required, or if there are any concerns with the action the school is taking with regard to managing the conflict of interest.** Remember that you do not need to inform us of any conflicts involving subjects which **do not have an internally assessed component**, but the Head of Centre must manage these conflicts and have records readily available for inspection, for example should an inspector or an OxfordAQA representative request to see them.

If a conflict comes to light that cannot be managed by the examples below, then advice should be obtained via emailing info@oxfordaqa.com. A list of the qualifications which include internally assessed components can be found in appendix A of the [guidance for Schools on Managing Conflicts of Interest](#).



Onboarding

Onboarding is the process of a new school becoming an approved OxfordAQA school. We understand that the process of becoming an approved school for an Awarding Organisation can be complex and daunting. Therefore, we have developed the following guidance to simplify the steps. This guide outlines what to expect when you come onboard with us. You can also find a copy of our 'Are you Ready?' checklist available in the [General regulations and terms and conditions for approved centres](#) document under **Appendix 1**.

Detailed Onboarding Steps

The onboarding journey begins with gathering essential information about the school, such as contact details, student demographics, and specification specifics. This data helps tailor the onboarding experience to the school's needs and ensures accurate setup within any relevant platforms or systems.



Once the initial setup through our PwC system is complete, the next step typically involves training and orientation. This includes introducing school staff such as teachers and administrators to the tools, processes, and expectations of the program. Training may be delivered through workshops, webinars, or written guides, and is designed to ensure everyone understands how to use the systems effectively and comply with any necessary procedures.

Technical integration is another key component. This involves setting up access to centre services, ensuring compatibility with the school's existing infrastructure, and resolving any IT related issues. Smooth technical onboarding is crucial for minimizing disruptions and enabling the school to operate efficiently from day one.

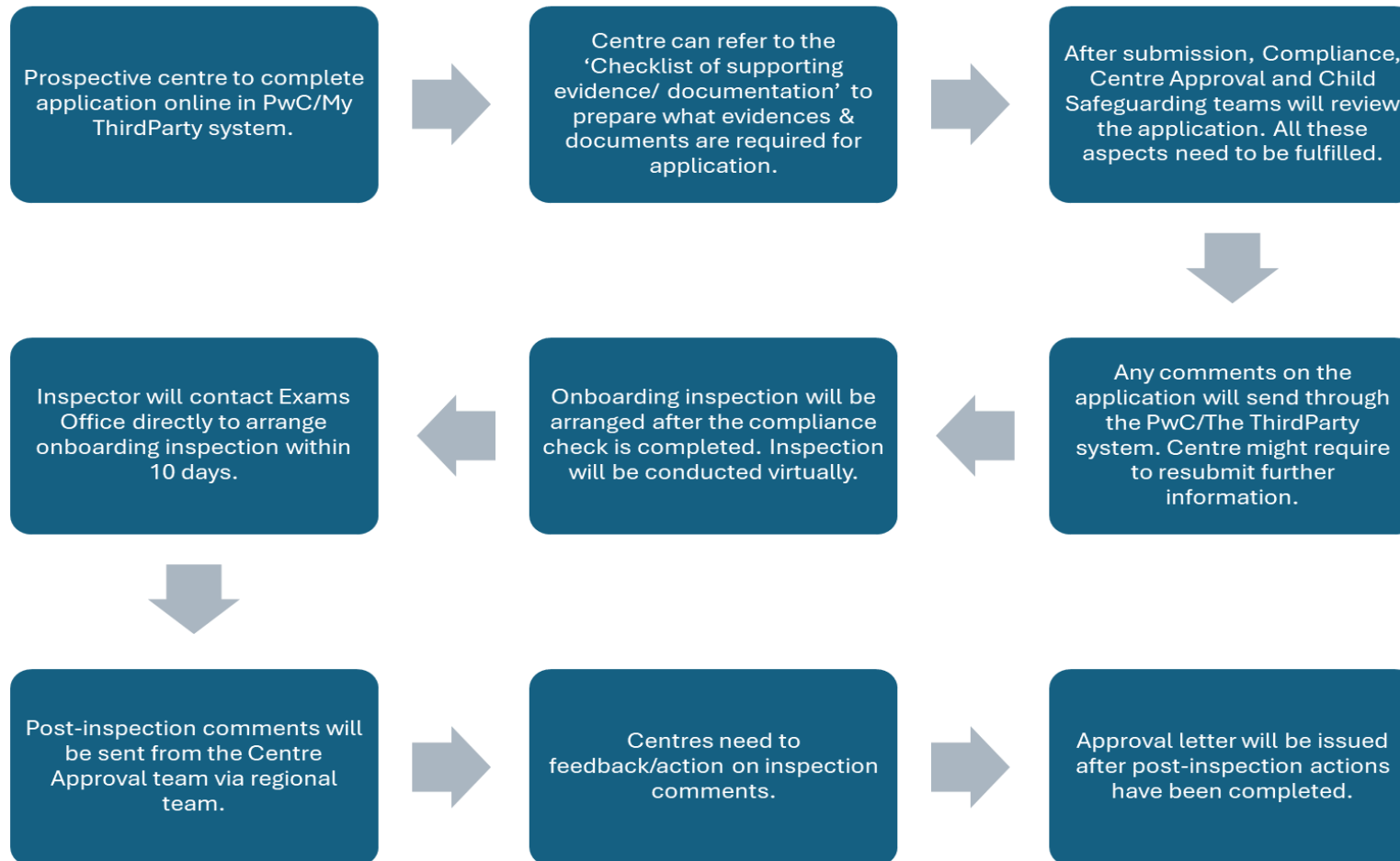
Communication and support are also vital. Schools have a clear point of contact through info@oxfordaqa.com or through the OxfordAQA website. This clear communication channel provides ongoing support and maintains a strong relationship between the school and the service provider.

Finally, onboarding includes formal steps such as signing agreements, confirming compliance with relevant regulations, and conducting follow-up checks. These ensure that the school is not only operational but also aligned with the standards and expectations of OxfordAQA.



Independent school

This section provides an overview of the step-by-step guidance, from your first application to receiving your approval letter, helping you navigate the admissions process with confidence and ease.





After a school is approved, they will receive an email confirmation from the OxfordAQA Centre Approvals team, which includes:

- Their centre number



Schools will receive **links to register for Centre Services** ([How to register for a Centre Services account](#)) and access the **OxfordAQA website secure area**. These links are time sensitive and will **expire after 7 days**.

Access the OxfordAQA secure website area [secure area](#).

- Centre Services is your central hub for managing OxfordAQA's international qualifications. As an Exams Officer, you'll find all the essential tools and resources you need, including:
 - **Resources** for teaching and assessment
 - **Results services** for accessing and managing student outcomes
 - **Teacher Online Standardisation (T-OLS)** for ensuring consistent marking and assessment practices
 - Additional centre-specific services tailored to support your role
 - Access to Centre Services is crucial for the smooth running of examinations and qualification delivery.
 - Access to Data Insights which do your analysis and reporting for you.
- **Accessing Exampro for OxfordAQA Qualifications**

OxfordAQA schools receive access to [Exampro](#), an online database of AQA past questions mapped to OxfordAQA's international qualifications. This powerful tool enables teachers to:

 - Create custom resources and assessments
 - Search and filter questions by topic and skill
 - Support targeted teaching and revision strategies
 - Schools approved to teach OxfordAQA qualifications will be provided with an **Exampro username and password**.
 - If your school is approved and you already have your credentials, you can [log in now](#).
 - If your school is approved but you do not know your login details, please [contact us](#) for assistance.



Compliances

Commitment to Integrity and Compliance

OxfordAQA is committed to upholding the highest standards of integrity. This commitment is essential not only to our reputation and success, but also to the trust and confidence of our business partners.



As you prepare to become an OxfordAQA Centre, we strongly recommend reviewing our [General Regulations and Terms and Conditions](#) for Approved Centres. These documents outline the expectations and responsibilities required to maintain compliance and uphold our shared values.

Visit the [Exams Admin page](#) for more information and resources.

Safeguarding policy guidance

This section of the document aims to explain what a safeguarding policy is and highlight the importance of adhering to it.

What is safeguarding?

Safeguarding (sometimes referred to as Child Protection) is at the foundation of OxfordAQA's work, and we are committed to the welfare of everyone we work with and serve – particularly children and young people.

Safeguarding means protecting people's health and wellbeing, alongside ensuring they can live free from harm, abuse and neglect. Everyone who works for or on behalf of OxfordAQA, such as staff, associates or partners, has a responsibility for support the care and protection of children and adults at risk of abuse and exploitation.

Safeguarding / child protection is not to be confused with health and safety (such as evacuation procedures or infection control) or student conduct (such as student behaviour, rules on uniform, lateness etc).

Our request for safeguarding policies at the OxfordAQA approval stage



As part of our mutual commitment to student welfare, **OxfordAQA requires each school to submit a copy of its safeguarding policy** during the centre approval process. OxfordAQA does not prescribe how schools should manage safeguarding, nor do we formally approve or endorse the policies submitted. However, we do need to be assured that any school we approve has appropriate safeguarding measures in place.

Your school's safeguarding policy must clearly demonstrate that:

- There is a **designated safeguarding lead** with up-to-date contact details.
- There is a **clear process for responding to safeguarding concerns**.
- The policy is **aligned with local laws or official guidance**.
- The school conducts **locally appropriate background checks** on all staff.
- There is a **procedure for addressing concerns about staff conduct**.

These five elements are essential to ensure that safeguarding is treated with the same seriousness and care that OxfordAQA upholds. If a concern arises, we must be confident that it will be addressed promptly and appropriately by the school.



For further details, please refer to our **Safeguarding FAQs** on the OxfordAQA [website](#). If you need additional support or clarification, contact us at safeguarding@aqaa.org.uk.



Safeguarding information after the approval stage

During exam series, and especially in the summer, the AQA safeguarding team are alerted to issues which may need passing on to your centre Designated Safeguarding Lead (DSL). We will email your DSL using the information you have provided. The email contact may come from our Safeguarding Lead or Deputy, or it may come from one of the seasonal staff members we employ to help us process these concerns. If we are unable to contact your DSL or fail to get a response, we will then contact your Head of Centre.

If you are unsure whether the contact is genuine, and wish to check, please email safeguarding@qa.org.uk.

OxfordAQA School Inspections

As part of our commitment to upholding the highest standards in examination delivery and assessment integrity, the **Centre Inspection Service (CIS)** team conducts various types of inspections at schools throughout the academic year on behalf of OxfordAQA.

These inspections are essential for ensuring compliance with current standards and form a key part of our collaborative approach to maintaining excellence in examination practices.

Your school's cooperation is vital in supporting a smooth and effective inspection process, helping us work together to safeguard the quality and credibility of OxfordAQA assessments.



Inspection guidance and preparation

Detailed guidance on the inspection process is provided in the following documents:

[Inspection Process – Overview Flowchart](#)

[Preparing for an OxfordAQA Inspection](#)

Schools should ensure that relevant staff are familiar with these documents in advance of an inspection.

Types of Inspections

OxfordAQA conducts **four types of inspections** to ensure high standards in exam delivery and ongoing compliance with our regulations. Each inspection type serves a specific purpose.

1. Approval Inspections (new schools)

Approval inspections are for schools applying to become approved OxfordAQA centres. These inspections assess a school's readiness to deliver OxfordAQA qualifications, including facilities, policies, and examination arrangements.

Preparation requirements are outlined in the [Preparing for an OxfordAQA Inspection](#) guidance document. Schools may also wish to refer to the **Checklist for Prospective Centres** on page 31 of the [General Regulations and Terms and Conditions for Approved Centres](#).

2. Annual Re-Approval Inspections

All approved schools must undergo a re-approval inspection each academic year to continue offering OxfordAQA examinations. These inspections confirm that examination standards, procedures, and arrangements previously approved continue to be met.



3. Change of Address or Storage Inspections

A change of address or secure storage inspection is required if a school:

- Moves to a new location,
- Makes significant structural changes
- Alters its secure storage arrangements
- New sites or secure storage facilities must be inspected and approved before confidential materials are dispatched. Schools must notify OxfordAQA **at least six weeks in advance** by emailing OxfordAQAApproval@aqa.org.uk



You must notify OxfordAQA **at least six weeks in advance** by emailing OxfordAQAApproval@aqa.org.uk

4. Live Exam Inspections

Live exam inspections take place during an active examination series to confirm that examination procedures are being followed correctly. These inspections may be conducted remotely via Microsoft Teams or in person.

Live exam inspections are briefly referenced in **Section 5.1.1 of the OxfordAQA Handbook**. For more detailed information, please refer to the [Inspection Process – Overview Flowchart](#) and the [Preparing for an OxfordAQA Inspection](#) guidance document.

OxfordAQA Inspection Overview

After the inspection

Following an inspection:

- The inspector submits a report to the OxfordAQA Centre Approval team.
- A report summary is issued to the school.
- Where required, schools may be asked to complete actions and submit evidence.
- Approval, re-approval, or confirmation that standards have been met is granted **only after review by the Centre Approval team**.



Important: Centres must not make any changes to secure storage arrangements following an inspection until instructed by the Centre Approval team.



Please do not make changes to secure storage until contacted by the Centre Approval team.



Centre approval

You are unable to enter your students for our exams unless we have approved your centre. Make sure you [become an OxfordAQA school](#) before you start teaching a course.

Students can take OxfordAQA exams without attending your school. This would be known as a private candidate. Private candidate may also enter for examined only units via the British Council. Please contact your [local British Council office](#) for details.

Schools may accept private candidates for examined units **only** with the prior agreement of OxfordAQA. Not all OxfordAQA specifications are available to private candidates, and those with internally assessed components will have restrictions. These should be checked before entry.

Subject specific information relevant to private candidates is highlighted with **P** in the [Entry Codes booklet](#). A private candidate will need to confirm they have practical work or fieldwork arrangements in place if this forms part of the chosen subject of entry.

If you are an approved OxfordAQA school and wish to accept private candidates, please contact OxfordAQA at: info@oxfordaqa.com. All approved schools must follow and adhere to OxfordAQA policies.

Annual Centre Details updates

To maintain OxfordAQA approval, each school is required to submit the Centre Details Annual Update Form in the beginning of each academic year. This form must be completed by either the Exams Officer or the Head of Centre and submitted to the Centre Approvals team at OxfordAQAApproval@aqa.org.uk. It is essential that OxfordAQA holds the most up to date contact and school information, including the details of your Head of Centre, Exams Officer and Designated Safeguarding Lead (DSL). Accurate data ensures timely and secure delivery of exam materials and that your school receives the latest communications from OxfordAQA.



Even if your school details have not changed, it is still mandatory to complete and return the Annual Update Form. Doing so confirms your continued approval status and prevents any disruption to your school's recognition as an OxfordAQA approved centre.

Please note that if an OxfordAQA centre wishes to update the name of their Head of Centre, they will need to email OxfordAQAApproval@aqa.org.uk. The email should include the centre name, centre number and the name and email address of the new Head of Centre.



Part 1: Planning and Preparation

This section directs you to a range of information to help you to get prepared and plan for each stage of the exam cycle. It focuses on:

- 1.1 Support from OxfordAQA** - The various methods of support available to both examination officers and teachers using our qualifications.
- 1.2 Preparing Examination Timetables** - How you as an Exams Officer can prepare the examination timetable for different examination series throughout the academic year.
- 1.3 Access arrangements** - The arrangements that are available to enable all students to access our assessments, who may need them and the school's responsibilities.
- 1.4 Alternative site** – Guidance and procedures for schools when using an alternative site to conduct OxfordAQA examinations.

1.1 Support from OxfordAQA

1.1.1 An overview of the OxfordAQA website

The [OxfordAQA website](#) covers all your needs in delivering our qualifications. You can visit our website for information about:

- [Resources for teachers](#)
- [For qualifications by subject](#)
- [Training and events](#)
- [Continuing Professional Development](#)
- [Exams administration](#)
- [Resources for parents and students](#)
- [Latest News and Blog](#)

1.1.1.1 OxfordAQA website login

The OxfordAQA website is a rich source of valuable resources designed to support teachers in delivering our international qualifications effectively.



Teachers at OxfordAQA approved schools can be granted access to a secure area of the website via their Exams Officer. This login provides access to a wide range of teaching support materials, including:

- Past question papers
- Mark schemes
- Examiner reports from previous series
- Exemplar materials for classroom use

In addition, OxfordAQA offers:

- A comprehensive teacher toolkit to support planning and delivery
- A calendar of annual events, including training sessions, subject-specific workshops, and networking-opportunities.
- These resources are designed to help teachers feel confident and well-equipped to deliver high-quality teaching and assessment.

[Teacher support | OxfordAQA International Qualifications.](#)



If you are an Exams Officer in an approved OxfordAQA school and you have teachers who need to access secured resources, you can request a login for them. [Complete the form here](#).



Please note that this request must be submitted by the school Exams Officer. Note that we cannot grant logins to students.

1.1.2 Exams Admin – for school staff involved with planning and running OxfordAQA assessments

We offer comprehensive support for OxfordAQA Exams Officers around exam administration which can be found on our website: oxfordaqa.com/exams-admin.

This includes information on:

- [Exams Officer Services](#)
- [Dates and Timetables](#)
- [Entries](#)
- [Exam Guidance](#)
- [Special Requirements](#)
- [Non- Exam Assessment \(NEA\)](#)
- [Results](#)
- [Post Results Services](#)
- [General regulations and terms and conditions for approved centres](#)

1.1.3 Centre Services

[Centre Services](#) is a secure area where OxfordAQA customers log in to gain access to several examination services. To use Centre Services, you will first need to [register as your centre's main administrator](#), then log in using your account credentials. Find out how to [register for Centre Services](#). The centre administrator(s) can also give access to other users within the school and ensure the correct level of access is given. You will also be able to make entries using the system. If you need any support, contact info@oxfordaqa.com.

The following services available to centre administrators are:

- administration – to manage staff account access
- access arrangements
- centre details
- entries – see how your school, subject, class and individual students have performed
- Key dates
- Modified papers – for partially sighted students access to teaching resources, forms and non-secure materials
- secure key materials – secure ‘padlocked’ exam material, only available to the centre administrator
- special consideration – for when a student is disadvantaged or absent from an exam
- centre mark submission – find out more on our [NEA page](#)
- [teacher online standardisation \(T-OLS\)](#) for subjects with controlled assessment and [non-exam assessment \(NEA\)](#)
- administrator tools
- results section – see how your school, subject, class and individual students have performed
- post results services – request copies of marked exam papers (“access to scripts”) or a review of marking
- Data Insights – let this tool do your analysis and reporting for you.



The table below shows the role titles and what these allow the user to do

Role	Allows user to	Information or Activity
Centre Labels and Feedback	Action	Download label dispatch notifications View and download label/dispatch log Submit Centre feedback
Centre Marks Submission Read	View	Centre coursework dashboard Coursework marks and grades Samples Coursework extensions
Centre Marks Submission Enter Centre Marks Submission Send	View/Submit	Centre coursework dashboard Coursework marks and grades Samples Coursework extensions
Centre Marks Submission Amend	View/Submit/Amend	Centre coursework dashboard Coursework marks and grades Samples Coursework extensions
Centre Making Entries Read	View	Entry reports Attendance registers Entries, amendments and queries Very late award request details
Centre Making Entries Write	View/Submit/Amend	Entry reports Attendance registers Entries, amendments and queries Very late award request details Students and entries
Centre Results Read	View (from results day onward)	Student groups Data Insights pages ULN mismatch report
Centre Results Early Read	View (for exam officer and Head of Centre only)	Student groups Data Insights pages
Special Consideration Read	View	Special consideration requests
Special Consideration Write	View/Submit	Special consideration requests
Centre Post Results Read	View	Post-results requests
Centre Post Results Write	View/Submit	Post-results requests



1.1.3.1 Change of admin on Centre Services



If a user needs admin level access, their Head of Centre needs to email the request to info@oxfordaqa.com using the following guidance:

The subject line should be 'Change of admin', and please include in the email:

- your centre number
- whether you would like to **add** or **change** the main administrator
- the name and email of the new/additional main administrator – please give the specific individual's school email address, not a generic school email address (eg. exams@schoolname.com)
- the name and email of the previous main administrator – please also confirm whether their account should be removed
- that your new/additional main administrator has given their consent to manage other centre user accounts

This email **must** be sent from the Head of Centre's email address. We cannot accept:

- Emails from Personal Assistants, Exams Officers or any other members of staff
- Emails from a generic school email address (eg. exams@schoolname.com)
- Centre letters of verification in response to security checks

1.1.4 Training for Exams Officers

OxfordAQA offer a comprehensive cycle of training. Visit our [website](#) to view available sessions.

We have designed our training materials to be as flexible as possible for you to complete at your own pace. The eLearning courses allow you to work your way through the modules in your own time, allowing you to save progress and complete at a time that suits you. The online training sessions are also recorded, in case you are unable to attend or if you wish to access them on demand. We record our webinars so these can be played back when needed and these are available on our [Training page](#) of the website.



We highly recommend our OxfordAQA Exam officers to complete our comprehensive e-learning courses available on our [website](#) and to read our top tips for Exams Officers blog post to help them run exam series efficiently.

1.1.5 Communications

Our website is constantly being updated with helpful articles and guidance for Exams Officers and teachers. We welcome your feedback. Let us know what works well for you, and where we can improve. This feedback allows us to tailor ongoing support to meet your needs.

We will email your school with regular reminders around exams administration and any subject specific news. We will send your Exams Officer a monthly newsletter to help them manage all exams administration tasks. If you'd like to subscribe to the newsletter, please [get in touch](#). (Please note this is only available to OxfordAQA Exams Officers and you must provide your centre number in your request).

These communications will come from eos@aqa.org.uk, so please make sure you save this email to your Safe Sender list so that the emails do not get blocked or added to your Junk email. Please encourage your Exams Officers and all teachers delivering OxfordAQA qualifications to sign up for our monthly newsletter, which gives you the latest updates on our qualifications, resources and training opportunities via this link <https://www.oxfordaqa.com/latest-news/news-subscribe-to-newsletter/>.

OxfordAQA will not communicate directly with students.



1.1.6 Contact us



You can speak to our Exam Officer support team from 8am – 5pm UK time ([please check your local time](#)), Monday to Friday. You can contact us by email at info@oxfordaqa.com or call us on **+44 (0)161 696 5995**. These phone line hours are extended during exams and around results days. When emailing us, please copy in your local OxfordAQA representative.

Customer service opening hours **outside of exams**:

- Monday to Friday – 08:00 – 17:00 UK time

Customer service opening hours **during exams**

- May/June series (April to end of July): Monday – Friday 06:30 – 17:00 UK time
- November and January series (24 Oct – 16 Nov and 3 Jan – 19 Jan): Monday – Friday 05:30 – 17:00 UK time

We may extend our opening hours at other times in the year and will confirm these in our Exam Officer updates.



1.2 Preparing your exams timetable

This section provides everything you need to stay informed and organised throughout the academic year regarding key dates and timetables.

1.2.1 Key dates

Schools can find out when exams are, when results are out, and when to submit non-exam assessment and coursework along with other key dates on our website. The information includes any provisional timetables, confirmed exam timetables which shows the results dates and deadlines for submitting non-exam assessments and coursework.

We publish the [Key Dates Calendar](#) in advance of each academic year. This contains all dates relevant to successfully delivering our exams. These can be updated throughout the academic year, so we publish a [version control document](#) to help you easily identify any changes.

1.2.2 Provisional exam timetables

We publish a provisional version of our exam timetable so we can gain feedback and take any comments into consideration before creating the confirmed timetable. We try to ensure we have considered any feedback received however we cannot always create timetables that fit for all the international schools we work with. Once our provisional exam timetables have been published, OxfordAQA encourage schools to review this document on our website and email us on timetables@aqa.org.uk to let us know if they need any support and have any feedback.

1.2.3 Confirmed exam timetables

You can find the exam timetables on [our website](#) under the confirmed exam timetables section for each series (May/June, November and January) within the current academic year which runs during different periods of the year. Therefore, we recommend you check and access the correct version for your school on our website for updated information.

1.2.4 Results dates

You can find our restricted results days (For Exams Officer and Head of Centre only) and Results days (for students) on our [Key Dates Calendar](#) and exam timetable. For further information about results please visit our [website](#).



Results release time:

May/June series:	8:00am UK time
November and January series:	8:00am UK time

1.2.5 Dispatch dates

We will email your Exam officer with dispatch notifications when material is on its way. These emails will come from dispatch@Oxfordaqa.co.uk so please make sure you save this email to your Safe Sender list so that the emails do not get blocked or added to your Junk email. As this email address is not monitored, please send any questions around your materials to info@oxfordaqa.com. We have a segment dedicated to the latest dispatch information for different exam series that you can access here [Dates and timetables | OxfordAQA International Qualifications](#) which covers these 5 parts:

1. Exam series
2. Exam date/pre-release issue
3. Materials included
4. Dispatch date
5. Dispatch will not include entries processed on or after

1.2.6 OxfordAQA exam starting time

The published starting time of exams is given in UK time. This varies depending on UK daylight saving time. Daylight saving time is observed in the UK from the last Sunday of March at 00:01 until the last Saturday of October at 23:59.

- During UK daylight saving time (BST) the starting time is 8am (UK time).
- During UK standard time (GMT) the starting time is 7am (UK time).



We have produced a suite of guidance and support for the start time including when exams start, what time exam question papers and inserts are available on Centre Services and when Customer Services open, as well as the time that results can be released to students, found at; [Exam starting times | OxfordAQA International Qualifications](#).

Please note:

- this is for guidance only, and it is the exam scheduler's responsibility to check calculations and ensure all exam timings and guidance are adhered to.
- the UK clocks change to BST from the end of March until the end of October. BST is GMT plus one hour. BST refers to British Summer Time and GMT is Greenwich Mean Time. For clarity we refer to UK time, so you must check your local time in each series.

While OxfordAQA makes every effort to avoid scheduling conflicts, the size and complexity of the examination timetable means that **some clashes may still occur**. Despite careful planning, there may be instances where a student is scheduled to sit more than one exam at the same time.

In such cases, schools are expected to manage the situation in line with OxfordAQA's guidance.

Further guidance on how to manage timetable clashes during an exam series is provided on the next page.



1.2.7 Timetable/ Exam clashes

If a student/cohort cannot take an examination within our published start time window (that is, starting up to 30 minutes earlier or 30 minutes later than the published start time), please email OxfordaqaApproval@aqqa.org.uk to request a timetable variation.

Your request should include:

- the details of the examination(s) involved
- the reason the variation is required
- the proposed start and finish times
- the candidate numbers of the students affected

There are several scenarios you should consider before submitting a time variation request.

1.2.7.1 Large Cohorts

A **cohort** is a group of students who start and progress through a programme or academic year together. For example: A **Year 11 cohort** refers to all students in Year 11 during a specific academic year.

If, due to the size of the cohort, your school is unable to sit all students in the exam hall or are unable to sit the examination(s) at the same time, your school can split the cohort into two separate groups. One of these groups can sit the examination after the published start time. It is essential that the **security of the examination** is maintained throughout, and that all students are kept under centre supervision (*please see below for more information on centre supervision*).

1.2.7.2 Student has multiple examinations timetabled at the same time

If a student is taking two or more examinations scheduled on the same day, your school should consider the following points to maintain exam integrity before submitting a timetable variation request:

- Examinations with larger cohorts should start at the published start time to minimise disruption for students without timetable clashes.
- Students who do not have an exam clash must sit their examinations at the published start time.
- Only submit a timetable variation request for students who do have an exam clash.
- Any proposed timetable variation should be scheduled as close as possible to the published start time.

Students are allowed a supervised break **under formal examination conditions**; however, this can be **no longer than twenty minutes** between each examination paper. Students therefore **cannot** use this as revision time. Where a student has supervised rest breaks as an access arrangement these can happen outside the examination room only if the student is supervised throughout the rest break.



*Where reference is made to supervised rest breaks, this is a supervised rest break as defined within the [OxfordAQA Access Arrangement guidance](#).

1.2.7.3 Students who sit the examination at a different start time

Students who are sitting the **examination up to 30 minutes earlier than the OxfordAQA published start time must** be kept under centre supervision by the school until one hour after the OxfordAQA published start time of the exam. The question papers completed by these students must be kept in the school's secure storage until one hour after the OxfordAQA published start time.



For **examinations that last less than one hour** the students must be supervised until the examinations published finish time and the question papers must be stored in the school's secure storage until the examination finish time.

Students who are taking the examination **after the OxfordAQA published start time** must be kept under centre supervision from **30 minutes after this time** until they start the examination. If some students sit an examination in a different session from other students, the school must seal each copy of the question paper used in the earlier session in a sealed envelope and return them all to secure storage.

Example Scenario: Morning Exam with Sessions

Exam: OxfordAQA International GCSE Biology Paper 1 (1h30m)

Published Start Time: 08:00 AM (UK time)

Group A: On-Time students

These students begin the exam at the official start time of **08:00 AM (UK time)**.

- They complete the exam **09:30 AM (UK time)** as scheduled.

Group B: Delayed students



- For more detailed information, please refer to the [OxfordAQA Managing exam clashes – Guidance for Exams Officers \(infographics\)](#)

Due to clash with other exams, these students are scheduled to sit the same exam at **11:00 AM (UK time)**.

From **08:30 AM (UK time) onwards** (30 minutes after the published start time), these students must be kept **under full centre supervision**. This includes:

- No access to mobile phones, smart glasses, internet, or social media.
- No contact with students who have already taken the exam.
- Supervised in a secure location (eg a monitored classroom or hall).

Question Paper Handling

After Group A finishes the exam:

- Each used question paper is placed in a **sealed envelope**.
- The envelope is clearly labelled with the exam name, date, and session.
- It is then returned to **secure storage** (eg a locked cabinet or safe).
- These papers must **not** be accessed again until after Group B has completed the exam.



Please note for these sections 1.2.7.1, 1.2.7.2 and 1.2.7.3 OxfordAQA does not require any paperwork or prior permission for this.



Many timetable variations can be managed by schools providing that appropriate supervision is maintained, and all guidelines are followed.

For proposed timetable variations, supervision arrangement, unplanned situations or circumstances not outlined in this handbook, please contact us at OxfordaqaApproval@aqa.org.uk or call us on **+44 (0) 161 696 5995**.

1.2.7.4 Definition of Centre Supervision

During the time in which a student is under centre supervision, a member of the school staff or invigilator must be present in the same enclosed room as the student. Supervision must not take place in open areas such as corridors, canteens, or libraries. **The invigilator must not be the subject teacher for the scheduled examination.** During centre supervision the student can revise using their own resources between examinations but are not allowed to be in possession of any form of electronic communication or storage device nor have any access to the internet. Students are also not allowed any contact with any student who has already sat the examination or to be coached by a member of staff at the school during this time. Students must not receive any coaching or guidance from teachers, invigilators, or any other staff members.

1.2.7.5 Overnight supervision

Arrangements for overnight supervision should only be applied if there are no other options available. The Head of Centre must be satisfied with the arrangements for overnight supervision for a student and accepts full responsibility of the security of the examination throughout this period.

When students are entered for multiple examinations (three or more) that are timetabled on the same day, totalling **more than six hours for AS and A-level examinations**, inclusive of extra time and/or supervised rest breaks, students may be allowed to take an examination the following morning (including Saturdays). This also applies to students who are taking **examinations that last longer than five and a half hours** for International GCSE examinations.

Please note that it is at the school's discretion to apply for overnight supervision. The student should be offered the opportunity to sit all of the examinations on the scheduled day. Students are not permitted to take an examination on an earlier day than the published OxfordAQA day for that examination.

In the instance that a student takes an examination the following morning, it is **the school's responsibility to assign a member of staff or an invigilator to supervise the student whilst they are on the premises sitting the examination.** The student needs to be kept under centre supervision from 30 minutes after OxfordAQA's published start time for the examination. The school must ensure that there is no contact with any other students during this time. The supervision of the student travelling to and from the school and overnight can be carried out by the student's parent/carer/guardian or school staff. It is the school's responsibility to ensure method of supervision is appropriate and considers the student's well-being.

The student must not have advance warning or information regarding the content of the examination. This means the student must not meet or communicate with anyone who may have knowledge of the content. This includes communication of any form, including electronic communication, telephone, email, internet, social media or any other. The student must not seek further information through the internet, television, radio or any other methods which may report key details of the examination they are yet to sit.



The [OxfordAQA Overnight Supervision Declaration forms](#) must be completed before the overnight supervision is to commence. Please email OxfordaqaApproval@aqa.org.uk at the earliest opportunity if you would like to discuss potentially using overnight supervision.

Completed Overnight Supervision Declaration forms may be stored electronically or in hard copy paper format.

By completing the declaration form the school agrees to inform OxfordAQA immediately of any known or suspected contravention of the arrangements for overnight supervision of a student. OxfordAQA may use appropriate means to check that the conditions for overnight supervision have been adhered to and will take action if there is evidence of any contravention. This could lead to the disqualification of any students involved and could affect whether OxfordAQA would allow such concessions to be made in the future.

The school needs to rearrange any examination that cannot be taken on the scheduled day to take place the following morning. If an examination is deferred from Friday, it must be taken the next morning, for example Saturday morning.

If some students are given permission to take an examination on a later day than other students at the same school, all copies of the question paper used on the earlier day need to be sealed and kept in an envelope in secure storage until all students at the school have taken that examination.



1.3 Access arrangements

Access arrangements. Access arrangements are provisions made prior to an assessment to ensure that students with specific needs such as special educational needs, disabilities, or temporary injuries can participate in the assessment on an equal footing. These arrangements enable students to demonstrate their knowledge, skills, and understanding without altering the assessment's intended level of demand. The purpose of access arrangements is to address the individual needs of each student while maintaining the validity and integrity of the assessment process.

Students who may need exam access arrangements or reasonable adjustments include those with:

- long-term physical disability
- a psychological condition
- a learning difficulty, behavioural or social difficulties
- a temporary illness or injury

The school at which the student is entered is responsible for:

- ensuring that such provision, or requests to OxfordAQA for provision, is based on genuine and verifiable information.
- administering access arrangements during the assessments and examinations.

Access arrangements should always reflect the student's normal way of working in class. With the exception of [bilingual dictionaries](#), access arrangements cannot be given because English is not the student's first language.

1.3.1 Access arrangements guidance

We have created a guidance document to support school with exam access arrangement and reasonable adjustments.



[Find out more about what support is available and how to apply.](#)

This document covers these key points:

1. What are exam Access arrangements?
2. Access arrangements which must be **approved by OxfordAQA** such as Extra time of 25%, Extra time of 25% to 50%, Extra time over 50%, Readers, Scribes, Practical Assistants, Exemptions, Braille question papers or Modified enlarged question papers
3. Access Arrangements that **do not require approval by OxfordAQA** such as Word Processor, Supervised Rest Breaks, Bilingual Dictionaries, Early opening of examination papers, Sign- Language Interpretation and separate invigilation.
4. How to apply for exam access arrangements
5. Deadlines for applications

For further information on this process please contact info@oxfordaqa.com.



1.3.2 Modified exam question papers for students with visual impairment

A modified question paper is an adjusted version of a standard exam paper designed to help students with specific needs access the assessment. Some students with visual impairments may require exam question papers which have been modified to make access easier, such as enlarged font size, descriptions of diagrams and images or Braille papers for a Braille reader.

The following types of modified exam papers are available on request:

- 18pt Arial font on A4 paper
- 24pt Arial font on A4 paper
- 24pt Arial font on A3 paper
- 36pt Arial font on A3 paper
- Unified English Braille (UEB)



We have a form available that schools can use to apply and order modified papers below.

[Order modified question papers here.](#)

This form must be completed and emailed to ModifiedAssessments@aqg.org.uk before the published deadline on the [Key Dates Calendar](#) on our [Dates and Timetables page](#).

NOTES ON COMPLETION OF APPLICATION FOR MODIFIED PAPERS

- When this form is used it must be to order modified papers for each series for those students who require modified language or modified print. The students cannot access the standard versions of the examination question papers. Schools must tick their preferred choice of format
- Centres must order Braille papers as appropriate to the student's normal way of reading Braille, ie SEB or UEB, and the particular subjects being studied.
- The information given must be accurate and complete.
- Any changes to entries or other requirements must be conveyed immediately to the appropriate department in each awarding body.
- The awarding bodies will not undertake to supply modified papers if requests are received after the deadlines or student entries are amended late.

1.3.3 Emergency access arrangements

In the event that a student requires emergency access arrangements, it is imperative to notify us prior to their implementation. For instance, should a student sustain a broken arm before an examination, please contact us immediately via email or telephone. If you are unable to reach us before the exam, the Head of Centre should make a decision on the day regarding the use of access arrangements. **Send us an application using application form for the Apply for Access Arrangements service as soon as possible. See section 1.3.1** for a link to the document about how to apply for exam access arrangements for the correct form.



1.4 Alternative Site

Students are generally expected to sit their examinations on your school premises, as these locations have successfully met the OxfordAQA official approval criteria. In the event exams cannot take place in the entering school as planned, a suitable location must be sought, and an application form must be submitted and approved before the exam takes place.



Alternative site applications for students sitting OxfordAQA International examinations must be made using this [form](#). If you have further queries, please contact us at oxfordaqaapproval@aqg.org.uk and we will provide further support.

We will not transfer a student's entry to another registered school if that school is only being used as an alternative site. Results and certificates will be sent to the school that made the entry, not the alternative site. That school is also responsible for any costs involved. If you wish to transfer all of a student's entries to another registered school, due to exceptional circumstances, please contact info@oxfordaqa.com.

Please note that your application may be declined if it is deemed to pose a risk to the security of the examination

1.4.1 Reasons to apply

1. Where the school unexpectedly does not have sufficient space or appropriate facilities to conduct the examination during the current series
2. When a student is required to take the examination at another location due to **health-related or personal welfare reasons** for example, if they are in hospital.
3. If essential or urgent construction work at the school would cause significant disruption during the examination period.
4. Where the requested alternative site is an OxfordAQA approved school, and the request is made in response to national or international events.

1.4.2 Reasons an application may not be approved

1. The site you are requesting is not an OxfordAQA approved school, and the request is based on national or international events.
2. Students wish to sit the exam closer to home for convenience.
3. Your school has had previous issues related to exam security.
4. Where additional sittings might help if you do not have enough space in your school for instance when the cohort is too large.
5. There is an ongoing lack of space or suitable facilities at your school.
6. Students want to enter for a syllabus that is not available in your administrative zone.
7. The request is based on non-essential travel.

This is not a complete list.



1.4.3 Transporting and handling questions papers

- **Secure storage:**

Question papers must be kept in the school's secure storage unit(s), located at the registered address and approved by the Centre Inspection Service, until no earlier than 90 minutes before OxfordAQA 's published start time for the examination.

- **Transport by school staff:**

A member of the school's staff must personally transport the question papers to the alternative examination venue.

- **Secure transport conditions:**

The papers must be securely packaged and transported under secure conditions. They must arrive at the alternative venue within **90 minutes** of OxfordAQA 's published start time.

- **PDF question papers:**

- OxfordAQA will not adjust the release time of PDF versions of question papers to accommodate travel to an alternative site.
- PDF question papers must be downloaded and printed within a secure environment at the registered school.
- They must not be accessed or printed at any alternative location without prior written approval from OxfordAQA.



The Head of Centre is responsible for making sure the exam at the alternative site follows all the rules in this document.



Part 2: Entries

This section of the handbook directs you to a range of information to support Exams Officers on how to enter students for exams, including information on resits, key dates, entry systems and based data.

2.1 Students – Steps schools must complete prior to submitting entries for OxfordAQA examinations.

2.2 Making entries – Comprehensive guidance on everything you need to know to successfully submit entries for OxfordAQA exams.

2.3 Submitting final entries – Instructions for schools on submitting entries and requesting amendments to student details.

2.4 Check, change and withdraw entries – Schools can use Centre Services to verify entries, complete final checks before results day, and manage entry changes or withdrawals.

2.5 Invoicing and how to pay – Details on the OxfordAQA invoicing process and guidance for handling invoice-related enquiries.

2.1 Students

It is the **school's responsibility** to ensure that each student is correctly entered for their OxfordAQA examinations. To be awarded a qualification, students must meet **all assessment requirements** outlined in the relevant specification.

All student work must be **authenticated and validated** in accordance with OxfordAQA guidelines. Schools must also ensure that **every student has a fair and equal opportunity to succeed**.



Any staff member who is either **sitting an OxfordAQA exam** or has a **personal or professional interest** in a student must declare this by completing the [Conflict of interest form](#).

2.1.1 Private Candidates

A private candidate is an individual who enters for OxfordAQA examinations through an approved OxfordAQA school but is not formally enrolled as a student at that school. These students may be self-taught, home-schooled, or receive instruction through private tuition or a distance learning provider.

Not all OxfordAQA specifications are available to private candidates and those with internally-assessed components may have restrictions. The availability of subjects are found in the [Entry Codes booklet](#), please refer to the section marked with 'P'.

If a subject includes practical work or fieldwork, private candidates must confirm that appropriate arrangements are in place to meet these requirements.

Schools may enter private candidates with prior approval from OxfordAQA. If you are an approved centre and wish to accept private candidates, please contact OxfordAQA at info@oxfordaqa.com.

Private candidates may also be able to enter through the British Council. For more information, please contact your local British Council office.

2.1.2 Transfer of Students

If a student needs to take an exam at a different centre due to exceptional circumstances, but their registration remains with the original centre, please contact info@oxfordaqa.com.



2.2 Making Entries

This part of the handbook provides key info to school about making entries.

2.2.1 How to make your entry

Before making any entries, check the opening and deadline dates on our [Dates and Timetables page](#).

Subscribe to our [Exams Update newsletter](#) for timely alerts when exam entries open. It's important that you don't miss the dates. If you do, you'll be charged an extra fee.

The Exams Officer will need the following [information to submit student entries](#) :

- Candidate Number
- Family name and Forename
- Name Variation Form
- Date of birth (Day/Month/Year)
- Candidate status
- Unique Candidate Identifier (UCI), ULN and UPN
- Entry Code
- Exam series

2.2.1.1 Candidate Number

We do not provide candidate numbers; you will need to create a number for each student at the beginning of the academic year. Please use these candidate numbers on all record and assessment forms.

A candidate number is always four digits long, from 0001 to 9999. It's best if you use the same number for a student for all awarding bodies.

Where entries have been submitted via Centre Services candidate numbers cannot be changed within a series. If you do not add a candidate number to an entry, we will not be able to process the entry.



2.2.1.2 Family name and Forename



We recommend that you enter your students with their full legal name including middle names, so that we can verify against suitable identification such as a birth certificate, passport or driver's license. We will use the name on the student's printed certificate. Please note that it may cause problems with employers and centres of education if the name on the certificates does not match other identification.

A student's name can be up to 40 characters in length, including hyphens, colons, spaces or apostrophes.

The format is FAMILY NAME: FORENAME(S) AND/OR INITIAL(S).

- LI: KANG LONG
- EL SHAWARBI: NOUR
- DE LA BLANCHE: JULIE ROSE

If a student does not have a forename, put the entire name in the SURNAME field on **Centre Services** or when making entries by **EDI** put the colon at the end of the complete name e.g:

- TANG PO HENG:

2.2.1.3 Name variation Form

If you need to tell us about a student with a long name (40 characters or more in length) that you had to shorten to make entries, you will need to follow our name variations process. This process should **only be used** if the name on our entry system had to be amended and is shorter than the name on the student's ID, not for typographical errors where the name can be corrected in our system yourself.



To do this please use the [name variation form](#) so that we can make sure the names are complete and correct on results documents. This form should be used if:

- **A student's name has been shortened to fit within this 40-character limit, or**
- **A name features non-standard characters (we call them diacritics) that your system cannot produce.**

Examples of diacritic characters include:

é – accent acute

è – accent grave

ê – circumflex

ë – umlaut or diaeresisç

ç – cedilla

ñ – tilde

ø – streg

ð – eth (capital form Ð)

å – bolle

æ – ligature

œ – ligature

ē – macron

č – háček

ÿ – crescent

We require all parts of the form to be completed so that the name is displayed correctly on the Certified Statement of Results (CSOR) and certificate(s). A sample of these two documents can be found in Appendix 14.

You should have the information below for all affected students before you begin:

- Exam series
- Centre number
- Centre name
- Student number
- Student entered forename(s) and middle name(s)



- Student entered family name(s)
- Student UCI number
- Student full legal forename(s) and middle name(s)
- Student full legal family name(s)
- Name and role of the person who is submitting the Name Amendment form
- Date that the Name Amendment form is submitted

Please be sure to complete it carefully, it will take longer for us to process your request if anything is missing or incomplete.

a) How to use the name variation form

This [form](#) must be completed and sent to us **after** the student has been entered and at least three weeks before results day.

A form must be completed and submitted for each school and in each series. Forms which include information for more than one school will not be processed.

Please find below a sample copy of the Name Variation Form to illustrate what the form looks like and the sections to be completed.

1. Student Entry Details				2. Name for results documentation		
Candidate number	Student entered forename(s) and middle name(s)	Student entered surname(s)	Student UCI number	Student full legal forename(s) and middle name(s)	Student full legal surname(s)	Name displayed on Certified Statement of Results (CSOR) and certificates
0123	ZIAD MOKHTAR	YASEÉN MOHÁMED	9836589275	ZIAD MOKHTAR SAYED MOSTAFA	YASEÉN MOHÁMED KAMAL SADY	ZIAD MOKHTAR SAYED MOSTAFA YASEÉN MOHÁMED KAMAL SADY
0124	MOHAMED ABDELRAHMAN AHMED	EL-SAYED	999990260124K	MOHAMED ABDELRAHMAN AHMED	EL-SAYED AL-MASRI	MOHAMED ABDELRAHMAN AHMED EL-SAYED AL-MASRI
0473	MARÍA	COSTA OLIVEIRA SOUZA	999990260473D	MARÍA CAROLINA DOS SANTOS	COSTA OLIVEIRA SOUZA	MARÍA CAROLINA DOS SANTOS COSTA OLIVEIRA SOUZA
1010	NGUYEN THANH BAO KHANG HOANG	MINH TUAN	999990261010M	NGUYEN THANH BAO KHANG HOANG	MINH TUAN PHUOC	NGUYEN THANH BAO KHANG HOANG MINH TUAN PHUOC
5454	EINAR JÓN KARLSSON	THORSDÓTTIR	999990265454Q	EINAR JÓN KARLSSON	THORSDÓTTIR	EINAR JÓN KARLSSON THORSDÓTTIR
9600	HENRY THOMAS	BLACK-WOOD	999990269600Y	HENRY THOMAS EDWARD JONATHAN	BLACK-WOOD WINTHROP	HENRY THOMAS EDWARD JONATHAN BLACK-WOOD WINTHROP

The dark blue section must display the series, chosen from a drop-down list, and your school’s name and centre number.

The Centre Submission Declaration should be read, understood and adhered to by the staff member responsible for checking student details and submitting the form.

Sections 1 and 2 should be completed in full so we can correctly process the information. We’ve included an example on the form of sections 1 and 2 completed correctly.

Once you have completed all sections with the required information:

- save the form, including your centre number and series in the title, for example, *Name variation_99999_236Y*,
- attach it to an email, and
- send it to namevariations@aqa.org.uk with the subject line *Name variation form*, your centre number and the exam series month and year. For example, *Name variation form 99999 May / June 2023*.



- You will receive an email notification when we receive and process your request. If we require any further information from you, we will email you.



If you have already emailed us about a name variation, please complete and send a form, as detailed above, as well. This will allow us better quality assurance around the processing of student information and accuracy of the results documents.

2.2.1.4 Date of birth

You must provide a date of birth for all students. We cannot issue a certificate if the date of birth is missing from the student's entry.

The required format is:

- DDMMYY – for entries made through EDI (Electronic Data Interchange) and basedata eg. 231102
- DDMMYYYY – for entries made through Centre Services eg. 01JAN2022

2.2.1.5 Student status

The status code tells us whether a student is at a school or is a private candidate:

- Use **C** for a centre student: any part-time or full-time student enrolled at your school
- Use **P** for a private candidate

2.2.1.6 Unique Candidate Identifier (UCI), ULN and UPN

Every student has one 13-character code that's unique to them. It's used to collect results for each student across time and different exam boards, schools or colleges. **All** students need a UCI. You need to make sure that you add a UCI to every entry you make.

It is important that the student's original UCI is used to ensure your students receive their full and accurate grades on results day.

If a student has been given more than one UCI, the student's exam entries may not link properly, which can affect the subject award (also previously known as the **cash-in codes**) and lead to missing or incomplete grades. If you discover a student has more than one UCI, please request these to be merged to make sure, they receive the correct grade on results day.

a) Create a UCI

Before you create a UCI for a student, check that they definitely don't already have one. If they do, keep using it – **do not create a second one**.

If you are making entries through EDI, your management information system (MIS) should be able to create a UCI automatically or find out a student's existing UCI. It goes in positions 60-72 in the entries and amendments detail record.



Our entries systems use the same principles as awarding organisations based in the UK, the **JCQ website contains [in-depth information about UCIs](#)**.

If you're making entries in [Centre Services](#), you'll need to create a UCI manually. You can use the information in [this document \(PDF\)](#) to do that.



b) Students with two UCIs



If you find out a student has more than once UCI, let us know as soon as possible: fill in the [UCI merge request form \(DOC\)](#) and send it to info@oxfordaqa.com. In the meantime, you should update your system to the previous UCI.

c) ULN and UPN

You can leave this blank in the application.

ULN refers to a Unique Learner Number (ULN), a 10-digit code used by exam boards in England to match students with their exam results and to access their Personal Learning Record (PLR). ULNs are only mandatory for students entered for an exam at a state-funded school or college in England.

UPN refers to a Unique Pupil Number (UPN), a 13-character code used to track a student's data through the state school system. UPNs are only used for students entered for an exam at a state-funded school or college in England.

2.2.1.7 Entry Code

Our [entry codes booklet](#) has entry codes for every qualification.

There are different types of entry code for each subject. They are:

- an entry code for the overall award (generally four characters long – please note, this is different to the specification code)
- an entry code for each unit, option or tier.

You need to make sure each student is entered with all the relevant entry codes that you want results for – ie: the overall award and the individual units or components.

2.2.1.8 Exam series

An 'exam series' is the period or session when a whole series of exams take place, for example, June 2021. The series code for OxfordAQA, May/June 2021 is '6X21 or 6Y21'. You can find more info about different series code in **section 2.4.4.7** of the handbook. You'll need to know your series, because it will have its own basedata files, entries closing date and results date.

Exam series codes are four characters long. For example, the GCSE series code for June 2021 is 6Y21:

- 6 is the month (1–9 for January–September, A–C for October–December)
- Y is the set of qualifications
- 21 is the year.



Remember to:

- let the Exams Officer know if you need any particular [access arrangements](#)
- ensure that your entry is complete, otherwise you could experience delays in acceptance
- contact the Exams Officer if you have any queries about your exams entry
- Top tips on [getting your exam entries right first time](#).



2.2.2 Fees

You must pay any fees due at the time you make the entry.

Please be aware that some schools will charge additional administration/accommodation fees. These fees are decided by and payable to the school or Affiliate eg. British Council, not to us.

If you do not pay the fees to your school or Affiliate, they may not allow you to sit your exams.

2.2.3 Closing dates and late entry fees

If you make the entry before the closing date you will pay the standard entry fee.


It may be possible to enter after the closing date, but you will be charged late entry fees or very late entry fees as well as the usual fees.



Closing dates for entry in each series and the dates that late entry fees and very late entry fees are payable are shown in our [Key Dates Calendar](#).

2.2.4 Responsibility of the school

Once student entries have been processed, the school will be responsible for ensuring students are fully informed on what they need to do to prepare for exams. You can do this by:

- forwarding details of entry
 - forwarding a statement of entry that will confirm:
 - their candidate number, UCI and ULN (if you have been allocated one previously)
 - student personal details held by us (**please check this information carefully**)
 - the dates, sessions and duration of timetabled exam papers
 - ensuring students are aware of the published timetable for their exams
 - informing students of the venue and starting times of exams if they are different to the published timetable
 - informing students of the venue, date and starting times of any speaking test sessions, or exams that are not shown on the timetable or statement of entry
 - providing students with any [additional information](#) to ensure that they arrive for exams on time and at the appropriate place
 - forwarding, where appropriate, any preliminary (pre-release) material that might be needed before exams
- 
 - issuing, a copy of the following notices as mentioned in the [General information for students document](#). These can also be downloaded from [Exams guidance | OxfordAQA International Qualifications](#)
 - [Information for students – non examination assessments](#)
 - [Student Privacy policy](#)
 - [Information for students – on screen tests](#)
 - [Information for students – written exams.](#)
- informing students when and where to collect exam results.
 - Informing you when your exam certificate (if appropriate) is available.



2.3 Submitting final entries

There are two options available to submit entries:

- Centre Services
- Basedata and EDI

2.3.1 Making entries with Centre Services

[Centre Services](#) is a secure platform where OxfordAQA customers can log in to access a variety of examination-related services.

In order to make entries via Centre Services, you must first [register as your school's main administrator](#). Once your registration is complete, you may log in using your account credentials. Should you require any assistance, please do not hesitate to contact us at info@oxfordaqa.com.

To learn more about centre services features and resources available to school administrators, please **refer section 1.13 of the handbook**.

Please see below for step-by-step instructions on how to get to the Entry Submissions Page on Centre Services.

1. [Log in to Centre Services](#) .
2. Go to the **Pre-Exams** tab in the menu.
3. Then **Entries > Entry submissions**.

a) To make an entry

- In the entry submissions page select **Create new candidate**.
- Enter the Series Year, Series Code and all the Candidate details
- Select Add row to enter each entry code. When completed choose Save and then Cancel which will bring you back to the main page
- **To finalise any changes, please make sure to click the blue 'Submit' button at the bottom left of the screen to send your updated records.**

You can also view our detailed OxfordAQA video guide for further assistance – [how to make entries in Centre Services](#).

Centre Services entry submission



Tips:

- After creating, editing or saving your entries, please make sure you press the “submit” button located on the bottom left of the Entry Submission page.
- Check that you have successfully submitted your files. Centre Services will generate one entry file per series. All subsequent files will be amendment files.
- To confirm if your files have been received, please wait 24 hours after sending them and log into **Centre Services > pre-exams > Entries > Entries reports > Entries, amendments and queries** as shown on the next page.
- Every file received will be displayed. If it has errors, it will state **Processing in Progress**, if it has loaded it will display the date.



Pre-exams | Exams | Post-exams | Resources | Key information

Pre-exams / Entries / Entries reports / Entries, amendments and queries

Entries, amendments and queries

Report type
 Entries, amendments and queries

Series Year*
 25

Series Code*
 6X

Search Clear

Please review the query reports below

For any amendment packs below candidate statements of entry always contain up to date information. The other reports were generated by AQA during processing and contain data relating specifically to the associated files.

Main entry submission for **6X June 2025 Oxford AQA International AS/A-levels / Extended Project**

17/02/2025

File	Processed	Queries
E: :70.X50	17/02/2025	Query report

Download links

Centre statement Centre summary

Amendments packs

07/03/2025 - 14/03/2025

Download links

Centre statement Confirmation of amendments Candidate statements [Request report](#)

File	Processed	Queries
A :70.X61	11/03/2025	Query report

21/02/2025 - 07/03/2025



2.3.2 Making entries with Basedata and EDI

Your school may use a Management Information System (MIS) that holds students' details. For each exam series, you'll need to download a 'Basedata' file from our website (see the [Key Dates Calendar](#) for availability).

Electronic Data Interchange (EDI) is the process of setting up your school or college's management information system (MIS) so that it can send and receive your entries in the right format.

We provide you with a 'basedata' file for a series – this is a file that contains all the information you need to make entries for each student, and details about the specification.

You can import basedata straight into your MIS. You can then set up and use [A2C Transport Application](#) (external link) and send us the entry data. Use [A2C's Frequently Asked Questions \(FAQ\)](#) (external link) to help you. The A2C Data Exchange Project is led by the Joint Council for Qualifications (JCQ) and services UK based exam awarding organisations.

Once downloaded and imported into your MIS, you can select what each student is entering for and then export it to us as an EDI (Electronic Data Interchange) file.

EDI entry submission

Your Management Information System (MIS) will generate one entry file per series. You must send one EDI entry file for the series. All subsequent files must be amendment files even if there are new students or new entries.

When changing student details through EDI, you will need to submit an amendment file with any necessary changes. Send us the complete records for all students who have changes. We will compare the records and make the necessary changes.



Tips:

- Give each file a unique name in the A2C archive location – such as E9999970.X01, 'A9999970X.02' etc.
- Check the A2C sent log to ensure that you have submitted your entry files, as A2C files can get stuck and not reach us if the file name is not unique.
- When submitting entry amendment files, the number at the end of each amendment file should increase by one each time. Failure to follow this convention can mean files are overwritten and previous amendments deleted.
- Make sure you have downloaded the [latest basedata](#).
- To confirm if your files have been received, please wait 24 hours after sending them and log into **Centre Services > pre-exams > Entries > Entries reports > Entries, amendments and queries** as shown below.
- Every file received will be displayed. If it has errors, it will state **Processing in Progress**, if it has loaded it will display the date.



2.4 Check, change and withdraw entries

Pre-exams | Exams | Post-exams | Resources | Key information

Pre-exams / Entries / Entries reports / Entries, amendments and queries

Entries, amendments and queries

Report type

Series Year*

Series Code*

Please review the query reports below

For any amendment packs below candidate statements of entry always contain up to date information. The other reports were generated by AQA during processing and contain data relating specifically to the associated files.

Main entry submission for 6X June 2025 Oxford AQA International AS/A-levels / Extended Project

17/02/2025

File	Processed	Queries
E :70.X50	17/02/2025	Query report

Download links

[Centre statement](#) [Centre summary](#)

Amendments packs

07/03/2025 - 14/03/2025

Download links

[Centre statement](#) [Confirmation of amendments](#) [Candidate statements](#)

File	Processed	Queries
A :70.X61	11/03/2025	Query report

21/02/2025 - 07/03/2025

This part of the handbook provides info about check entries with Centre Services, final checks to make ahead of results day, and how to change or withdraw entries.

2.4.1 Check your entries

To make sure every student gets their results on the day, ensure the steps below have been completed **at least two weeks** prior to the publication of results. We will be unable to change or withdraw entries beyond this point.

1. Make sure you've made a separate entry, using the appropriate entry code, for every assessment (each award, and each unit or option) that you want a result for.
2. Check that every student has their own [UCI number](#) or they may not receive a grade.
3. On exam day, adding a student to the attendance register won't update their entry. You must change their entry using your usual method of entry either EDI or Centre Services as well – see the section below.
4. If a student sits an exam without their entry being submitted, please make the entry within 48 hours afterwards using your usual method of entry either EDI or Centre Services
5. Download and read through any certification warning reports we've sent you. There are two types of certification warning reports – Unsubstantiated Entry Report and Potential Awards. These can be found on Centre services under **Pre-exams, Entries, Certification warning reports**. These are explained in more detail below.
6. In the '[Making Entries](#)' guidance video, please see 52:43 for more information about checking your entries.



2.4.2 Change entries

You should use your original entry method (EDI or Centre Services) to amend a student's details. Making changes before the last date for late entries or amendments will have no additional costs – after that, a fee will apply. With EDI, send us the complete records for all students who have changes. We will compare the records and make the necessary changes.



Any changes to student details which may be needed for the series must be submitted to us within **four weeks** of results day. After this time a fee will apply.

Requests for replacement results documents should be [emailed to us](#) and we will invoice for this service.

With Centre Services, you can keep saving changes until you're ready to confirm them within the appropriate deadlines. Selecting 'submit' and 'confirm' will send us an amendment file containing all your changes.

2.4.2.1 How to make entry amendments on Centre Services

To make changes to entries in Centre Services, you'll need to:

1. Log in to Centre Services
2. Go to the **Pre-Exams** tab in the menu.
3. Then **Entries > Entry submissions**.

a) To add a new student

- In the entry submissions page select **Create new candidate**.
- Add the personal details of the student you want to add.
- Add the award details.
- Select **Add row** each time you need to enter a new award for that student.
- In the '[Making Entries](#)' guidance video, please see 34:30. To view how to copy over students from a past series, please see 47:04.



- Once you've made and saved your changes, click **Submit** and confirm to ensure the updates are applied to our main database. If you don't submit the record, we won't receive the changes.

b) Changing student details in Centre Services

- In the entry submissions page under '**Maintain candidate entry**', enter the series year and code
- click 'Search'
- find the student in the table at the bottom of the page
- click on '**Edit**' in the action column
- You will then be able to change the students' details. For multiple student record changes, save each record individually.
- In the '[Making Entries](#)' guidance video, please see 40:26.



- Once you've made and saved your changes, click **Submit** and confirm to ensure the updates are applied to our main database. If you don't submit the record, we won't receive the changes.

**c) Add extra components for a student with an existing entry**

- In the entry submissions page under **Maintain candidate entry**, enter the series year and code.
- Select **Search**.
- Find the student in the search results table at the bottom of the page.
- Select **Edit** in the action column.
- Select **Add row** each time you need to enter a new component for that student.
- In the ['Making Entries'](#) guidance video, please see 42:20.



Once you've made and saved your changes, click **Submit** and confirm to ensure the updates are applied to our main database. If you don't submit the record, we won't receive the changes.

d) Change the tier or option a student is entered for

- To amend any entries with tiers or multiple options (eg., Core/Extension or Written Option/Written Option with endorsement, or vice versa), you'll need to withdraw the incorrect tier/option entry and enter the correct tier/option as a new entry. Please refer to **section 2.4.3** for withdraw entries.
- In the ['Making Entries'](#) guidance video, please see 42:37.



Once you've made and saved your changes, click **Submit** and confirm to ensure the updates are applied to our main database. If you don't submit the record, we won't receive the changes.

e) Download Statements of Entry

- In the entry submission page click on '**Current entry reports**', found under '**Entry Reports**'.
- Enter the '**Series Year**' and '**Series Code**' and click '**Search**'.
- Click '**Request Again**' next to 'Centre statement of entries', please note, it may take up to a few hours for the statement to become available.
- Click either '**Candidate number**' or '**Candidate name**' to view the full list of entries. Note, all your entries must be processed to seen on the Statement of Entries, you can view whether they've been processed under the Entries, amendments, and queries page.
- You can also produce statements for all or a range of candidates, or for all candidates entered for a particular specification, entry code or component by filling in the correct fields under '**Candidate statements of entry**' or '**Subject reports**'.
- To view all produced entry reports, scroll to the bottom of the page. You can download past reports under '**Download Report**'.
- In the ['Making Entries'](#) guidance video, please see 58:15 for more information.



2.4.2.2 Certification Warning Reports (CWR)

We produce a warning report to notify you of any errors. You can find this report in Centre Services, under the Pre-exams area in Entries Reports. You will receive an email notification when a report is generated. These are on Centre Services following Pre-exams, Entries, Entries Reports, Certification warning reports and entering the Series Year and Series Code.

For further information and visual guidance please refer to 1:02:48 in the ['Making Entries'](#) video.

There are two kinds of reports:

- Unsubstantiated entries
- Potential award

🏠 / **Pre-exams / Entries / Entries reports / Certification warning reports** Help

Certification warning reports

Series Year* Series Code*

Certification warning report for 6X June 2025 Oxford AQA International AS/A-levels / Extended Project

Report date	Unsubstantiated awards	Potential awards	Unused units
07 Apr 25	OXA		
01 May 25	OXA clear		

🏠 / **Pre-exams / Entries / Entries reports / Certification warning reports** Help

Certification warning reports

Series Year* Series Code*

Certification warning report for 6X June 2022 Oxford AQA International AS/A-levels / Ind Project

Report date	Unsubstantiated awards	Potential awards	Unused units
08 Apr 22		OXA	



a) Unsubstantiated Entry Report:

This report means a student is entered for the AS or A-level subject award but has missing unit entries. A result will not be given without the correct unit entries being made by the school.

Here are some of the possible solutions:

- submit entries for the missing units if they have completed all the required units
- check that you have entered the correct subject award code. If not, make an entry for the correct code, and withdraw the entry with the incorrect code.
- if you're intending to cash in a later series, you will need a valid set of units before cashing in, in some cases you need to remove the award code to fix the CWR.
- check whether the student has two Unique Candidate Identifiers (UCI). If so, please fill in a [UCI merge request form](#), available in the Resources area of Centre Services.

b) Action to resolve Unsubstantiated Entry Report

- log into Centre Services, look at each listed student on Subject records, select the series
- look at the match between AS AND/OR A-level units against the [entry codes booklet](#) to ensure the unit codes align to the subject award code
- make an entry for the subject award code using the **original method of entry (Centre Services/EDI)**
- or, if the learner has missed an exam in this series, withdraw the unit entries you made



Please allow at least three days for your changes to update Centre Services. There are no charges for entering or withdrawing Award codes within the current series. Adding units beyond the latest date for amendments (dates are in the [Key Dates Calendar](#)), will incur late or very late fees.

Any issues or queries should be escalated to info@oxfordaqa.com.

c) Potential Awards

This means a student has sufficient unit entries to claim an International AS/A-level award, but there is no subject award entry to allow this to happen. A result will not be given without an award code entry being made by the school.

Any issues should be escalated to info@oxfordaqa.com.

(i) Potential Award for International AS

- Student has completed the AS units and can therefore claim for the AS Award even if they are continuing onto A-level
- Student has completed full A-level and can claim the AS award in addition

(ii) Potential Award for International A-level

- Student has done all compulsory units however no award code has been applied and therefore will not receive a grade on results day

If a student wishes to improve their result after certification, they may take a unit in a future series and re-certificate, but the correct unit and subject award combination must be entered.



(iii) Action to resolve Potential Award Report

- [Log in to Centre Services](#),
- look at each listed student on subject records, select the series
- look at the match between AS and/or A-level units against the [entry codes booklet](#) to ensure the unit codes align to the subject award code
- make an entry for the subject award code using the **original method of entry (Centre Services/EDI)**
- or, if the learner has missed an exam in this series, withdraw the unit and awards code entries you made



Additional info

- Please allow at least three days for your changes to update on Centre Services. There are no charges for entering or withdrawing subject Award codes **within the current series**.
- Award codes cannot be withdrawn **within two weeks** prior to the publication of results.
- An Award code can be added as a [Late Award Request](#) after results day.
- Any issues or queries should be escalated to info@oxfordaqa.com.
- [Making an entry flowchart \(PDF\)](#) – a handy guide to the entries process
- [Information you need to submit student entries](#) (previously called Entry Fields) – help with the information needed to complete entry submission
- [2024/2025 Entry Codes Booklet](#) – contains the entry codes, information and restrictions
- You can also view our detailed OxfordAQA video guide for further assistance – [how to make entries in Centre Services](#).



2.4.3 Withdraw entries

You can use your original entry method (EDI or Centre Services) to withdraw a student. We will only refund your entry fee up to a certain date: see the [key dates calendar](#) for further information.

2.4.3.1 How to withdraw an entry on Centre Services

To make changes to entries in Centre Services, you'll need to:

1. [Log in to Centre Services](#) .
2. Go to the **Pre-Exams** tab in the menu.
3. Then **Entries > Entry submissions**.

a) To withdraw an entry

- In the entry submissions page select **Create new candidate 'Maintain candidate entry'**, enter the series year and code
- Select 'Search'.
- Find the student in the search results table at the bottom of the page.
- Select **Edit** in the action column. This page will show you all the student's personal information and entry information
- Select **Withdraw** in the action column next to the relevant component code.
- To add an entry, please select 'ADD ROW' at the bottom of the screen, select the award/unit type and the entry code.
- Once you have made your changes, please click '**SAVE**' then return to the entry submission page by clicking '**CLOSE**'.
- In the '[Making Entries](#)' guidance video, please see 43:45.



Once you've made and saved your changes, click **Submit** and confirm to ensure the updates are applied to our main database. If you don't submit the record, we won't receive the changes.

2.4.4 Useful resources for making Entries

You can always find the most up to date information on how to submit your entries, basedata, entry codes, key date information on late entries, tier changes and withdrawals and much more on our [Entries page](#). We have also provided below a [collection of tips](#) and advice for Exams Officers to guide you in making entries to OxfordAQA exams. Please find below few of them highlighted below.

2.4.4.1 Ensure student details are correct

You can use our [check your entries](#) guide to ensure everything is correct. You can also read more on our [information you need to submit student entries page](#)

2.4.4.2 Unique Candidate Identifier (UCI) information

The Unique Candidate Identifier (UCI) is compulsory for all files sent via the A2C Transport Application.

Where a student has previously been entered for a qualification, they will already have a UCI number.

If a student has joined your school, you should contact their previous school or college so that the correct UCI number can be used.



Alternatively, ask the student to supply their candidate statement of provisional results or their examination certificate which will show their UCI number. Find more [information about UCIs here](#).



Tips:

- Make sure all students have a UCI number.
- Use each student's original UCI number whenever possible. Using more than one UCI for a student will delay your whole entry file as we need to fix it manually, which can cause problems when issuing results on results day.

2.4.4.3 Only enter students once for a specification

- For qualifications where there are different entry options within the specification, only enter each student for one option.
- Wherever possible, with the support of the relevant senior leader, make sure that teachers make decisions **before the submission of entries** as to which option the student should be entered for.
- Teachers should check option codes carefully in the OxfordAQA Entry Codes book. You can always [find the latest version here](#).

2.4.4.4 Qualifications with units

Where a qualification is unitised, students will sit a number of units, sometimes across different examination series, to receive a qualification.

Make sure that you are familiar with the entry process for unitised qualifications.

- **Unit entries** – entries must be made for each unit the student will complete in that examination series. This includes not just timetabled examined units but also controlled assessment/coursework/non-examined assessment units.
- **Subject Award Codes** – when a student wishes to obtain an overall qualification, an award code is also required. This will be at the end of the course in the final examination series. The award code must be entered **in addition** to entries for the individual units.

Before submitting the award code entry, make sure you check that each student has been entered for the correct combination of units.

2.4.4.5 Additional tips on submitting entries



Sending fewer files:

- Ensure you are aware of the entry and amendment deadlines to avoid extra charges.
- Update and save changes to a file locally, then send to us once a week to prevent mistakes and backlogs.

Entry codes:

- Only enter a student for one option per subject (such as 9225E for Business Studies with Endorsement). Entering a student for multiple options causes delays.



Fewer files:

Only enter a student for one option per subject (such as 9225E for Business Studies with Endorsement). Entering a student for multiple options causes delays.

2.4.4.6 About ZIP files

A zip file contains one or more files that have usually been compressed to reduce file size. To open (unzip) such a file with Windows or Apple OS, just double-click on it.

If you aren't using either of these operating systems, you may need to download and install a special piece of software that will zip and unzip files.

If you don't already have one, you can download a free unzipping tool, such as [WinZip](#), [WinRAR](#) or [7zip](#).

2.4.4.7 Series codes

Please find below examples of series codes and check our website for latest [series codes](#).

- BY25 – November 2025 exam series – International GCSE only
- 1X26 – January 2026 exam series – International AS/A-level only
- 6Y26 – May/June 2026 exam series – International GCSE
- 6X26 – May/June 2026 exam series – International AS/A-level



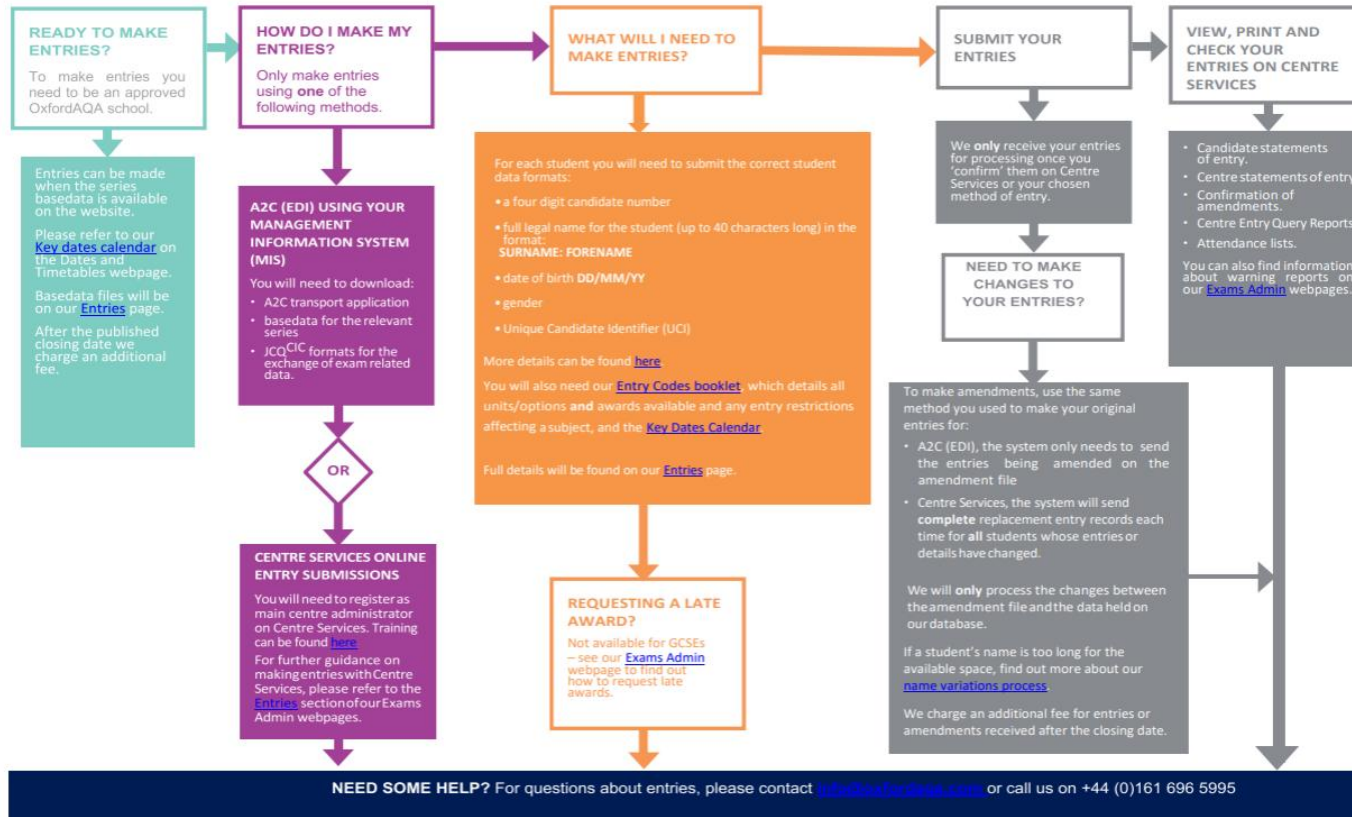
2.4.4.8 Entries flowchart

The [flowchart](#) below serves as a handy guide to the entries process.

As always, if you have any questions about making entries, you can [get in touch](#) or telephone us on **+44 (0)161 696 5995**.



MAKING AN ENTRY





2.5 Fees, Invoicing and how to pay

This section outlines schools OxfordAQA invoicing procedure and provides guidance to assist schools in effectively managing their invoices. An invoice will be issued upon completion of entry processing. We prefer payment via BACS transfer, as it is the most efficient and secure method.

2.5.1 Fees

Once you are an approved school, you can make entries for OxfordAQA qualifications. We charge a fee for each exam entry to our qualifications and a small annual fee. For full details of the fees for your specific region, please [contact us](#).

2.5.2 When we send invoices

For general qualifications, we send invoices and credit notes:

- daily for exam entries
- weekly for exam amendments.

We send invoices and credit notes weekly for:

- teacher support
- on demand qualifications
- Continuous Professional Development.

Other invoices and credit notes are issued periodically after completion of a service. For example, post-results invoices are issued following completion of all requests for an exam series.

2.5.3 What an invoice included

All invoices and credit notes will include:

- a. your account number or centre number
- b. your name or centre name
- c. your address or centre address
- d. our payment terms
- e. our bank details
- f. our contact details.

Invoices and credit notes for general qualifications will also include:

- your EDI file reference
- volumes of entries
- entry codes
- unit price.

We can also supply candidate number details on request.

Invoices and credits for other services will include any other details relevant to the charge, such as the date and event title for a course, or the full details of the service provided.

We keep a record of all invoices and credits for seven years.



2.5.4 How to pay

All invoices are due immediately unless otherwise stated.

We prefer you to pay with BACS transfer, as it's the most efficient and secure method. If you do pay with BACS, please email remittance to oxfordaqacustomersupport@aqa.org.uk.

Our bank details are:

Name of company	Oxford International AQA Examinations
Company address:	C/O Oxford University Press Great Clarendon Street Oxford OX2 6DP
Bank	NatWest
Bank address	Manchester Spinningfields SQ Bolton Customer Service Centre PO Box 2027 Parklands De Havilland Way Horwich BL6 4YU
Sort code	01 05 31
Account number:	39269469
IBAN	GB21NWBK01053139269469
BIC	NWBKGB2L

You cannot withhold payment unless you notify our Billing and Collections team within 14 days of receiving an invoice. You must give full details of the amounts disputed and the reason for the dispute. All items not disputed, and any other invoices, must be paid according to our usual terms.

We reserve the right to refuse new entries and other service requests from a school with an undisputed overdue debt outstanding at the time the new entry or service is requested.



2.5.4.1 Credit Card

OxfordAQA have set up a payment card system, virtual terminal with the NatWest Bank called TYL. The virtual terminal gives you a central secure location to process payments.

OxfordAQA can use the virtual terminal to create payment links, which can be sent to schools to enable payment to be made quickly and securely via a webpage.

The payment link will be sent to schools by email from the OxfordAQA Billing and Collections Team. If you wish to make a payment to OxfordAQA you can request a payment link by emailing OxfordAQAcustomersupport@aqg.org.uk. Our Billing and Collections Team will contact you to agree the amount and the invoice numbers, then generate the link and email it to you.

Here is an example what information the link will contain.

<https://www.ipg-online.com/connect/gateway/processing?paymentUrlId=>

Click the link and you will be directed to this page

Select the method of payment, or select NatWest pay it option to be directed to the pay it bank selection screen if you are using mobile/desk

Virtual Terminal: Payment URL Generated

Please select payment method

Payment method

VISA Mastercard American Express Apple Pay Google Pay PayPal

Verified by VISA Mastercard SecureKey

CANCEL CONTINUE

Your Order

Subtotal € 10.00 GBP

Amount £ 10.00 GBP

This is a secure page which uses SSL/TLS (Secure Socket Layer/Transport Layer Security) to encrypt and securely transmit your payment data.

Virtual Terminal: Payment Page with Payit Payment Option

Once the payment is authorised you will get an option to print a receipt.

When you click the link and you will see this message as shown in the image below:

Your payment has already been processed. This payment link is no longer active.

This means that the link has already been used, and a new link will have to be requested.



All payment links have an expiry date so please use the link as quickly as possible once received.



2.5.5 Invoices queries guidance

Below is our guidance to support with any invoice queries you may have:

- Payment references should include your centre number and invoice number.
- If you are paying multiple invoices at once, you'll need to send a detailed breakdown of the payments to oxfordaqacustomersupport@aqa.org.uk
- Payments must only be made by your school, as we cannot accept payments from personal bank accounts.
- Always pay the full amount shown on the invoice.
- Payments should always be made to the bank account quoted on the invoice.
- For Dual schools (approved to enter exams for both AQA and OxfordAQA) As AQA and OxfordAQA are separate legal entities with separate bank accounts, you must pay your invoices to AQA and OxfordAQA separately, even if you are approved by both entities.



Please also note that each entry file you send will generate a separate invoice, so you can reduce the number of entries invoices you receive by making your entries in one go.

You can find more information about invoices in Appendix 2 of our [Terms and Conditions](#) document.

If you have any questions or concerns, please get in touch by emailing info@oxfordaqa.com.



Part 3: Non-Examined Assessments and moderation

This section covers criteria and guidance which must be followed when running OxfordAQA Non-Examined Assessments and subjects containing coursework. It focuses on:

- 3.1 Non-Examined Assessments (NEA)** – Explains what NEA is and in which subjects it is found.
- 3.2 Teacher Online Standardisation (TOLS)** – Shares details about online training to help teachers apply consistent NEA marking standards.
- 3.3 Subject Specific NEA Instructions** – Signposts to subject-specific steps for completing, marking and submitting NEAs that differ to standard processes.
- 3.4 Project Q** – Provides information about the online platform for managing and submitting International EPQ projects efficiently.

3.1. Non-Examined Assessments (NEA)

Referred to as NEA, non-exam assessment are the elements of the specification marked by teachers and a selection of student evidence is moderated by trained associates.

The criteria and assessment objectives will be found in the specification for each subject which includes an NEA element. OxfordAQA has a comprehensive offer for teachers delivering our qualifications, which includes

- Marked exemplars on the subject resources [webpages](#)
- Marking guidance webinars, and recordings from previous sessions, on our [Training](#) area
- Teacher Online Standardisation (TOLS) to ensure marking standards are met and consistent
- Support from a dedicated subject NEA Advisor for advice and guidance on all non-examination matters, including guidance on task setting

NEA currently exists in the following OxfordAQA International qualifications:

Subject	Unit code	NEA Category	Student submits
International GCSE Design and Technology: Product Design	9252/C	50% of qualification	Candidate Record Form (CRF) Written or digital design folder and photographic evidence of the final manufactured prototype
International GCSE English Language*	9270/P 9270/S	Optional NEA unit Optional endorsement	Candidate Record Form (CRF) A written task and commentary A recording of the presentation
International GCSE English Literature*	9275/C	Optional NEA unit	Candidate Record Form (CRF)



			An extended response to a prose fiction text of their choice
International GCSE Media Studies (for first assessment in May/June 2026)	9257/C	50% of the qualification	Candidate Record Form (CRF) A Submission Statement A media product in response to a brief set by OxfordAQA
International A-level English Language*	EN04B	Optional NEA unit	Candidate Record Form (CRF) A language investigation of 2,500–3,000 words
International A-level English Literature*	LT04B	Optional NEA unit	Candidate Record Form (CRF) Two essays of 1,250–1,500 words, each responding to a different text.
International Extended Project Qualification (EPQ)	9695	100% of the qualification	Candidate Record Form , Production Log and Assessment Record
International GCSE Plus**		Optional endorsement that students can take as part of their OxfordAQA International GCSEs	Progress Diary
International GCSE Global Skills Projects – Group Sustainability Action Project	9697/G	40% of the qualification	Candidate Record Form , Production Log and Assessment Record
International GCSE Global Skills Projects – Individual Project	9697/P	60% of the qualification	Candidate Record Form , Production Log and Assessment Record



NOTE: Subjects marked with * indicate the NEA unit is optional. Teachers and Exam Officers should familiarise themselves with the [Entry Codes booklet](#) to ensure the correct option is entered. Private candidates will be restricted from entering for NEA components.

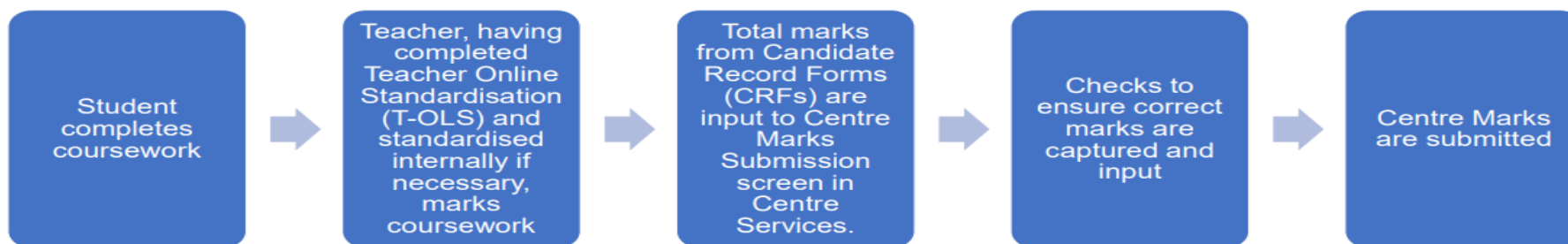
** International GCSE Plus provides an opportunity for students to achieve an additional Pass, Merit or Distinction alongside their 9-1 grades.

Please note: the International GCSE Plus is being withdrawn, with the final entries in June 2027. We encourage schools to look at our new [International GCSE Global Skills Projects](#) qualification as an alternative.



For information on conducting the International GCSE English as a Second Language (9280), French (9265) and Spanish (9269) Speaking test, please refer to the [Exams guidance page](#) of our website.

Our [NEA Overview](#) shows the high-level processes, and what this means for different subjects, so should be used in conjunction with our detailed guidance documents





3.1.1 Key responsibilities

This section outlines the responsibilities of Heads of Centre, teachers, exams officers, and students in managing conflicts of interest and ensuring compliance with NEA requirements to maintain the integrity of the assessment process.

3.1.1.1 Head of centre



Head of Centre/Head of Department must ensure that the centre NEA management policy is shared with and understood by teachers and all staff involved with non-examined assessments. All involved must also be familiar with our [NEA Guidance policy](#).

The Head of Centre must also ensure that any conflict of interest is declared and managed in accordance with our General regulations Terms and Conditions. The Conflict of Interest policy is detailed on our [website](#) and covers any instance in which an individual's ability to apply judgement or act in one role is, or could be, impaired or influenced by that personal interest.

The process is designed to protect the integrity of the assessment system and helps to ensure that staff members at schools are protected if there is an allegation of malpractice due to a perceived, or real, conflict. This includes:

- Any member of staff who are taking qualifications at their own school which include NEA components (remember that other schools should be approached first - entering staff at the school at which they work should be seen as a last resort)
- Any members of staff who are teaching and preparing members of their own family (which includes stepfamily, foster family and similar close relationships) or close friends and their immediate family (eg. son/daughter) for qualifications which include NEA components.
- Exams office staff who have members of their family (which includes stepfamily, foster family and similar close relationships) or close friends and their immediate family (eg. son/daughter) being entered for examinations and assessments either at the school itself or other schools.
- School staff who are taking qualifications at other schools.



Where NEA components are involved, any conflicts must be reported to OxfordAQA via the online [conflict of interest form](#).

3.1.1.2 Teacher

All **teachers** of units/subjects which have Non-Examined Assessment (NEA) must:

- be aware of the requirements of the qualification(s) they teach as per the specification
- declare any potential conflict of interest to the Head of Centre
- ask questions about the way students are approaching the task and highlight the requirements of the marking criteria
- not comment or provide suggestions on student work.
- utilise the marking guidance [training](#)
- Exemplars are available on the subject Resources for reference
- consult the NEA Adviser by emailing info@oxfordaqa.com for advice and guidance on task setting
- Complete Teacher Online Standardisation (TOLS) through Centre Services – see 3.1.4 for more details.
- have access to an up-to-date version of the centre's NEA management policy
- use the [Centre Declaration sheet](#) to confirm they understand the requirements

oxfordaqa.com



- Mark student work ensuring the criteria from the mark scheme in the specification is applied consistently.
- Use Annotations to identify marks/assessment objectives/criteria
- sign the declaration of authentication on the [candidate record form](#) (CRF)/progress diary/production log to confirm that the work was completed by the student under the specified conditions

3.1.1.3 Exam Officers and school staff

Exams Officers and staff involved in submitting NEA must

- declare any potential conflict of interest to the Head of Centre
- be aware of the [processes](#) required when managing OxfordAQA components
- retain a copy of the completed [Centre Declaration sheet](#)
- store all student work digitally which must include the candidate record form (CRF)/progress diary/production log
- ensure that factors affecting individual students are administered appropriately.

3.1.1.4 Students

Students must

- Understand the task and be aware of the criteria stated in the specification
- complete any documentation related (ie [candidate record form](#) (CRF)/progress diary/production log)
- sign the [candidate record form](#) (CRF)/progress diary/production log to declare the work is their own
- understand that once work has been submitted and marked, the school cannot return it for improvement, even if they have not received any feedback or are unaware of the marks awarded.

Schools that cannot carry out marking (approved Prime Marking)

If your school is unable to assess your students' work (for example, because the only teacher in the subject is ill) you must make every effort to arrange an alternative, such as approaching a neighbouring school which is entering students for the same assessment and may be able to help by marking the assessment.

If there appears to be no other way for your work to be assessed, you can submit a request for us to arrange for the work to be 'prime marked'. Applications need to be made in writing, **from the Exams Officer or Head of Centre only** to CentreMarks@aqg.org.uk.

Please note:

- the procedure is exceptional and applies only to the requested series
- that we cannot guarantee to publish your results on time
- your school will be invoiced for the additional costs incurred by us in undertaking the assessment.



3.1.2 Administering NEA

- An overview of the administration around non-exam assessment can be found [here](#).
- Instructions for submitting non-exam assessment (NEA) marks and grades can be found [here](#).
- Information around sampling arrangements can be found [here](#).
- FAQs surrounding digital submissions of NEA can be found [here](#).
- Watch our guidance video on Centre Marks Submission for NEA components [here](#).

Submitting marks

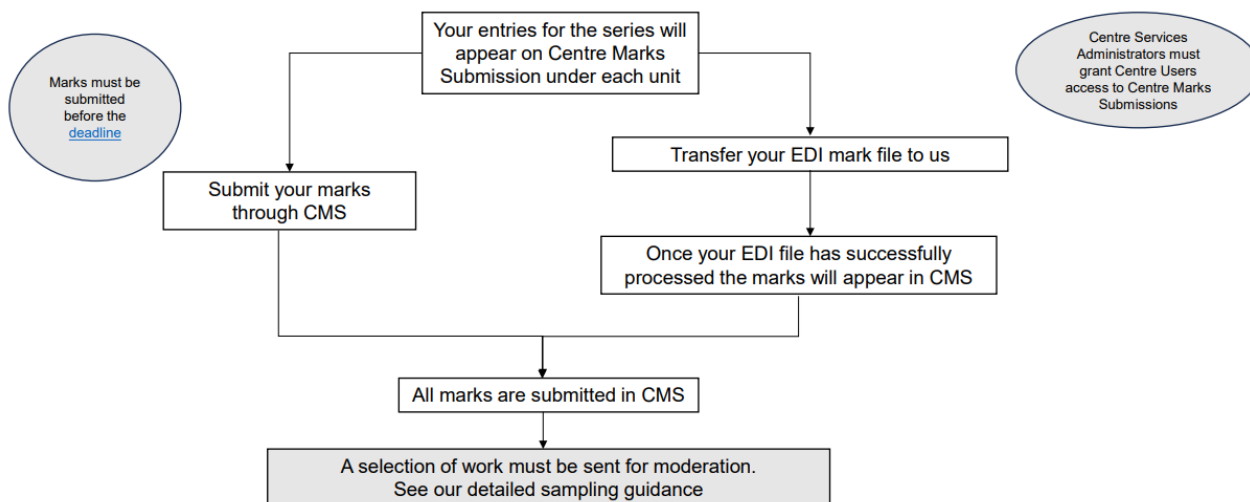
Marks and grades are administered through Centre Services, in line with guidance on our website

All NEA deadlines are on the on the [Key Dates Calendar](#).

Once marks are submitted, a sample will be generated. You should upload the required evidence within 3 working days of receiving the sample request

An additional sample may be requested if the moderator requires a larger sample. This will also be uploaded through Centre Services.

Sending centre marks for NEA components



Special statuses

The following special statuses are available on CMS (the equivalent EDI status codes are in brackets)

- Absent (A)
- Carry forward AQA (F)
- Loss of coursework
- Parental interest (E)

Not every special status is applicable to every component. CMS (Centre Marks Submission) will only display the special statuses that can be applied to the component.

**Absent (A)**

This should only be selected if the student did not submit any work, has transferred to another school, or if you intend to withdraw the student from the component.



Note: you cannot withdraw entries directly through CMS, you must submit an entry amendment – [find out more on the website](#).

Carry forward (f)

Carry forward describes the process of transferring a mark/grade that has been previously issued into a new entry for the unit/component in a subsequent exam series.

This status should be selected if a student is carrying forward their mark. The subject specification will inform you if carry forward is permitted.

You do not need to provide the mark. Note: CMS will not allow you to input both a carry forward status and a mark.

Loss of coursework

Select this status if an application for special consideration in respect of lost/damaged work has been submitted through Centre Services.

If the work was complete and marked before it was lost/damaged, then the mark should also be recorded on CMS. Otherwise, the mark on CMS should be left blank.

For EDI submissions, the loss of coursework status is not available through EDI software. You will need to use CMS to assign the student a loss of coursework special status before transmitting your EDI mark file. If you don't do this, there is a risk that CMS will select the student as part of your sample, or that CMS will not be able to select a sample.

Parental interest (E)

Where a student's work has been assessed by a teacher/assessor who has a personal interest in the student, record the mark as normal and select the status parental interest status. These students will always be added to the sample required for moderation.

Moderation

A moderator will review the sample of evidence and compare this with the marks provided by the school to check whether any changes are needed to bring the marking in line with our agreed standards. Any changes to marks will normally keep the school's rank order but, where major inconsistencies are found, we reserve the right to change this.

Documentation

If more than one teacher marks the component across the school, a Centre Declaration form must be:

- completed by the nominated supervisor
- Signed and named by all teachers, and
- retained in the school in case we have queries.



The Centre Declaration form, in Word and PDF formats, are available on our [website](#).



3.2 Teacher Online Standardisation (TOLS)

To support teachers in the marking of NEA components, Teacher Online Standardisation (TOLS) is available for OxfordAQA centres. Teachers will be able to mark recent student responses (updated each November from the previous May/June series) and receive feedback on the marking through comments made by the Lead Moderator. You will also be able to compare the mark you awarded the work to the actual mark the student was given.

Through practice, you will recognise the standard that needs to be applied when assessing the NEA work of students from your own centre. You are also able to share your own marks with colleagues from your department, an excellent professional development tool, ensuring standardisation and consistency across the entire subject team.

Teachers can mark student work from all **OxfordAQA** NEA components, and we strongly encourage your teachers to access this resource before they begin marking student work.

OxfordAQA centres can access TOLS via Centre Services. Select the 'Pre-exam' tab and then 'Teacher online standardisation'.



You can also read our [guide to using TOLS on Centre Services](#).

3.3 Subject Specific NEA Instructions

Some qualifications have additional specific instructions, detailed below.

3.3.1 INTERNATIONAL GCSE ENGLISH LANGUAGE SPEAKING AND LISTENING ENDORSEMENT (9270/S)

Specific NEA instructions for International GCSE English Language spoken endorsement - 9270/S can be found on the [GCSE English Resources page](#) and covers the following topics: key requirements, assessment, general criteria, teacher standardisation, internal standardisation, recording presentation, storage, submitting marks and samples, selecting a sample for moderation and after moderation.

3.3.2 INTERNATIONAL GCSE PLUS ENDORSEMENT (9201/E, 9202/E, 9203/E, 9204/E, 9210/E, 9225/E, 9260/E, 9275/E, 9280/E)

Specific instructions for administering International GCSE Plus can be found in the specification and on the [International GCSE Plus webpage](#).



3.4 Project Q

What is Project Q?

[Project Q](#) is an intuitive **online management system** designed to support the delivery of the **International EPQ (Extended Project Qualification 9695)**. It is an online tool that helps teachers, supervisors, and students manage project work:

- Students can write and save their work online instead of using Word or PDF files.
- All project proposals and approvals are stored in one place, and finished work can be locked so it cannot be changed.
- Students can upload plans, slides, reports, and other documents safely and securely.
- Teachers and supervisors can set deadlines, track progress, and communicate with students through the system.
- It helps from the start of the course to the final submission of projects.

This gives teachers more time to focus on teaching, supervising, and supporting students in their project learning. More information will be shared in June 2026. For any questions, please email info@oxfordaqa.com.

3.4.1 Free Trial Offer

A free trial offer is available to OxfordAQA schools for the **2025–26** academic year

How to register:

1. [Download and complete](#) the order form (include your centre number)
2. Email it to: accounts@crm.projectq.co.uk
3. The Project Q team will respond the next UK working day with setup details.

3.4.2 Key Benefits

- **Transparency and Control:** Centre Co-ordinators can oversee the entire EPQ process
- **Student Empowerment:** Students manage their own projects independently
- **Supervisor Support:** Easy tracking of student progress and feedback

3.4.3 Features

- **Production Log:** Structures the project and tracks progress
- **Journal:** Supports student reflection
- **My Files:** Upload drafts for feedback
- **Resources Area:** Share documents and files
- **Version Tracking:** Monitor changes over time
- **Inbox:** Centralised communication tracking

3.4.4 Why Use It?

- Replaces paper forms and emails with a **real-time, centralised system**
- Helps manage the entire EPQ journey from start to finish
- Over **100,000 users worldwide** with a **98% renewal rate**
- Highly recommended by educators for improving clarity and efficiency



Part 4: Before the exams

This section supports **Exams Officers** and **school staff** in confidently preparing for the start of the examination period. It offers clear, practical guidance across five key operational areas:

4.1 Planning for Exams – Outlines the key responsibilities and procedures for the **Head of Centre, Exams Officer, and invigilators**, ensuring exams are delivered smoothly and in full alignment with OxfordAQA and regulatory standards.

4.2 Pre-Exam and Question Paper Dispatches - Provides an overview of the exam materials schools will receive, what preparations are needed in advance, and how to request additional stationery if required.

4.3 Receiving Question Paper Dispatches - Explains the communications you'll receive, how to manage incoming exam materials, and the steps for checking, logging, and securely handling items before the exam period begins.

4.4 Storing, Handling, and Removing Confidential Materials - Offers detailed guidance on the secure storage and handling of question papers and other confidential materials, in line with regulatory expectations. It also covers proper procedures for removing and disposing of materials after exams.

4.5 Preparing the Exam Room – Covers how to set up exam rooms to meet regulatory standards, including seating plans, display requirements, and accommodations for students with special educational needs. It also highlights the importance of cybersecurity and maintaining digital integrity.

4.1 Planning for Exams – Guidance for Invigilators

This guidance is designed to ensure that all invigilators are fully aware of their responsibilities and well-prepared to support the smooth and secure delivery of OxfordAQA examinations. While OxfordAQA aligns with JCQ regulations, schools must follow the specific procedures and expectations outlined in OxfordAQA guidance. This document also supports Exams Officers and Heads of Centre by clearly defining key roles, essential processes, and recommended best practices for managing the exam period effectively.

Use this section as a practical reference to help ensure compliance, maintain exam integrity, and create a consistent experience for all students.

4.1.1 Key Responsibilities

This section outlines the core responsibilities of the Head of Centre, Exams Officer, and Invigilators, each of whom plays a vital role in ensuring that exams are delivered smoothly, securely, and in accordance with OxfordAQA guidance, which is aligned with JCQ (Joint Council for Qualifications) regulations.

4.1.1.1 Head of Centre

The Head of Centre holds overall responsibility for the conduct of exams at your school. Their key duties include:

- Selecting and appointing suitable individuals to serve as invigilators.
- Providing a clear training plan and ensuring all invigilators are fully trained and briefed.
- Managing and recording any conflicts of interest in line with [OxfordAQA's Terms and Conditions](#).
- Sharing the [OxfordAQA Checklist for Invigilators](#) (a copy of these this document can be found in **Appendix 4** of the OxfordAQA Handbook) with all invigilators.
- Keeping accurate records of invigilator training until certificates are issued.



- The [OxfordAQA Invigilator Training Checklist](#), (a copy of these this document can be found in **Appendix 3** of the OxfordAQA Handbook) available on the OxfordAQA website, is designed to support the development of training and briefing sessions for invigilators; a copy should be retained for inspection.
- Provide invigilators with the [OxfordAQA Checklist for Invigilators](#), which summarises the essential actions required when invigilating written examinations and must form part of their preparation and training.

4.1.1.2 Exams Officer

The Exams Officer is responsible for organising and overseeing the administration of exams at your school. Their key responsibilities include:



Ensuring that a copy of the **OxfordAQA Handbook** is available in the main exam room and accessible in any additional exam rooms. The latest version of the handbook is available to download from our [website](#).

- Ensuring there is **at least one invigilator for every 30 students** in the exam room.
- Informing invigilators of any **access arrangements** for students (eg. extra time, use of a reader or scribe).
- Ensuring students remain **visible to invigilators at all times** during the exam.
- Maintaining complete and up-to-date records of **invigilator training**, deployment, exam timings, seating plans, and any changes during exams or Centre Supervision.

We may ask to see these records at any time until you receive certificates.

4.1.1.3 Invigilators

Invigilators play a critical role in maintaining the integrity and security of the examination process. They supervise students and ensure exams are conducted in accordance with the rules. Invigilators must:

- Understand and follow both **JCQ regulations** and **OxfordAQA guidance**.
- Be familiar with the [Warning to Students](#) and [Unauthorised Items](#) posters (a copy of these two documents can be found in **Appendix 1 and 2** of the OxfordAQA Handbook), as well as any subject-specific instructions such as [listening test guidance](#).
- Read aloud the [invigilator's announcement](#) (a copy of this document is available in the **Appendix 5** of the OxfordAQA Handbook) at the start of each exam.
- Collect any **unauthorised items** (eg. mobile phones, smartwatches) before the exam begins.
- Remain **alert and observant** throughout the exam.
- Use a mobile phone (on silent) **only to request assistance** if they are the sole invigilator in the room.
- Report any concerns about the **security of question papers** to the Exams Officer or Head of Centre.
- Report any **suspected malpractice** to the Head of Centre.

Invigilators must not:

- Perform any tasks unrelated to the exam (eg. marking, reading the question paper).
- Use personal communication devices during the exam.



4.1.2 Invigilator Requirements

This section outlines the essential expectations for **invigilators** during examinations. It covers supervision standards, conflict of interest protocols, access arrangements, appropriate use of word processors, and available training resources. These requirements are designed to uphold exam integrity and ensure full compliance with **OxfordAQA guidance**, which aligns with **JCQ regulations**.

4.1.2.1 During the Exam

- Ensure all students are clearly visible to invigilators at all times
- Maintain a minimum ratio of 1 invigilator per 30 students
- Avoid using teachers who prepared students as the only invigilator in the exam room.
- For listening exams, a language speaker may assist with technical issues but they do not count as an invigilator.
- Record any changes in invigilators during the exam (eg staff changes or breaks)

4.1.2.2 Conflicts of Interest



Anyone with a personal connection to a student (e.g. a family member, close friend, tutor) must not invigilate that student's exam alone. All such relationships must be declared using the [Conflict of Interest Declaration form](#). The Head of Centre is responsible for managing and recording these declarations.

4.1.2.3 Students with Access Arrangements

Some students may need **special exam arrangements**, such as extra time, a reader, or a scribe. Invigilation must follow the arrangements approved by OxfordAQA.

Students in separate rooms must be invigilated by someone who is not their teacher, tutor, or family member.

Readers, scribes, or assistants must not act as invigilators for the same exam.



Exception - *Where a student with a particular need is accommodated in another room and their allocated teaching assistant or Learning Support Assistant must act as the invigilator; another invigilator will be required.*

a. Use of Word Processors

Students may use a word processor (eg. computer, laptop or tablet), during exams if this reflects their normal way of working.

To ensure compliance:

- Devices must have **spellcheck and predictive text features disabled**.
- Students should **save their work regularly** or use an autosave function to prevent data loss.

4.1.2.4 Training Resources



The following documents are available to support invigilator training and exam delivery:

[OxfordAQA Invigilator Training Checklist](#)

[OxfordAQA Checklist for Invigilators](#)

[OxfordAQA Exam Room Incident Log](#)

[OxfordAQA After the Exam Checklist.](#)

A copy of these documents can be found in appendices of the OxfordAQA Handbook.



4.2 Pre-exam and question paper dispatches

This section provides important information for schools about the materials OxfordAQA will send, what schools are expected to provide locally, and how to order additional exam stationery if needed. It ensures schools are fully prepared ahead of the exam period and can manage resources effectively.

4.2.1 What your students will need

You will need to provide certain stationery to students on exam day in addition to what we will send you. The details are in the stationery summary lists on [Centre Services](#). It is also important that you check the instructions in your question paper pack to make sure you are providing everything students need.

4.2.2 What we will send you

OxfordAQA provides three types of stationery packs depending on your school's exam delivery model:

4.2.2.1 Pack 1 – New Schools

For newly approved OxfordAQA centres sitting their first exam series. We will send you:

- Full set of exam stationery (answer booklets, graph paper, return sacks, labels)
- Attendance registers
- Invigilator checklists - a copy of this document can be found in **Appendix 4** of the OxfordAQA Handbook
- Posters ([Warning to Students](#), [No Unauthorised Items](#)) a copy of these two documents can be found in **Appendix 1 and 2** of the OxfordAQA Handbook.

4.2.2.2 Pack 2 – Download-Only Schools

For schools that download question papers from Centre Services and do not receive hard copies. We will still send you hard copies of the following:

- Attendance registers
- Return sacks and labels
- Answer booklets and supplementary stationery



The full [downloading question papers guidance](#) is now available on our website.

4.2.2.3 Pack 3 – Standard Dispatch Schools

For schools receiving hard copy question papers via courier. We will send you:

- Question papers in green security bags
- Attendance registers
- Return sacks and labels
- Answer booklets and subject-specific stationery



Please note: it is extremely important that, **a week before the exam**, a check is made to ensure that the uploaded [Preliminary Material](#) and Skeleton Program to be used in the exam is the correct and latest version issued by OxfordAQA.

4.2.2.4 Additional Stationery Requests



If your school requires more materials (eg due to late entries or large cohorts), you can request them using the [Extra Stationery Order Form](#).



4.2.3 Dispatch notifications

You will receive email notifications about exam material dispatches, including tracking information, from dispatch@oxfordaqa.co.uk. Please add this email address to your 'safe sender' list to ensure these messages are not missed.



Note: This email address is not monitored. For any queries about your materials, please contact info@oxfordaqa.com

To ensure smooth delivery of exam materials, please refer to the **published entry deadlines and dispatch dates** on the [Key Dates Calendar](#).

If you have not received your question papers and are **not using the download-only process**, please contact us immediately at dispatches@aqg.org.uk.

4.2.3.1 What's Included in Exam Stationery Dispatches

OxfordAQA will send your school the following non confidential materials based on your entries:

- A **white plastic sack** with OxfordAQA branding for returning completed exam scripts.
- **Blank labels** for [printing return labels](#) for exam script packets.
- **Additional stationery**, depending on the subjects entered, which may include:
 - Graph paper
 - Lined answer booklets
 - Attendance registers

4.2.3.2 Attendance Registers

- Your school will receive **attendance registers** for all written exams. These must be:
 - Completed on the day of the exam
 - Returned in the same bag as the exam scripts
 - Retained as a copy for your records
- If your entries are submitted **after the standard deadline**, please request any additional stationery at the same time as your late entry submission. We will make every effort to deliver these items promptly.
- You can also [download attendance registers](#) directly from **Centre Services**.
- For more information on ordering exam stationery or generating attendance registers, please refer to the relevant section on our Exams Admin page.



Note: All question papers will be delivered in green security bags, which look like the image on the following page.



We use colour-coded labels on the packets of question papers we send you, to help you on exam day.

Qualification	Question paper packet label colour
International AS/A-level	Blue
International GCSE	White
Modified question papers	Green



4.3 Receiving question paper dispatches

Question papers and examination materials are dispatched prior to the commencement of the exam period. Examination materials are expected to arrive 1 – 2 weeks before the exams begin. To facilitate the delivery of exam materials, entries must be made by the last date of dispatch detailed on the [Key Dates Calendar](#). Any entries made after this date will be for download only and subject to extra fees.

It is your responsibility to pay for any outstanding customs duties, brokers' fees, local taxes, courier handling charges and other amounts payable in connection with the importation of materials.

Delivery Checks and Responsibilities

When an exam materials package arrives, the **authorised person** must carry out the following checks:

1. **Centre Details:** Confirm that the centre number and address on the outer box or courier packaging are correct.
2. **Package Count:** Verify that the correct number of boxes/packages has been delivered. This can be checked against the dispatch note emailed to your centre contact prior to delivery.
3. **Package Condition:** Inspect the outer packaging to ensure it is intact, with no signs of damage, tampering, or having been opened.

If there is an Issue

- If any of the above checks raise concerns, the authorised person must **immediately contact the Head of Centre or Exams Officer**.
- If they are unavailable (eg. the delivery arrives when the centre is closed), the **package must remain sealed and be stored securely** until it can be properly handled.

If there are any signs of tampering or damage to the green question paper packets, please complete the [Damaged Packet form](#) (a copy of this document can be found in **Appendix 8** of the OxfordAQA Handbook) and send to info@oxfordaqa.com

Customs and Import Charges

The school is responsible for covering any applicable **customs duties, brokerage fees, local taxes, courier handling charges**, or any other costs associated with importing materials.



Please note that as soon as the exam materials arrive (still enclosed in their delivery packaging) they must be taken straight to the secure room for checking and then moved to the school's secure storage unit(s), which may be the same place (see sections 4.4.2 and 4.4.3 of the handbook). It is essential that the packaging remains intact during handling.

The Head of Centre is responsible for establishing the appropriate authorisation protocols for designated members of staff.

4.3.1 Downloading and printing confidential exam materials

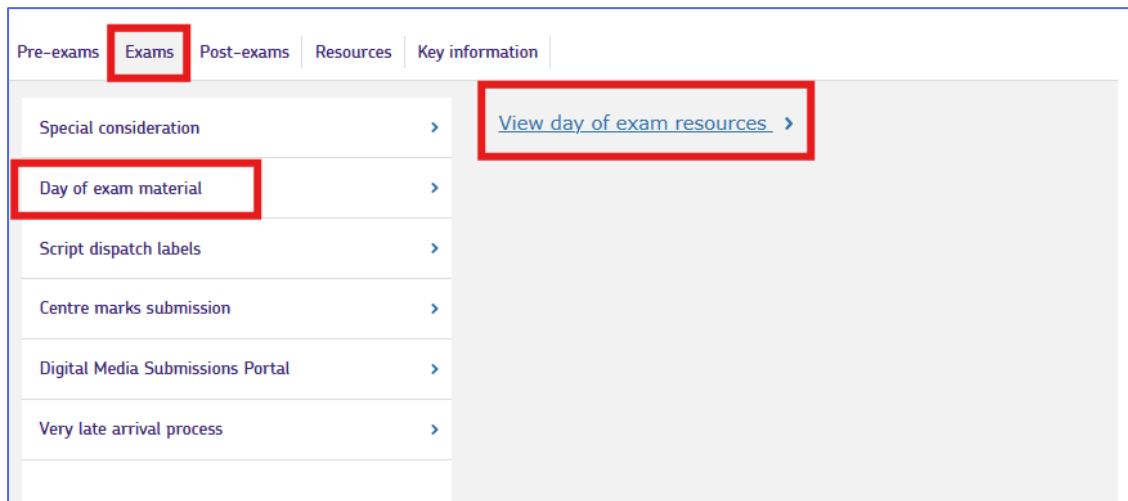
If you are missing question papers on the day of an exam, they will be available for download from Centre Services, our secure extranet, 90 minutes before the exam's published starting time. **Only the centre services administrator is able to access electronic material.**

Please read section **4.4.4 Arrangements for handling secure electronic materials** before downloading and printing any confidential material from centre services.



You can download question papers using the following steps:

- [Log in to Centre Services](#) .
- Click 'Exams'.
- Click 'Day of Exam Material'.
- Click 'View Day of Exam Resources'.



We have increased security measures to protect the integrity of exams. There are additional security steps when downloading question papers on the day of the exam.

What's new?

1. If you need to download a question paper, the Centre Services Administrator will need to **select a reason** for download.
2. An email will be sent to the Centre Services Administrator with a password that allows the question paper to be opened.
3. An email will also be sent to any other Centre Services Administrators at your school to notify them about this download request.

If you do not already have a nominated second Centre Services Administrator, we recommend that you set one up. To do this, the **Head of Centre needs to email the request to info@oxfordaqa.com using the following guidance:**

The subject line should be 'Change of admin', and please include in the email:

- your centre number
- whether you would like to **add** or **change** the main administrator
- the name and email of the new/additional main administrator – please give the specific individual's school email address, not a generic school email address (eg exams@schoolname.com)
- the name and email of the previous main administrator – please also confirm whether their account should be removed
- that your new/additional main administrator has given their consent to manage other centre user accounts

This email **must** be sent from the Head of Centre's email address. We cannot accept:

- Emails from Personal Assistants, Exams Officers or any other members of staff
- Emails from a generic school email address (eg exams@schoolname.com)
- Centre letters of verification in response to security checks

oxfordaqa.com



If you have problems downloading the question paper:

Please telephone us on **+44 (0)161 696 5995** and inform us, whereupon we will need your Head of Centre to verify your request. It is therefore **crucial that all Heads of Centres know about this additional security measure**, so they are aware they may be called upon 90 minutes before an exam's start time.

If a **Head of Centre is unable to verify the request**, we may not be able to share the question paper. We appreciate this may be frustrating when there is a genuine mistake with the security protocol and a Head of Centre is not available. We ask for your cooperation and understanding that our priority is ensuring the integrity of exams, which is the fairest thing to do in protecting the interest of all learners.

Exam Officer Checklist: Question Paper Dispatches and Secure Downloads

A high-level checklist for Exam Officers regarding the receiving and handling of question paper dispatches and secure downloads:

Before Exam Period

- Ensure all exam entries are submitted by the final dispatch date on the [Key Dates Calendar](#).
- Be aware that late entries will require downloading papers and may incur extra fees.
- Confirm arrangements for customs duties, brokerage fees, and courier charges.

Upon Delivery of Exam Materials

- Check that the centre number and address on the packaging are correct.
- Verify the number of boxes matches the dispatch note.
- Inspect for damage, tampering, or signs of being opened.
- Move sealed packages directly to the secure room/storage.
- If issues are found, contact Head of Centre or Exams Officer immediately.
- If unavailable, store the package securely and unopened.
- Report damaged packets using the [Damaged Packet form](#) to info@oxfordaqa.com. A copy of this document can be found in **Appendix 8** of the OxfordAQA Handbook.

Secure Storage

- Ensure packaging remains intact during handling.
- Follow authorisation protocols set by the Head of Centre.
- Store materials in a secure, approved location.

Downloading Question Papers (Day of Exam)

- Log into Centre Services 90 minutes before the exam start time.
- Navigate to: Exams → Day of Exam Material → View Day of Exam Resources.
- Select a reason for download.
- Wait for password email to unlock the paper.
- Ensure a second Centre Services Administrator is nominated and registered.

Admin Setup for Secure Downloads

- Head of Centre must email info@oxfordaqa.com to add/change Centre Services Administrator.
- Include centre number, names, emails, and consent.
- Send from Head of Centre's personal email (not generic or PA).

If Download Issues Occur

- Call OxfordAQA at **+44 (0)161 696 5995**.
- Head of Centre must verify the request.

oxfordaqa.com



- Ensure Head of Centre is aware of this protocol in advance.

Printing Downloaded Papers

- Use a colour printer in a secure area.
- Print at 600dpi on A4/A3 80gsm paper.
- Do not photocopy question papers.
- Check all pages are printed correctly.
- Compare printed papers with the PDF for accuracy (images, graphs, shading).

4.3.2 Colour printing and quality checking

As with hard copy question papers, the integrity and security of electronic question papers must always be maintained when downloading, printing and collating them. Here's some advice and guidance to aid you with this:

- You'll need to set up a colour printer **in your secure area** to print your question papers, and only trained colleagues can download and handle them.
- Please check whether the content of the paper contains **colour images** and **check the resolutions** on your printer. To make sure the papers are printed to the correct standard, papers must be printed at **600dpi, in colour** and on **A4 or A3 80gsm paper**.
- Please **do not photocopy** any question papers.

Once the papers are printed, please:

- Check carefully that you have printed **every page** of the question papers.
- **Compare the printed papers with the electronic PDF version** to ensure all the content has been printed correctly, paying particular attention to shading, colour, graphs, diagrams and images to check they have printed as expected.
- 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.
- If you need to **secure pages**, use a single staple in the top-left corner or a paper clip where appropriate.

We have produced this information in a [standalone guide](#), along with a [separate checklist](#).



4.4 Storing, handling and removing confidential materials

This section of the handbook provides clear guidance for schools on how to manage confidential examination materials from the moment they are received from OxfordAQA.

4.4.1 Keeping question papers and other examination materials secure

The following guidelines apply to all confidential examination materials, including question papers in any format, to protect the security and fairness of the examinations.

- The Head of Centre must make sure that exam papers and other confidential materials are only accessed by authorised staff. These materials must always be kept safe and secure.
- **OxfordAQA must be informed immediately if the security of the question papers or confidential supporting instructions is put at risk.** This includes any natural disaster, fire, theft, loss, damage or other circumstance which places the existing exam site or secure storage of examination materials at risk.
- Schools must be able to demonstrate the receipt, secure movement and secure storage of question papers and confidential materials.
- Schools must ensure that envelopes and boxes containing confidential materials are signed for. A log must be kept at the *initial point of delivery* of confidential materials. Each OxfordAQA's deliveries and the number of boxes received must be logged. There is a template on the website that school can use for to record the [Exam Materials- Receipt log \(Point of Delivery\)](#).
- As explained in section 4.3 of the handbook when the question paper packets arrive, they must be taken straight to the secure room while still in their dispatch packaging. From there, they should be checked and moved to the centre's secure storage (**see sections 4.4.2 and 4.4.3**). Be careful when handling the packets to avoid damaging the packaging.
- It is for the Head of Centre to set out the appropriate terms of authorisation for school staff. Only persons authorised by the Head of Centre and the Exams Officer must be allowed access to the school's secure storage unit(s).
- Examination materials must only be accessed in accordance with OxfordAQA specific instructions
- Modified question papers may arrive separately from the main dispatch of question papers.

4.4.2 Checking and arranging question paper packets

- When question paper packets are removed from the dispatch packaging (boxes), they must be carefully checked against the OxfordAQA dispatch note and the school's timetable or entries. A record of this check must be maintained. There is a template on the website that school can use for to record the [Exam Materials – Receipt Log \(Exams Officer\)](#).
- Checking must take place as soon as possible on the day the question papers are received. If this is not possible (eg. due to a late delivery or the unavailability of authorised staff) the material still in its dispatch packaging must be transferred immediately into the secure storage unit(s) until it can be checked.
- The checking must be completed no later than the next working day and must take place in the secure room.
- Following the checking, question paper packets should be arranged in timetable order to reduce the possibility of opening a packet at the wrong time and must then be immediately locked in the secure storage unit(s).
- **Question papers must always be kept in their sealed packets until signed out for the appropriate exam session.**



- **OxfordAQA must be informed immediately if there are any problems through email info@oxfordaqa.com**, such as:
 1. A parcel or packet appears to have been opened in transit, suggesting a possible security breach (please complete the [Damaged Packets form](#)). A copy of this document can be found in **Appendix 8** of the OxfordAQA Handbook.
 2. there are any differences between the material received and the dispatch/delivery note.
 3. the materials have been significantly damaged in transit or upon opening.
 4. the materials do not meet the school's requirement.
 5. the materials were received in error.
- **Listening test audio files** – Where confidential material is pre-recorded as audio files; you must test them before the exam. **See section 5.7.2.**
- **Erratum notices** – You must open erratum notices as soon as they arrive, unless we say otherwise on the envelope. Once you have read them you must store them securely until the exam.

4.4.3 Storing confidential materials

This section explains our regulations for storing confidential materials. These two layers of security must be maintained at all times.

- **Question papers and pre-release materials issued by the OxfordAQA must always be stored at the school's registered address in a secure room with a secure storage unit(s)**, eg. safe, security cabinet.
- If you make entries for a component and then withdraw them all, you may still receive the question papers. If this happens, do not open them. You must store them securely until we release results.
- You must store exam materials and secure materials downloaded from Centre Services securely until the time they are needed. You must treat digital confidential materials in exactly the same way as printed materials. If you have printed them, you must store them securely with your other question papers and confidential materials. **See section 4.4.4.**
- If you have to store answer scripts before you send them to us you must seal them and store them under the same secure conditions as other confidential exam materials.
- If a member of staff is involved in administering an exam that is being taken by a person, they have an interest in (**see section 2.1.**), they must not have unaccompanied access to exam materials. This applies before the exam (for example, question papers and question paper packets) and after the exam (for example, answer scripts). If the member of staff is the Exams Officer, another person must be there for all administration relating to the exam. Another person must authorise any documents connected with the exam (for example, access arrangements forms) and fill in our [Conflict-of-interest form](#).



Schools must have two layers of security in place to ensure that question papers and confidential examination materials issued by OxfordAQA are stored securely:

- First layer: All confidential materials must be stored in a secure storage unit(s) (for example, a safe or security cabinet).
- Second layer: The secure storage unit(s) must be located within a secure room at the school's registered address.



4.4.3.1 The secure room

The secure room must:

- Be used only for the purpose of administering secure examination materials
- Remain accessible throughout the examination series
- Be available for inspection when required

Access to the secure room **must** be strictly controlled, with between two and four authorised keyholders, one of whom **must** be the Exams Officer. Keyholders **must** be permanent or formally contracted members of staff, directly employed by the school and managed in line with the school's staff employment policies and procedures.

Facilities staff **may only** access the secure room as named keyholders or when accompanied by an authorised keyholder. Unauthorised members of staff **must not** have access to keys for the secure room or secure storage facility.

4.4.3.2 The secure storage unit(s)

Access to the secure storage unit(s) must be strictly controlled, with between two and four authorised keyholders, one of whom must be the Exams Officer.

The secure storage unit(s) must:

- Have sufficient capacity to hold up to three weeks' worth of question papers and other confidential assessment materials
- Contain only current and 'live' OxfordAQA materials

The School's secure storage unit(s) must only contain current and 'live' confidential OxfordAQA material. Past examination papers, mock examinations, and internal school tests **must not** be stored in the secure storage unit(s).

Mock examinations and internal school tests may be stored in the secure room only if kept separately from live OxfordAQA materials and clearly identified.

When the secure storage facility is accessed for the storage, preparation, or removal of confidential assessment materials, the door to the secure room **must** remain closed.

Question papers must always be kept in their sealed packets until signed out for the appropriate exam session.

Examination stationery, eg. answer booklets and formula booklets, must be stored in the secure room. Although it is good practice to store this material in the secure storage unit(s), it is not mandatory.

Changes and emergencies

Any changes to the location of the secure room or secure storage unit(s) must be notified **at least six weeks in advance** by emailing oxfordaqaapproval@aqg.org.uk .

In the event of an emergency where the secure room or secure storage unit(s) cannot be accessed and contingency arrangements are required, **OxfordAQA must be contacted immediately** on **+44 (0)161 696 5995** or info@oxfordaqa.com.

The requirements set out in the table below reflect the minimum standards expected by OxfordAQA for the secure storage and handling of confidential examination materials.



Secure room requirements

Secure Storage Room	OxfordAQA Requirement
Room criteria	<ul style="list-style-type: none"> The secure room should be solely dedicated to the secure storage and preparation of confidential exam materials. If it also houses non-exam-related items or equipment (eg. a server, a boiler, electrical units or any archive material), schools should discuss this with OxfordAQA Centre Approval (oxfordaqaapprovals@aqa.org.uk) so that we can assess suitability and advise on any necessary security measures. It must be within a <i>fixed building</i>. A non-secure building such as a portable cabin or temporary building is not appropriate. The room must be large enough to sort and prepare confidential materials in private with the door closed. Access must be restricted - staff approved by the Head of Centre must be accompanied by an authorised keyholder at all times. There must be between two and four keyholders only. The Exams Officer must be one of the key holders. The keyholders must be directly employed by the school. Each keyholder must fully understand their responsibilities as a key holder to the secure storage room.
Wall, ceiling and floor construction	<ul style="list-style-type: none"> The room must have strong, solid walls, ceiling and floor (i.e. brick/concrete construction or metal-reinforced). If stud-partition walls are present, they must be reinforced with strong metal sheeting or heavy-duty metal mesh on the inside of the room. If the secure room has a false ceiling or ceiling tiles, and access could be gained from an adjacent room through any gap above the tiles, this area must be reinforced with strong metal sheeting or heavy-duty security mesh to prevent unauthorised entry.
Door construction and lock	<ul style="list-style-type: none"> The secure room must have a solid or reinforced door with heavy-duty hinges. If the door is a hollow-panel door, it must be reinforced with metal sheeting screwed to the inside of the panel door. Acceptable locking systems include - coded keypad access, electronic security lock (preferably with audit trail that records all lock-related activities, including the user, date and time of each event), a high-security mortise deadlock that provides strong resistance to forced entry. Only 2–4 authorised key holders may have access, one of whom must be the Exams Officer. The keyholders must be directly employed by the school. Unless an electronic digital lock has been installed, there must be at least two keys rather than one key accessed by two or more members of staff. Schools must not keep a spare set of keys anywhere they can be accessed by members of staff who are not involved in exam administration. This includes in a cabinet or safe.



Room location	<ul style="list-style-type: none"> Keys must either be kept on the key holder’s person or in a coded key safe (securely attached to the wall) which is only accessible to the designated key holders. Ideally, the secure room should not be located on the ground floor or lower-ground floor. Where a ground-floor location is unavoidable, the room must not have a door that provides direct access to the exterior of the building.
Windows	<ul style="list-style-type: none"> If question papers are stored in a room with windows which are easily accessible (including upper floor window(s) with a balcony or flat roof), bars must be fitted on the inside of the room or the room alarmed. Schools may propose alternative security measures where these provide an equivalent level of protection; however, approval must be obtained from OxfordAQA in advance. If the room has a glass panel in or above the door, eg. for health and safety reasons, the glass must be toughened glass.
External access	<ul style="list-style-type: none"> The secure room must not have a door which directly leads out to the exterior of the building.

Secure storage unit requirements

Secure Storage Unit(s) (located inside the secure room)	OxfordAQA Requirement
Access to secure storage	<ul style="list-style-type: none"> Only 2–4 authorised key holders may access the secure storage unit where confidential materials are kept. The Exams Officer must be one of the key holders. <ul style="list-style-type: none"> Keys must either be kept on the key holder’s person or in a coded key safe (securely attached to the wall) which is only accessible to the designated key holders.
Type of secure storage	<p>Confidential materials must be stored in one of the following:</p> <ol style="list-style-type: none"> A strong non-portable safe. If it can be moved it must be fixed securely by bolting it to the floor/wall. A security cabinet with a multi-point locking system with thick heavy-duty bolts in the door (not a slim internal bar). If it can be moved it must be fixed securely by bolting it to the floor/wall A metal cabinet with a <i>full-length external locking bar</i>, securely bolted to the floor or wall. A wardrobe style cabinet requires an external locking bar across the entire width of the cabinet. A filing cabinet requires an external locking bar across the entire length of the cabinet.
Large-centre storage	<p>Large centres may use open shelving for storing a high volume of question papers <i>only if</i> the shelving has a roll-down shutter or metal security screen which must be directly flush against the shelving, in effect creating a cabinet.</p>



4.4.4 Arrangements for handling secure electronic materials

This section outlines the procedures for managing **secure electronic materials**, which include **digital versions of confidential exam content** such as:

- **Question papers** downloaded from Centre Services
- **Listening test audio files**
- **Pre-release materials**
- **Modified papers** (eg enlarged or Braille formats)

These materials are subject to strict handling protocols to protect exam integrity.

4.4.4.1 School Authorisation

The following requirements apply to all staff involved in accessing, handling, or managing secure electronic materials:

- Only staff **authorised by the Head of Centre** may access secure electronic materials.
- A minimum of **two and maximum of four staff members** should be authorised, including the **Exams Officer**.
- Other staff may assist with printing or collation **under supervision**.

4.4.4.2 Secure account management

To protect the integrity of secure electronic assessment materials, schools must implement strong account management practices. These measures apply to all staff accessing OxfordAQA systems, especially those handling confidential exam materials.

a) *Multi-Factor Authentication (MFA) Compliance*

All staff accessing secure materials must use devices that comply with OxfordAQA's MFA requirements. MFA devices (eg. mobile phones or authentication apps) must be assigned to individual staff members and **must not be shared**.

b) **Email Account Protocols**

Email accounts used to access OxfordAQA systems must:

- Belong to **named individuals** or
- Be **group accounts** accessed only by staff authorised by the Head of Centre.

Group accounts must be reviewed regularly to ensure only current authorised users have access.

4.4.4.3. Access Control and Responsibility

The following rules apply to the access control and responsibility in handling of all secure materials:

- Secure files must only be accessed by the **intended recipient**.
- **Forwarding or sharing** secure emails or links is strictly prohibited.
- Accessing secure materials implies **personal responsibility** for maintaining their confidentiality.

4.4.4.4. Account Auditing and Lifecycle Management

The Head of Centre must:

- Audit accounts before each exam series.
- Remove inactive or unnecessary accounts promptly (eg. when staff leave or change roles).
- Ensure all users have the correct level of access.



4.4.4.5 Password and Device Security

Passwords must be:

- **Strong** (eg. a mix of letters, numbers, and symbols).
- **Never written down or shared.**

Devices used for MFA or accessing secure materials must be:

- **Individually assigned.**
- **Protected from unauthorised access.**

4.4.4.6 Additional Security Measures

The Head of Centre must ensure:

- Staff receive training on:
 - Creating strong passwords.
 - Recognising phishing and social engineering threats.
- Additional security settings (eg. two-step verification) are enabled where possible.
 - Passwords are updated if compromised.
 - Secure account recovery options are configured.
 - Connected applications are reviewed and managed.
 - Regular monitoring of account activity is conducted.

4.4.4.7 Secure File Handling

Files must be:

- Downloaded only for students entered for the exam.
- Stored locally **only for printing**, then deleted immediately.
- Removed from both the system and deleted items folder.

Printed copies must be:

- Limited to what is necessary.
- Securely destroyed if not used.

Files must be accessed and printed only within the school's secure environment.



Printing at alternative locations is prohibited without prior written approval from OxfordAQA.

4.4.4.8 Accessing and Printing Secure Files

- Secure electronic materials are released at a **specific time** set by OxfordAQA (usually **90 minutes before the exam**).
- Files must be:
 - Accessed **only for students entered for the exam**
 - Downloaded and stored **locally for printing only**
 - **Deleted immediately** after printing, including from deleted items folders
 - Not forwarded, copied, or printed unnecessarily.

4.4.4.9 Secure Printing Environment

- Printing must take place **within a secure area of the school**.
- Only authorised staff (eg. Exams Office or Reprographics Assistant) may be present.
- **Subject teachers must not be present** during printing.
- Printed papers must be:
 - Sealed in **non-transparent envelopes**
 - Clearly labelled with exam details
 - Stored securely until the exam begins

4.4.4.10 Reporting Issues

Any suspected breach or deviation from these instructions must be reported immediately to OxfordAQA at: info@oxfordaqa.com



Please note: A document titled [Guidance for Centres on Cyber Security](#) is available on the website. It outlines standard cyber security best practices that schools can adopt to significantly reduce the risk of cyber-attacks and protect valuable data and assets.



4.4.5 Removing question papers from secure storage

1. In order to avoid potential breaches of security, care must be taken to ensure that the correct question paper packets are opened.
2. A member of school staff, additional to the person removing the question paper packets from secure storage, eg. an invigilator, must check the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened. This second pair of eyes check must be recorded.
3. One way of conducting the second pair of eyes check is to adopt an ‘eyes and ears’ approach. One person reads the information from the question paper packet to the second person. This addresses the risk that people read what they expect to see. The second person is more likely to hear if there is an issue with the day, date, time or paper.



4. A template for schools to use as the [Second pair of eyes check form](#). A copy of this document can be found in the **Appendix 9** of the OxfordAQA handbook.
5. If it is subsequently identified following the second pair of eyes check that the wrong question paper packet has been opened, it must be resealed. The incident must be reported to OxfordAQA’s Malpractice Investigation Team immediately on Irregularities@aqa.org.uk.
6. Question paper packets should be taken to the designated examination room(s) as close to the start of the examination as possible. They must not be removed from the centre’s secure storage unit(s) and taken to the designated examination room(s) any earlier than 60 minutes prior to OxfordAQA’s published starting time for the examination.



7. The question papers must not be left unattended. Care must always be taken to ensure the security of the question papers.

- As few packets as possible should be opened and this must be within 90 minutes of OxfordAQA’s published starting time for the examination. School following this approach should note that prior OxfordAQA’s approval is not required.
- Unless there is a need to split question paper packets for different examination rooms or facilitate access arrangements, they must be opened in the designated examination room(s).
- The second pair of eyes check is completed where the packets are open.
- The question paper packet must be re-sealed and placed back into the school’s secure storage unit(s). Unless the question paper packets being removed from the centre’s secure storage unit(s) are required for an alternative site (**see section 1.4**), they must not be taken to the different examination rooms any earlier than 60 minutes prior to OxfordAQA’s published starting time for the examination.

- Please do not photocopy or scan any question papers. If you need additional copies due to late entries, you can download the required amounts from Centre Services. Please follow our [guidance on downloading and printing question papers](#).

- the question papers extracted from the packet must be taken to the examination room(s)/site(s) in a **sealed non-transparent envelope**. An invigilator must always be present in the examination room(s). **Question papers must not be left unattended**

8. Coloured/enlarged paper

- If a student requires a question paper printed on coloured paper or enlarged from A4 to A3, it is strongly recommended that the school uses the **PDF version of the standard question paper**. This ensures higher print quality and reduces the risk of errors when collating or stapling pages.



- For OxfordAQA schools, the PDF copy of the question paper can be downloaded from **Centre Services** within **60 minutes of OxfordAQA’s published exam start time**.



9. Computer reader Access to Question Papers

- Where a student has been approved to use a **computer reader** (via Access Arrangements Online), it is strongly recommended that a **non-interactive electronic (PDF) version** of the question paper is either:
 - **Ordered** through Access Arrangements Online, or
 - **Downloaded** from OxfordAQA's secure extranet **within 60 minutes** of the published exam start time.
- Using a PDF ensures better print quality and reduces the risk of errors when printing, collating, or stapling the papers. (*Please refer to the OxfordAQA website for further guidance.*)
- Alternatively, the school may open the physical question paper packet in the **secure room** within **90 minutes** of the published exam start time. **No prior permission is required** for this.
- Where OxfordAQA has approved the use of a **Language Modifier**, they may access the question paper **60 minutes before** the published start time to prepare.

10. Where the SENCo has granted the student a Communication Professional and/or a Live Speaker:

- the Communication Professional may have access to the question paper 60 minutes prior to OxfordAQA's published starting time for the examination to prepare.
- the Live Speaker may have access to the transcript of the Listening examination 60 minutes prior to OxfordAQA's published starting time for the examination to prepare.

11. Access to Question Papers and Handling Live Assignments

- **Readers and scribes must not be given access to the question paper before the exam starts.** They may only see the paper once the exam has officially begun.

12. Handling Live Assignments and Confidential Materials

- If your school receives live assignments or confidential materials that need to be opened before the exam and used over an extended period, you must follow strict security procedures:
- **Issue only during the assessment**
These materials must be handed out only at the time of the assessment and collected immediately after the session ends.
- **Keep materials on-site**
They must not be taken off school premises under any circumstances. When not in use, they must be stored securely in line with the requirements outlined in **section 4.4** of this handbook.
- **Check for markings**
Before the exam, each copy must be checked to ensure it is clean and free from any writing, annotations, or alterations.
- **Do not use for practice**
Live assessment materials must never be used as practice papers or teaching resources for any qualification.

13. Schools should consult the conducting of [OxfordAQA Listening tests](#)



4.5 Preparing the exam room

This section supports schools in adhering to regulations when preparing exam rooms. It covers key aspects such as the exam site, seating arrangements, policy compliance, provisions for students with special educational needs, and procedures for responding to cyber-attacks.

4.5.1 Exam site

Schools must ensure appropriate exam site exists to support the size of the cohorts they are teaching. Students must sit their examination(s) at the School's registered address unless the school is using an alternative site arrangement (**see section 1.4**) or **has received permission from OxfordAQA's for a transferred student arrangement**. The school must display clear and permanent signage, including the name of the school as registered with OxfordAQA, outside the main building. This signage must be visible from the road to assist students (private and transferred), visitors, including Centre Inspectors, and to facilitate the delivery and collection of assessment materials.

4.5.2 Exam Room

- Any room in which an examination is held must provide students with appropriate conditions for taking the examination. The school must pay attention to conditions such as heating, lighting, ventilation and noise, whether internal or external, intermittent or continuous.
- The conditions for practical exams must give all students the opportunity to finish their tasks and show their true level of knowledge in the subject.
- You must clearly display on a board/flipchart/whiteboard to all students the following info:
 - centre number
 - date
 - the actual starting and finishing times of each examination
 - subject title or syllabus name
 - Paper number or component code of each examination.



- Ensure that all students can easily read this information.
- If necessary, display it in multiple locations within the exam room to ensure visibility for everyone.

4.5.2.1 Clock

A reliable clock (analogue and/or digital) must be visible to each student in the examination room and must be big enough for all students to be able to read clearly. The clock must show the actual time. Countdown and 'count up' clocks are not permissible.

Schools must carry out regular checks in advance of the examinations to make sure all clocks used in the examination room are in good working order and show the same time.



4.5.2.2 Students Warning poster and No Unauthorised items

You must display the [Warning to Students](#) and [No Unauthorised Items posters](#) **must be displayed in a prominent place outside each examination room**. This may either be a hard copy A3 paper version of the poster, in either black and white or colour, or a projection of the poster onto a wall or screen for all students to see. A copy of these two documents can be found in Appendix 1 and 2 of the OxfordAQA Handbook

Information for Students ([Written Exams](#) and [On-Screen Tests](#)) must be made available to all students in advance of their examination(s) for each series. It may be provided electronically or in hard copy paper format. A copy of these two documents can be found in **Appendix 10** and **11** of the OxfordAQA Handbook.

4.5.2.3 Display Material

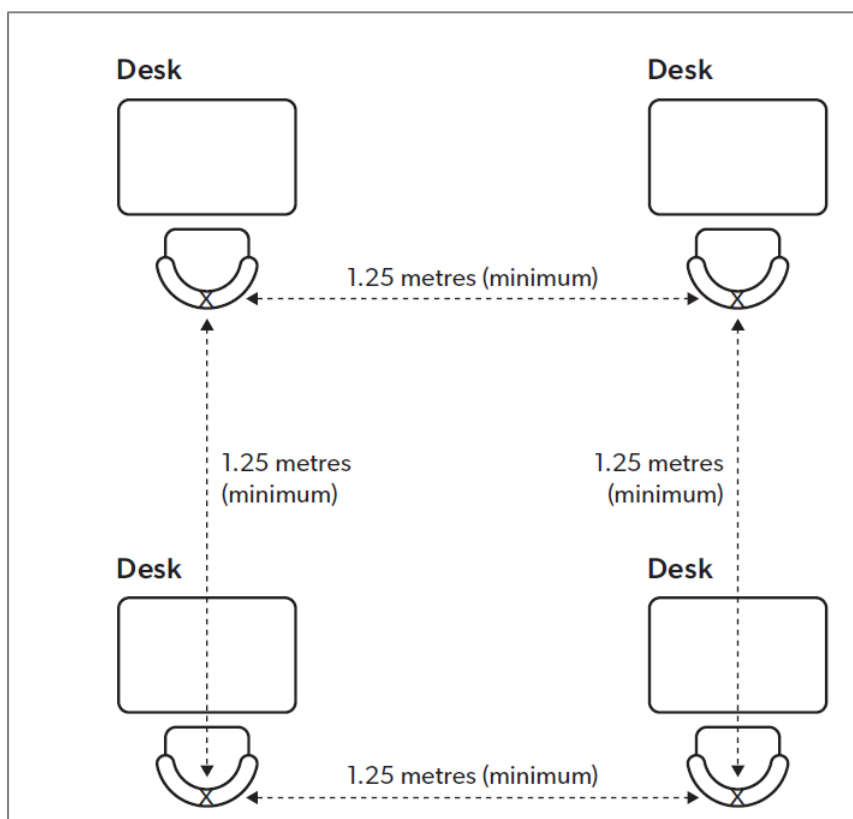
Display material (such as maps, diagrams, wall charts and projected images) which might be helpful to students must not be visible in the examination room. Care must be taken with examinations conducted in classrooms, laboratories or libraries.

4.5.3 Seating Arrangements

In this section, we outline the requirements for maintaining appropriate spacing between students during written exams, ensuring seating plans are prepared in accordance with regulation and implementing necessary precautions for students with contagious illnesses to uphold a safe and compliant exam environment.

4.5.3.1 Distance between Students

To help prevent malpractice during exams, it is essential to maximise the distance between students' desks. The minimum distance in all directions from the centre of one student's chair to the centre of another must be 1.25 metres (see diagram below). This measurement should be taken with the chair pulled out from under the desk, as if a student were seated.





Where possible, schools should make full use of the available exam room space to increase this distance. A recommended spacing of 2 metres in all directions is encouraged, where feasible. Inspectors will expect to see that the space is being used effectively.

For multiple-choice papers, even desks spaced at **1.25 metres** may not prevent students from seeing each other's work. In such cases, Exams Officers should consider the following measures:

- Increasing the distance between desks
- Alternating rows with students sitting different exams
- Using additional invigilators

Language Laboratories:

When exams are held in a language lab, the same minimum spacing of **1.25 metres** from the centre of one chair to another applies. If this cannot be achieved, screened booths must be used. However, as these may limit invigilators' visibility, additional invigilators will be required.

Computer Laboratories:

In computer labs, the minimum spacing should be **1.25 metres** between the outer edges of monitors. If this is not possible, students must either sit at alternate monitors or use screened booths. Again, if visibility is restricted, more invigilators must be employed.

For further guidance or support, please contact us at info@oxfordaqa.com.

4.5.3.2 Written Exams

All students must face in the same direction.

- They must sit in student number order, with **candidate numbers** or index numbers on each desk, except where variation is needed to support students with access arrangements.
- Each student must have their own desk or table large enough for question papers, maps, equipment and materials for practical exams, and answer booklets/paper.
- Ideally do not use desks with shelves in exams. Students could use these shelves to store notes or other unauthorised items. If no other desks are available, invigilators must check the shelves before the exam and must make sure students do not place anything on them during the exam. You could appoint extra invigilators to monitor this.
- Students who are working on a drawing board set on an easel or another non-horizontal surface should sit in an inward-facing circle or similar if possible.
- You may hold other exams in the room at the same time, as long as students are not disturbed.



We will not consider applications for special consideration on the basis that students were disturbed by the administration of another exam in the room.



4.5.3.3 Students with a contagious disease

- **General Principle:**

If a student is suffering from an infectious disease, the school must consider the health and safety of all students and staff. Students with infectious diseases should not normally be allowed to attend the examination centre, to prevent the spread of illness.

- **Special Consideration:**

If a student is unable to attend an exam due to an infectious disease, the school can apply for special consideration on their behalf. This process allows OxfordAQA to take the student's circumstances into account when awarding marks or grades.

- **Remote or Alternative Arrangements:**

In rare cases, and only with prior approval from OxfordAQA, alternative arrangements (such as sitting the exam in isolation or at an alternative site) may be possible. However, this must be agreed in advance and is not the standard approach.

- **Documentation:**

Medical evidence (such as a doctor's note) is usually required to support any application for special consideration.

4.5.3.4 Seating plan

You must produce a seating plan before each exam. It must show the position of each table and chair, and where each student will sit. Students should normally be seated in candidate number order. It must also show the position of the invigilator's desk and the direction the students will face. You must check and, if necessary, update your seating plan during each exam. You must keep a signed record of each seating plan. We may ask to see your seating plans at any time until you receive certificates. See **section 5.1.5** for more information about seating plans and an example of a seating plan.

4.5.4 Policies

This section outlines the key policies that schools must have in place and be prepared to present for inspection. Policies must be reviewed and updated annually.

4.5.4.1 Contingency Plan

A **contingency plan** is a prepared strategy or set of actions designed to respond effectively to unexpected events or emergencies. All schools must have an up to date written contingency plan.

The contingency plan must cover all aspects of examination/assessment administration and delivery. Senior leaders must have robust contingency arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on student.

The plan must cover the following scenarios:

- the Head of Centre, Exams Officer, relevant senior leader(s) with oversight of examination and assessment administration, Special Educational Needs Coordinator/Additional Learning Needs Coordinator (SENCo/ALNCo) or any other key staff essential to the examination process being absent at a critical stage of the examination cycle.
- the potential impact of other events such as flooding, power outages, earthquakes or other unforeseen circumstances which could lead to all or parts of the centre becoming unavailable.
- potential issues with the school's IT systems.

As part of their contingency plan school must identify an alternative site if examinations cannot be conducted at the registered address. Larger schools may require more than one potential alternative site or different sites for different Year Groups.



Each school must have at least one senior member of staff (senior designated contact) who is available to manage emergency requests from OxfordAQA that are results related during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the school holidays.

Schools must ensure that students' work is backed-up and should consider the contingency of students' work being backed-up on two separate devices, including one off-site back-up. School must implement appropriate security arrangements which protect students' work in the event of IT system corruption and cyber-attacks.

4.5.4.2 Governance

Governance means the way decisions are made and rules are followed in an organisation to make sure everything runs properly and fairly. It is the responsibility of the Head of Centre to ensure that their school external and internal governance arrangements:

1. has in place a written escalation process should the Head of Centre, or a member of the senior leadership team with oversight of examination and assessment administration, be absent.
2. has in place a member of the senior leadership team who has a good working knowledge of the examination system, will provide effective line management support and supervision of the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series.
3. can confirm to OxfordAQA their external governance arrangements so that the examination board has confidence in the integrity of school activities such as the delivery of qualifications and the conducting of examinations and assessments.

4.5.4.3 Data Protection Policy

Schools and OxfordAQA must comply with the **UK General Data Protection Regulation (UK GDPR)** and the **UK Data Protection Act (2018)** when handling personal data during the examination process. The [General regulations and terms and conditions for approved centres](#) document (page 24) provides comprehensive information about the UK GDPR and the UK Data Protection Act (2018) under the Exchange Data section, outlining the data protection requirements that schools must comply with. Below is a summary of the points covered in the document. The [OxfordAQA Privacy Notice](#) is available on our website.

Schools' Responsibilities:

- Ensure all personal data is collected, processed, and stored securely.
- Implement appropriate technical and organisational measures to protect data from loss, misuse, or unauthorised access.
- Obtain student consent for any transfer of personal data, including international transfers.
- Inform staff and students that personal data may be shared with other awarding bodies in cases of suspected malpractice.
- Report any data breaches to OxfordAQA within **24 hours** by emailing info@oxfordaqa.com, including full details of the breach.
- Ensure students are aware that their exam results may be shared with educational authorities, UCAS, or universities for verification and policy purposes.

OxfordAQA's Role:

- Maintain a secure archive of students' examination results.
- Provide students with access to their personal data upon request, via the centre's Exams Officer.
- Issue updated certificates in special cases (eg. gender reassignment or witness protection) upon receipt of appropriate documentation.
- Share centre and student data with AQA Education, Oxford University Press, and universities as needed for operational and verification purposes.



Students and schools can contact OxfordAQA for further guidance or support at info@oxfordaqa.com.

4.5.4.4 Complaints and appeals procedure

The Head of Centre is responsible for ensuring that a written complaints and appeals procedure is:

- Readily available for inspectors to review.
- Reviewed and updated **annually** to remain current and compliant.

Schools must also ensure that students and their parents/carers are made aware of:

- The school's **written complaints policy**, which covers general concerns related to the delivery or administration of qualifications.
- The school's **internal appeals procedure**, which outlines how academic decisions can be formally challenged.



In exceptional circumstances, an awarding body may communicate directly with a parent or student for example, if a formal complaint is raised and the school's internal complaints process has been fully exhausted.

4.5.4.5 Conflicts of interest policy

The **Head of Centre** must ensure that a **written Conflicts of Interest Policy** is in place and readily available for inspection.

It is the school's responsibility to actively manage conflicts of interest by:

- Identifying any potential or actual conflicts
- Informing OxfordAQA via the **online Conflict of Interest form**
- Submitting this information **before the published deadline for entries** for each examination series.

For detailed guidance on the centre's responsibilities regarding conflicts of interest, please refer to **Section 4.3** of the [General regulations and terms and conditions for approved centres](#)

4.5.4.6 Internal appeals procedure

As mentioned in section 4.10 in the [General regulations and terms and conditions for approved centres](#) document a school needs to have in place and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all students. (A school may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to students upon request.)



Advice: A centre should print off its internal appeals procedure and make them available as and when required for inspection purposes.



4.5.4.7 Malpractice policy (including preventing AI misuse)

Malpractice' means any act, default or practice which is in breach of our [regulations](#). We have produced a complete set of [definitions and guidelines surrounding malpractice](#) that you can read for further guidance. The Head of Centre must have a written malpractice policy covering all qualifications delivered by the school. This policy must:

- Explain how students are informed about malpractice and how to avoid it in exams and assessments.
- Outline procedures for escalating suspected malpractice within the school and reporting it to OxfordAQA.
- **Address the use of Artificial Intelligence (AI), including:**
 - **What AI is and when its use is appropriate.**
 - **How AI use should be acknowledged.**
 - **The risks of AI misuse and how it will be treated as malpractice**



For further guidance, schools should refer to OxfordAQA's webpage [Guidance Surrounding Use of Artificial Intelligence in Assessments](#). This resource outlines how AI should be used and referenced in assessments, supports teachers and assessors in managing AI appropriately, and helps students understand their responsibilities when completing coursework and non-examined assessments.

As mentioned in **section 4.10** in the [General regulations and terms and conditions for approved centres](#) document a school must have a written policy regarding the management of non-exam assessments in place and available for inspection;

- use only current assessment materials/tasks to assess students' knowledge and skills (in cases where OxfordAQA provides such material).
- keep live non-exam assessments secure and confidential at all times whilst in their possession. It is not acceptable for teaching staff to share live non-exam assessments with students. Live non-exam assessments are defined as any controlled assessment or coursework on a topic which has been set either by OxfordAQA or the centre for a current or future examination series. The work may have been completed in a previous year or be in preparation for the present or future series.
- store safely and securely all controlled assessments, coursework or portfolios until the deadline for a review of results has passed or until any appeal, malpractice or results enquiry has been completed, whichever is later. This includes materials stored electronically.



Advice: A centre should print off its policy relating to the management of non-exam assessments and make them available as and when required for inspection purposes.

4.5.4.9 Equalities policy

The Equalities Policy affirms the school's commitment to treating all students and staff fairly, promoting inclusion, and preventing discrimination based on characteristics such as age, gender, race, disability, religion, or sexual orientation. It is the responsibility of the Head of Centre to ensure that their school delivers qualifications as required by OxfordAQA and in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all students capable of undertaking them and seeking and implementing reasonable adjustments for students with disabilities.

This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the school provides to students with disabilities. Where the school is under a duty to make a reasonable adjustment, the school must not charge a student with disabilities any additional fee in relation to the adjustment or aid.



4.5.5 Special Educational Needs

Every school must appoint a **Special Educational Needs Coordinator (SENCo)**—or an equivalent staff member—who is responsible for managing access arrangements for students who may need additional support during exams. This includes:

- Students with **learning difficulties or disabilities**
- Students for whom **English is an additional language**
- Students with a **temporary illness or injury**

The SENCo (or equivalent) must:

- **Assess each student's needs** to determine whether any exam support is required
- **Ensure appropriate arrangements are in place**, such as extra time, use of a reader or scribe, or separate rooms
- **Provide students with clear information** about their qualifications and how they will be assessed
- **Make sure all arrangements reflect the student's usual way of working in class**

During the admissions process, schools must:

- Evaluate whether each student is **able to complete the qualification successfully**
- Make **professional and fair decisions** about the support each student may need
- Clearly identify and document the **type of support** that will be provided during exams or assessments

4.5.6 Cyber-attacks

A **cyber-attack** is an attempt to access, damage, or disrupt your school's digital systems or data. This can put sensitive information such as student records, exam materials, or staff details at serious risk.



If you suspect that your school has been affected by a cyber-attack, it is **essential** that you contact OxfordAQA **immediately** so we can take urgent steps to protect any confidential exam materials.

Please contact us as soon as possible via:

- **Phone: +44 (0)161 696 5995**
- **Email: info@oxfordaqa.com**

By reporting quickly, we can help prevent further risk and ensure the integrity of your examinations is maintained.



4.5.7 Cyber security

Cyber security is the practice of protecting your organisation's digital systems, data, and networks from unauthorised access, damage, or theft.

OxfordAQA will maintain high standards of cyber security to:

1. safeguard sensitive information provided by school, including personal student data.
2. protect the integrity of secure electronic assessment materials.

The **Head of Centre** must ensure there are procedures in place to maintain the security of user accounts by:

1. providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret.
2. providing training for staff on awareness of all types of social engineering/ phishing attempts.
3. enabling additional security settings wherever possible.
4. updating any passwords that may have been exposed.
5. setting up secure account recovery options.
6. reviewing and managing connected applications.
7. monitoring accounts and regularly reviewing account access, including removing access when no longer required.
8. ensuring authorised members of staff securely access OxfordAQA's online systems in line with the examination board regulations regarding cyber security. For further information on cyber security please access these two documents on our websites - [Guide to cyber security](#) and [Top tips on cyber security](#).
9. Authorised staff will have access, where necessary, to a device which complies with OxfordAQA multi-factor authentication (MFA) requirements.
 - formal logging and reporting of any actual or suspected compromise of OxfordAQA's online systems immediately.
 - ensuring regular cyber security audits (i.e. a review of systems, accounts, and processes) and staff training updates take place (i.e. refresher courses).



Part 5: Exam Day

This section directs you to a range of information to help you to get prepared, focusing on:

5.1 At the beginning of the exam - Outlines key checks and setup procedures to ensure a secure and compliant start to each OxfordAQA exam.

5.2 During the exam - Covers key exam-day responsibilities, from supervising students to managing disruptions and practical exams.

5.3 At the end of the exam - Includes key end-of-exam procedures, including script collection, material security, and post-exam handling to maintain exam integrity.

5.4 Packing and sending scripts - Explains how to securely pack exam scripts, send materials, manage unused stationery, and release question papers.

5.5 Special consideration – Provides guidance on applying for special consideration in cases of absence, disruption, or exceptional circumstances, including outcomes and appeals.

5.6 Malpractice - Defines what constitutes malpractice, the responsibilities of schools, how to report concerns, and where to find guidance and support.

5.7 Subject specific instructions for exams including Speaking, Listening, and on-screen exams - Follow exam-specific guidance for Speaking, Listening, and on-screen tests in International GCSE English as a Second Language, French, and Spanish.

5.1 At the beginning of the exam

Exam Scheduling and Timetabling Requirements

Students must sit their exams in the **correct timetabled session** as published by OxfordAQA. Schools are responsible for:

- **Scheduling exams** according to the **confirmed exam timetables** available on the [OxfordAQA website](#)
- **Starting exams** in line with the [Time Zone Guide](#), as outlined in:
 - **Section 1.2.3** – Confirmed Exam Timetables
 - **Section 1.2.6** – Time Zone Guidance



If your school is **unable to meet these requirements**, you must apply for a **timetable variation** in accordance with **Section 1.2.7.4**.

It is the school's responsibility to communicate exam times clearly to students.



5.1.1 Live exam inspections

A **live exam inspection** takes place during an active OxfordAQA examination series to ensure that examination procedures are being followed correctly and consistently. Inspections may be **scheduled with short notice** or may occur **unannounced**.

1. Notification of Inspection

Where possible, OxfordAQA will provide **approximately 48–72 hours' notice** via email. However, live exam inspections may also take place **without prior notice**. Schools should regularly check junk or spam folders for inspection-related communication.

2. Staff Availability

During a live exam inspection, the school must ensure:

- The **Exams Officer, Head of Centre**, or another **senior authorised keyholder** is available to accompany the inspector throughout the visit.
- Staff remain available for the duration of the day, **including until all afternoon examinations have been completed** and scripts have been dispatched or securely stored.

3. What the Inspector Will Review

Examination room setup

The inspector will check that:

- Display material (eg., maps, diagrams, charts, projected images) is **not visible** to students.
- A **reliable analogue or digital clock** is clearly visible to all students.
- Desks meet spacing requirements: **a minimum of 1.25 metres in all directions**, measured from the centre of each chair.
- Where desks include shelves or drawers, procedures are in place to check for unauthorised materials **before and during** the exam.
- A **board, flipchart or whiteboard** is visible to all students and displays:
 - centre number
 - subject title and paper number
 - exam date
 - the actual start and finish times

Security and handling of live exam materials

The inspector will confirm:

- Secure storage arrangements for confidential exam materials
- Procedures for receiving, storing, distributing and returning live exam materials
- Script dispatch processes and the secure holding of completed scripts until collection or dispatch

4. During the Inspection

- The inspection may take place **in person** or **remotely** via Microsoft Teams.
- Key staff must be available, and examination venues, secure storage areas, and all relevant documentation and records (including logs and access arrangements, where applicable) must be accessible for inspection.
Refer to [Preparing for an OxfordAQA Inspection infographic](#) for full preparation requirements, including Tables 1 and 2 and guidance on joining a Microsoft Teams call, where applicable.
- The inspector will confirm their identity at the start of the inspection.
- The inspector will provide oral feedback at the end, outlining any potential actions or concerns.



Important Note: Schools must not contact the inspector directly with follow-up questions or evidence. All post-inspection correspondence must be sent to:
OxfordAQAApproval@aqaa.org.uk



5. After the Inspection

- The inspector submits their findings to the **OxfordAQA Centre Approval Team**.
- The school receives a written summary of the inspection.
- If any **actions are required**, the school must complete them and submit the necessary evidence.
- Final confirmation that standards have been met is issued **after review** by the Centre Approval Team.
- Schools must **not make any changes** to secure storage arrangements until advised by OxfordAQA.

6. Further Guidance

A full copy of the detailed guidance on the inspection process is provided in the following documents:

- [Inspection Process – Overview Flowchart](#)
- [Preparing for an OxfordAQA Inspection](#)

These documents contain additional information on inspection timings, preparation requirements, what to expect on the day, and inspection-specific requirements.

5.1.2 Identifying students

All schools must have a **clear, written procedure** in place for verifying the identity of students taking exams. This procedure must be followed by invigilators **before each exam begins** to ensure the integrity of the examination process.

Key Responsibilities and Requirements:

- The **Head of Centre** is responsible for ensuring that invigilators are trained and able to verify the identity of all students sitting exams.
- **Invigilators must follow the school's written procedure** to confirm each student's identity before the start of the exam.
- Identity checks must be conducted **respectfully**, taking into account:
 - **Religious customs**
 - **Relevant local laws and regulations**

Private Candidates:

- For private candidates who are **not known to the school**, valid **photo identification** must be presented at **each exam session**. Acceptable forms of ID include:
 - Passport
 - Driving licence
 - National ID card
- The ID must be used to confirm that the individual attending the exam is the same person who was entered for the qualification.

Conduct of Checks:

- All identity checks must be carried out in a way that **does not disturb other students** who may have already started their exams.
- Schools should consider **designated areas or staggered entry** to facilitate smooth and discreet identity verification.



5.1.3 Candidate numbers

To ensure smooth exam administration and accurate candidate identification:

- **All students must be informed of their centre number and candidate number** before the examination period begins.
- Each candidate's **number (or index number)** must be:
 - Clearly displayed on their exam desk
 - Used to support accurate seating arrangements and script identification

This helps invigilators verify students efficiently and reduces the risk of administrative errors during and after the exam.

5.1.4 Attendance registers

Schools must ensure the accurate completion of the attendance register for all examinations. This is a critical part of the process for identifying students present in the exam room and directly impacts OxfordAQA's ability to deliver accurate results.

Schools may use their Management Information System (MIS) to record student attendance and generate a school-produced attendance register. We send you pre-printed attendance registers before the exams. Use them to record whether the students listed are present or absent. If you do not receive the attendance register for an exam, then you can [create your own](#) on Centre Services and then download a copy of your attendance register.

Please follow the following instruction on [Centre Services](#) to create your own attendance register:

- a) [Log in to Centre Services](#) .
- b) Go to the **Pre-Exams** tab in the menu.
- c) Then **Entries > Entry reports**.

To create your own attendance register in the entry reports page select '**Current Entry Reports**'.

- Select an academic year
- Select a series
- Click 'Search'
- Click 'Subject reports'
- Select a specification
- Select a component (make sure entry code is 'all')
- Click 'Run report'
- **Download and save your copy of attendance register.**



Pre-exams | Exams | Post-exams | Resources | Key information

Pre-exams / Entries / Entries reports / Current entry reports Help

Current entry reports

Report type

Series Year* Series Code*

Reports printed here will contain up to date information. Please check the Entries, amendments and queries page to see if all your amendments have been processed and whether any queries need to be addressed.

6Y June 2026 Oxford AQA International GCSE	Download Report
Centre summary of entries Last generated: 14 January 2026 At 7:19 AM <input type="button" value="Request again"/>	Centre summary of entries
Centre statement of entries Last generated: 15 January 2026 At 12:08 AM <input type="button" value="Request again"/>	Candidate number Candidate name

Candidate statements of entry

Optional filters for subject reports

List candidates by specification, entry code or component. Select a specification and component to produce an attendance record

Specification Entry code Or Component

Order By *
 Candidate Number Candidate Name

Let's chat
Questions Matter

Follow the instructions for returning attendance registers in section **5.4.1(packing scripts)**. If you have student(s) taking an exam in a separate exam room at your school or at a different venue, do not send us a separate attendance register. Mark them as 'present' on the main attendance register and return their scripts in the same packet as the other students taking the exam.



While it is not mandatory to use the paper attendance registers provided by OxfordAQA, schools A school generated attendance register must list:

- the centre number
- paper details, including tier, and date of examination
- candidate numbers and student names
- whether students were present or absent for the examination.



5.1.4.1 Invigilator Responsibilities

During the exam, invigilators must:

- **Accurately complete the attendance register**, marking each student as:
 - **Present**
 - **Absent**
 - **Transferred**
 - (Follow OxfordAQA's instructions for each category.)
- **Add details of any students who sit the exam but are not listed** on the register. (*The Exams Officer must submit formal entries to OxfordAQA as soon as possible.*)
- **Cross out the names and candidate numbers** of students who have been officially withdrawn but still appear on the register.
- **Complete the attendance register before the end of the exam**, to allow for a final check when collecting scripts.
- **Begin completing the register once students are seated and the exam has started**, to help identify any absentees who may need to be contacted.

5.1.4.2 School Responsibilities

The school must:

- **Brief invigilators** on any arrangements for transferred students (if applicable).
- **Keep a copy of the completed attendance register** until:
 - The deadline for reviews of marking has passed, or
 - Any appeal, malpractice investigation, or results enquiry has been completed whichever is later.

5.1.5 Additional exam rooms

If you are unable to fit all the students sitting a certain component into one exam room, you can use one or more additional exam rooms. You do not need to tell us. You must set up any additional exam rooms in the same way as your main exam room.

5.1.6 Seating plan

Before each examination, your school must prepare a **seating plan** that clearly shows how the exam room is arranged. This plan should include:

- The position of each **table and chair**
- The **name and candidate number** of each student and where they are seated
- The location of the **invigilator's desk**
- The **direction students are facing**
- Identification of any students with **approved access arrangements**

During the exam, the seating plan must be reviewed for accuracy and updated if any changes occur.

Any adjustments to seating arrangements made during the exam must be **clearly noted** on the plan.



Please note:

Seating plans must be completed **before the exam begins**; they must not be created after the exam has finished.

A **signed copy** of the seating plan must be kept for each exam session.

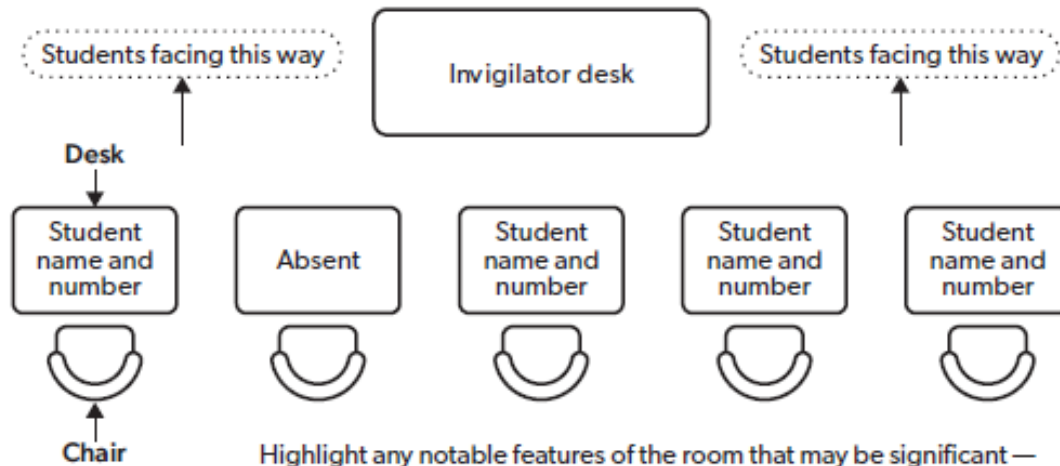
OxfordAQA may request to see seating plans and invigilation records at any time until certificates have been issued.



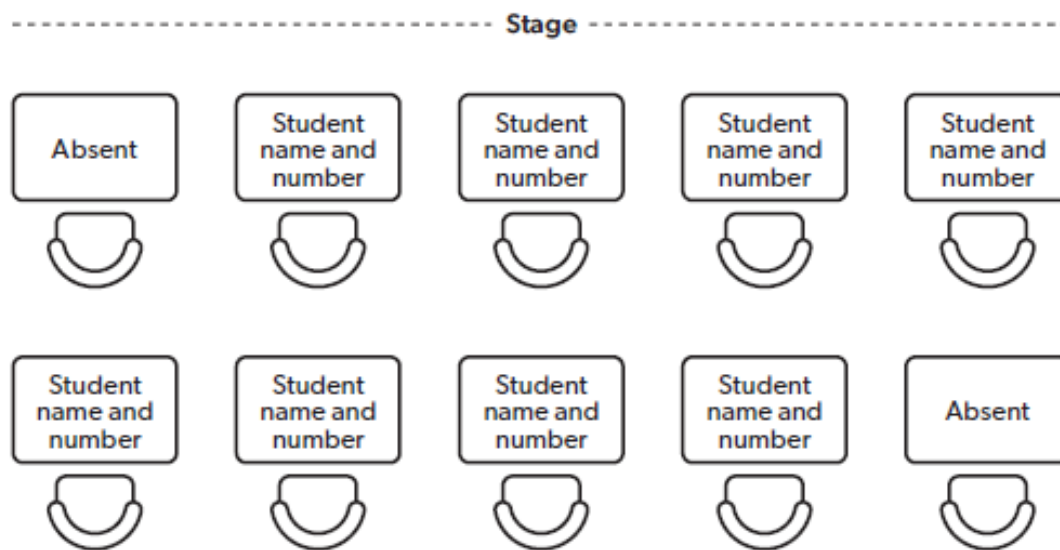
Example of seating plan

Show which way students are facing by adding chair positions or an arrow.

Show where each student is seated by displaying **student details** such as student names and candidate numbers on each desk.



Highlight any notable features of the room that may be significant — for instance, if certain desks are positioned on a raised platform such as a stage. In this seating plan, both the invigilator and the first row of students are seated on a stage.





5.1.7 Unauthorised entries

If a student arrives to sit an exam they have **not been entered for**, they may still be allowed to take the exam **only if** the following conditions are met:

Conditions for Allowing the Student to Sit the Exam:

- **Spare Question Papers Are Available**
 - There must be **enough spare copies** of the specific exam paper.
 - **Photocopying question papers is strictly prohibited.**
 - If no spare papers are available, the student **must not** sit the exam **unless** there is sufficient time to download the paper from Centre Services (available **90 minutes before** the scheduled start time).
- **Attendance Register Update**
 - The student must be **added to the attendance register** for each relevant exam they sit.

Always ensure that any such cases are documented and reported according to your school's internal procedures and OxfordAQA's regulations.



Note: Adding a student's name to an attendance register **does not** constitute an official entry. To submit an entry for a student, please use your usual entry method. Late entry fees will apply.

5.1.8 Stationery, materials and other equipment

Ordering Extra Exam Stationery

If you need additional exam materials, you can request them using the [Extra Stationery Order Form \(DOCX\)](#). This includes:

- **Return labels**
- **Script return sacks**
- **Additional answer booklets**



Important: Only use official OxfordAQA stationery. Do not use single sheets or alternative materials.

Refer to **section 4.2.3** of this handbook for details on dispatch notifications.

What OxfordAQA Does Not Send

- OxfordAQA **does not send printed copies** of the following:
 - **Past papers** – download from the Resources page
 - [Candidate record forms](#) – download from the Non-Exam Assessment section
 - [Centre declaration sheets](#) – also available in the Non-Exam Assessment section

What Students Will Need

- To ensure your students have everything required for their exams:
- **Check the Stationery Summary Lists on Centre Services** – this provides a full list of materials needed for each exam.
- **Review the instructions inside your question paper pack** – this confirms what must be provided in the exam room.
- **Display required exam room posters** – as outlined in the **section** below '**Student Warning Poster**' and '**No Unauthorised Items**' of the handbook, including:
 - [No Unauthorised Items Poster](#)
 - [Warning to Students Poster](#)



Exam Room Posters

Ensure that the following are clearly displayed in a prominent place outside each examination room, as required in **Section ‘Student Warning Poster’ and ‘No Unauthorised Items’**:

- No [Unauthorised Items Poster](#)



- [Warning to Students](#)

Warning to Students

1. You **must** be on time for all your examinations.
2. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
3. You **must not**:
 - sit an examination in the name of another student;
 - have in your possession any unauthorised material or equipment which might give you an unfair advantage.
4. **Possession of a mobile phone, watch** or other unauthorised material **is not allowed** even if you do not intend to use it, and you will be subject to penalty and possible disqualification from the exam/qualification.
5. You **must not** talk to, attempt to communicate with or disturb other students once you have entered the examination room.
6. You **must** follow the instructions of the invigilator.
7. If you are confused about anything, only speak to an invigilator.

The *Warning to Students* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all students to see.



Copies of the above posters can be ordered using the [Extra Stationery Order form](#) .

5.1.8.1 Calculators

A **calculator** is defined as an **electronic device primarily used to perform mathematical calculations**.

When Calculators Are Allowed

- The **instructions on the question paper** will indicate whether calculators are permitted.
- If no statement is included, calculators should be treated as standard equipment and may be used by students.

Student Responsibilities

When calculator use is permitted, students are responsible for ensuring their device:

- **Functions properly** throughout the exam
- **Complies with OxfordAQA regulations**, including:
 - Powered by an internal power supply (students may bring a spare set of batteries in transparent packaging)
 - Silent operation
 - Visual display only (no audio or communication functions)



Non-compliant calculators may be confiscated, and their use could result in a breach of exam regulations.

Important: Students must be informed of these regulations in advance and should be familiar with the Information for Students ([Written Exams](#) and [On-Screen Tests](#)) documents. A copy of these documents can be found in the **Appendix 10 and 11** of the OxfordAQA Handbook.

Prohibited Calculator Functions:

To ensure fairness and compliance during exams, please note the following **calculator restrictions**.

During the exam

Calculators **must not** be able to:

- Translate languages
- Perform symbolic algebra (eg. solving equations symbolically)
- Carry out symbolic differentiation or integration
- Connect to other devices or the internet

No Access to Pre-Stored Information

Calculators **must not** contain or provide access to:

- Databanks (eg. periodic tables — except scientific constants)
- Dictionaries
- Mathematical formulae
- Text or notes

Before and After the Exam

- Students **must clear all stored data and programs** from their calculators **before** and **after** the exam.
- Using stored information during the exam or removing exam content from the exam room is considered **malpractice**.



Additional Guidelines:

To ensure compliance with OxfordAQA exam regulations, please follow these important rules regarding calculator use:

What Is Not Allowed

- **No borrowing calculators** from other students during the exam.
- **No calculator cases, lids, or instruction leaflets** with printed instructions or formulae — unless they **cannot be removed**. In such cases, **invigilators must check** for unauthorised content.
- **No devices that can connect to other devices or the internet**, including:
 - Tablets
 - Mobile phones
 - Apps or websites with mathematical functions



What Is Allowed

- **Exam mode calculators** are permitted if they restrict access to prohibited functions and stored data.
- **Invigilators may provide a replacement calculator** if needed.
- If a calculator is **only allowed for part of the exam**, students should place it **on the floor under their desk** (in view of invigilators) during the non-calculator section.

Symbolic vs Numerical Functions

- **Not allowed:** Calculators with **symbolic algebra or calculus** functions (e.g. showing algebraic steps or symbolic integration/differentiation). These are often labelled **CAS (Computer Algebra System)**.
- **Allowed:** Calculators that perform **numerical integration or differentiation** (i.e. they give a numerical answer without showing algebraic steps).

Before and After the Exam

- Students **must clear all stored data and programs** from their calculators **before and after** the exam.
- Using stored information or removing exam content is considered **malpractice**.

5.1.8.2 Dictionaries

Use of Dictionaries in Examinations

- **Electronic dictionaries** are **not permitted** in any examination. This includes devices such as tablets and e-readers.
- **Dictionaries of any kind** are **not allowed** unless explicitly permitted by the syllabus.

Simple Translation Dictionaries

- We allow **simple translation dictionaries** in certain exams, **except**:
 - In **language exams** (eg. English, English as a Second Language).
 - Where the **syllabus specifically prohibits** their use.

A **simple translation dictionary** is defined as one that provides **word-for-word translations only**, without explanations, definitions, or contextual meanings.

For instance, we allow simple translation dictionaries in science and mathematics tests but we do not allow them in English and English as a second language tests.



It is the school responsibility to ensure students are informed of these rules in advance and that invigilators are briefed accordingly.



5.1.8.3 Science papers

- a) Students must bring the following items to all science papers:
 - A 300 mm ruler
 - A protractor
- b) Graph paper will be included in the stationery if the question paper requires it.
- c) Calculators are permitted in all science papers. Please ensure students are aware of the calculator regulations and that their devices comply with exam requirements.

5.1.8.4 Mathematical tables

Students may only use mathematical or statistical tables if:

- They are explicitly permitted by the syllabus, or
- They are listed in the 'Additional materials' section of the question paper.

These materials must be available to the students for the entire duration of the exam.

5.1.9 Authorised and unauthorised materials

5.1.9.1 Authorised materials

To ensure a fair and orderly examination environment, please note the following regulations regarding items students may bring into the exam room:

- a) **Permitted Materials** - In addition to the stationery, materials, and equipment listed in **section 5.1.8**, students may only bring additional materials into the exam room if explicitly permitted by:
 - The instructions on the question paper,
 - The additional exam materials list,
 - Or the syllabus booklet.
- b) **Food and Drink** -The Head of Centre may decide whether students are allowed to bring food and drink into the exam room. If permitted, the following rules must be strictly followed without any disruption to other students. To facilitate quick and efficient checks by invigilators:
 - Food must be free of packaging and placed in a transparent container.
 - Drink bottles must be transparent and have all labels removed. This includes transparent, reusable plastic bottles.

5.1.9.2 Unauthorised materials

- a) Unauthorised materials are those that potentially enable or assist students to compromise the integrity of the assessment by:
 - concealing information that may be relevant to the assessment
 - sharing information about the assessment
 - accessing information that may be relevant to the assessment.

Unauthorised materials also include those that put the health and safety of others at risk. The following are examples of unauthorised materials:

- electronic devices with data storage and/or communication capabilities, such as:
- mobile phones,
- cameras,
- e-readers,
- Bluetooth headsets, air pods, earphones/earbuds, iPods,
- MP3/4 players or similar devices,
- tablet or laptop computers,
- watches and 'smart wear' such as smart glasses and smart watches
- revision notes of any kind



- calculator cases
- non-transparent pencil cases
- any packaging with images or text on it (students should put food or drink in plain packaging see **section 5.1.9.1 (b)** for more information)
- weapons of any kind.

This list does not include every possible item. Staff should use their judgement and consider whether an item could allow a student to hide or access information in the exam room or in areas accessed during the exam (eg. washrooms).

- Students must turn off all electronic devices and leave them outside the exam room. They must leave other types of unauthorised material outside the exam room or give them to the invigilator before the exam starts. Invigilators will keep these items somewhere safe where students can't see or reach them.
- You and your invigilators must watch out for students trying to bring unauthorised materials into the exam room and must report anything suspicious or against the rules.
- Possession of unauthorised materials in the exam room constitutes a breach of regulations. All such incidents must be reported using the relevant suspected malpractice form. See **section 5.6 Malpractice** for further details.
- If a student needs a medical device (like for diabetes), the school must contact the exam board before the exam.



Please note - Any issues related to question paper security or exam conduct must be reported by the invigilator to the Head of Centre immediately. The Head of Centre or Regional Team must then notify the exam board without delay.



5.1.10 Starting the exam

Exam Conditions Begin Immediately

- Students are under **formal exam conditions** from the moment they enter the exam room until they are permitted to leave.
- They must not talk, communicate, or disturb others once inside.

Handling Question Paper Packets

Before the Exam Starts

- Collect **green question paper packets** from secure storage **as close to the exam start time as possible**.
- Packets are colour-coded to help identify the correct qualification (see **section 4.3** for details).

Second Pair of Eyes Check

- A second staff member (eg. an invigilator) must check:
 - Packet is **sealed and undamaged**
 - Label details: **day, date, time, subject, unit/component, tier (if applicable)**
- Use the **“eyes and ears” method**:
 - One person reads the label aloud
 - Second person listens and confirms accuracy
- **Record this check** as part of your exam procedures.
- A copy of this document can be found in **Appendix 9** of the OxfordAQA Handbook.

Visible Information on Green Packets

The transparent window shows:

- Qualification (eg. International GCSE)
- Subject name
- Component code
- Exam date and time
- Duration
- Number of papers enclosed
- Items required by **invigilator** and **student**

Important: Question papers must **never be left unattended** once removed from secure storage.

If There Are Not Enough Papers

- **Do not photocopy or reproduce** any part of the exam paper.
- If the shortage is due to **unauthorised entries**, students **must not sit the exam** unless:
 - Spare papers are available, or
 - The paper can be downloaded from **Centre Services** (available **90 minutes before** the scheduled start time).
- If papers are missing, **contact OxfordAQA immediately** and refer to **section 4.3.1** for guidance.

Setting Up the Exam Room

- For large groups or multiple rooms, you may place papers face-up on desks **before students enter**.
- **Do not leave papers unattended**.
- Students must **not open papers** until instructed to begin.



Invigilator Instructions

- Read aloud the **official instructions** before students start.
 - Use the suggested wording of [OxfordAQA Invigilator Announcement](#), in **Appendix 5** (downloadable).
 - If using your own script, it must include all required content.
 - Instructions must be read in **English** and may be repeated in another language **with identical meaning**.
- Students must hand in:
 - **Mobile phones**
 - **Watches**
 - Any other **unauthorised items**

Possession of unauthorised items may be considered **malpractice** under JCQ guidelines.

Student Identification

- Students must write:
 - **Name**
 - **Candidate number**
 - **Centre number**
 - On all work they wish to submit.
- For **listening tests**, allow time for this before playing the audio.

Erratum Notices

- Inform students of any official erratum notices.
- If none are issued, students must answer questions **as printed**.
- **Do not give advice** unless authorised by OxfordAQA.

Access to the Exam Room

- Only authorised staff may enter the exam room.
- Staff must not:
 - Give advice
 - Comment on the paper
 - Suggest which questions to attempt
- Refer to **Appendix 13 in the OxfordAQA Handbook** – [Notice to school](#) for full guidance on who may be present in the Examination room.

Student-Only Environment

- Only students **sitting the exam** may be present in the room during the exam.
- If a student identifies a problem (eg. suspected error on the paper) and the invigilator cannot resolve it:
 - A staff member may enter the room **without prior authorisation**
 - They may take the paper out **only to contact OxfordAQA**



5.1.10.1 Opening the wrong question paper packet

If you accidentally open the wrong **green question paper packet**, follow these steps immediately:

1. **Do not** hand out any papers.
2. **Inform the Head of Centre** straight away.
3. Complete and send the [Exam Room Incident Log](#) (a copy of this document can be found in **Appendix 6** of the OxfordAQA Handbook) as soon as possible.
4. With the Head of Centre present:
 - **Do not reseal** the green packet.
 - **Take photos** of the opened packet.
 - Place it in a **large envelope**.
 - Label the envelope with:
 - Question Papers”
 - The **specification and component code**
 - The **exam date and time**
 - **Seal the envelope**.
 - Both you and the Head of Centre must **sign across the seal**.
 - Cover the signatures with **clear tape** (not masking tape).
 - **Photograph** the sealed envelope and signatures.
 - Return the envelope to **secure storage**.
5. On the [Exam Room Incident Log Form](#), a copy of this document can be found in **Appendix 6** of the OxfordAQA Handbook explain:
 - How and why the packet was opened
 - Who opened it and when
 - Who has had access to the packet and the papers since it was opened
6. Student may need to remain under **Centre Supervision** while this is being resolved
7. Begin the correct exam once everything is secure.

It is essential to document everything thoroughly and maintain the security of the materials.

5.1.10.2 Late and Very Late Candidate Arrivals – OxfordAQA Policy Late Arrivals

A student arriving after the scheduled start time of an examination may still be permitted to sit the exam. This decision rests entirely with the school. If allowed to proceed, the student must be granted the full allocated time for the examination.

Very Late Arrivals

A student is classified as **very late** if they:

- Arrive **more than one hour** after the published start time for an exam lasting one hour or more (i.e. after 10:00am (UK time) for morning exams), or
- Arrive **after the published end time** for an exam lasting less than one hour.

In such cases, schools must:

1. **Submit the script** to OxfordAQA or the examiner as normal.
2. **Complete and submit the [OxfordAQA Very Late Arrival Form](#)** within **seven calendar days** of the exam. The form must be submitted via Centre Services and the accompanying guidance must be reviewed beforehand. A copy of this document can be found in **Appendix 12** of the OxfordAQA Handbook.

The following information must be included:

- School, student, and exam details
- Time the student came under staff supervision
- Reason for the late arrival, including any special arrangements made
- Scheduled and actual start/finish times of the exam
- Confirmation that the student had no prior access to the exam content
- Any supporting evidence (eg. statements, transport issues)



Additionally, the student must be **informed that OxfordAQA may not accept their script.**

Special Circumstances

If there are any special circumstances OxfordAQA must be notified and will determine whether the script will be accepted.



Note - No additional paperwork is required for students who arrive **within one hour** of the published start time for exams lasting one hour or more.

5.2 During the exam

This section contains chapters specifically designed to guide and support you throughout the examination process.

5.2.1 Supervising the students

Invigilators are required to maintain continuous supervision of students throughout the entire duration of the examination. They must remain fully attentive and focused on their responsibilities at all times. Reading or reviewing any examination papers during the session is strictly prohibited. (*Refer to **Section 4.1** for further details.*)

To ensure effective monitoring:

- Invigilators should move quietly around the examination room at regular intervals.
- Where feasible, they should be positioned strategically at the front, back, and sides of the room to maintain full visibility and coverage.

5.2.2 Practical exams

During practical assessments, it is expected that students may need to move around the examination space and receive verbal instructions. These instructions must be **brief** and **strictly limited** to what is necessary for students to complete the practical tasks.

Invigilators must **not provide any assistance** that could influence a student's performance, work, or responses in any way.

All other examination rules and regulations outlined in this document remain **fully applicable** throughout the duration of the practical examination.

During practical exams, it is expected that students may need to move around and receive verbal instructions. These instructions should be brief and strictly limited to what is necessary for students to complete the practical tasks. Invigilators must **not offer any assistance** that could influence a student's work or responses. All other examination rules and regulations within this document remain fully in effect throughout the practical assessment.



5.2.3 Leaving the room while the exam is in progress

Supervision Requirements

Exams lasting 1 hour or more:

- Students must remain **under supervision until the scheduled end time**.

Exams lasting less than 1 hour:

- Students must be **supervised**, and question papers must be kept in **secure storage** until the **published finishing time**.

Temporary Absence from the Room

- Students may only leave the room:
 - If **necessary** (eg. feeling unwell or needing a toilet break)
 - If they have a **supervised rest break** approved by the **SENCo**
- Students must be **accompanied by a staff member** who is:
 - **Not** their subject teacher
 - **Not** a subject expert for that exam
- The school must ensure students **do not access unauthorised materials** during their absence.

Listening Exams

- If a student misses part of a **listening component**, they may listen to the missed material **after other students have left**.
- They must hear the material **only as many times** as other students did.

Extra Time

- Schools may allow **extra time** to compensate for a student's temporary absence, at their discretion.

Finishing Early

- Students who finish early and are allowed to leave must:
 - Submit their **script, question paper, and any other materials**
 - **Not return** to the exam room

End of the Exam

- All students must hand in their **script, question paper, and any other materials** before leaving.
- **Question papers must not be released** to staff until:
 - The **published finishing time**, or
 - **All students** in the school have completed the exam
- **Scripts and papers must remain in the exam room** until all students have finished.

Question paper security

- The **invigilator must collect all papers** and return them to **secure storage** via the Exams Officer.



Malpractice – What to Watch For

Invigilators must stay alert and record incidents in the [Exam Room Incident Log](#) (a copy of this document can be found in **Appendix 6** of the OxfordAQA Handbook). Examples of malpractice include:

- **Cheating:** Using unauthorised materials (eg. phones, smartwatches, notes)
- **Plagiarism:** Submitting someone else's work
- **Collusion:** Working with others when not allowed
- **Impersonation:** Taking an exam for someone else
- **Disruptive behaviour:** Disturbing or intimidating others
- **Accessing exam content early**
- **Fabricating results**

5.2.4 Irregular conduct

1. Disruptive Behaviour

If a student is behaving disruptively during an examination, the invigilator must:

- Issue a clear warning that continued disruption may result in removal from the examination room.
- Inform the student that the incident will be reported to OxfordAQA.
- Advise the student that penalties, including possible disqualification, may apply.
- Record a detailed account of the incident for reporting purposes.

2. Possession of Unauthorised Materials

If a student is found with unauthorised items (eg. mobile phones, notes), the invigilator should:

- Confiscate the materials where possible.
- Seek assistance if needed to manage the situation appropriately.

3. Reporting Malpractice

The Head of Centre is responsible for:

- Immediately reporting all suspected or confirmed cases of malpractice to OxfordAQA.
- Ensuring that all relevant documentation and evidence are submitted as required.
- [OxfordAQA Suspected candidate malpractice – M1 form](#) to report student malpractice, an [OxfordAQA Suspected staff malpractice/maladministration – M2 form](#) to report school or staff malpractice must be completed where appropriate and an [OxfordAQA Report into Suspected Staff Malpractice or Maladministration - Form M3](#) to submit the full investigation report into any suspected malpractice or maladministration involving school staff during OxfordAQA exams or assessments

The **Head of Centre** holds the authority to remove a student from the examination room. However, this action should only be taken if the student's continued presence would cause a disruption to other students.



Please note: If a student is instructed to leave the examination room, the school **cannot apply for special consideration** on their behalf.

For further details, please refer to **Section 5.6** of this document.



5.2.5 Emergencies

All staff must be familiar with the school's emergency procedures and, where applicable, follow any instructions issued by relevant local or national authorities.

All schools are required to have a **written emergency evacuation policy** specifically for examination settings. This policy must be readily available for inspection by the **Centre Inspection Service**.

In an event of an emergency, such as a fire alarm or a bomb alert, the invigilator must take the following action:

- stop the students from writing.
- collect the attendance register to ensure all students are accounted for and evacuate the examination room in line with the instructions given by the appropriate authority.
- Instruct students to leave all question papers and scripts in the examination room and ensure they closed their answer booklet.
- ensure the students leave the room in silence.
- ensure students are supervised as closely as possible while they are out of the examination room to prevent any discussion about the examination.
- record the time of the interruption and how long it lasted.
- allow the students the remainder of the working time set for the examination once it resumes.

If only a small number of students are affected, consider relocating them (with their question papers and scripts) to another secure location to complete the examination.



A full report of the incident must be written and retained on file in case it is requested by OxfordAQA.

Any breach of question paper security or malpractice must be reported to the OxfordAQA **immediately** on irregularities@aqa.org.uk

As each incident will be different, advice can be sought from OxfordAQA as soon as it is safe to do so. An online application for special consideration must be submitted to OxfordAQA where students have been disadvantaged.

5.2.6 Five-minute warning

It is **permitted** to give students a **five-minute warning** before the end of an examination. However, this is **at the discretion of the school** and should be applied thoughtfully to avoid disruption.



Key Considerations:

- If students have **different finishing times** (e.g. due to approved access arrangements or staggered starts), the school must carefully assess whether a general warning could cause **confusion or distraction** for others still working.
- The five-minute warning must be given **first in English** and may then be repeated in another language **only if the content and meaning are exactly the same**.
- In **listening examinations**, a five-minute warning should be given **only if it does not disturb** students' concentration or interfere with the audio.

Schools should ensure invigilators are briefed on when and how to deliver this warning appropriately.



5.3 At the end of the exam

This section provides information on the end of the examination. This includes guidance on finishing the examination and collecting scripts.

5.3.1 The end of the exam

At the end of the examination invigilators must:

1. instruct students to stop working and remind them that they are still under examination conditions. They must stay seated and only leave when the invigilators say so.
2. permit any students who arrived late and were given their full exam time continue working after the normal finishing time. These students must be told to stop working once their full allocated time has passed.
3. instruct students taking written examinations to:
 - check they have written all required information on their answer booklet and any additional sheets, including their name, candidate number, centre number.
 - ensure that their answers are clearly and correctly numbered.
 - place any loose additional answer sheets inside the main answer booklet. Do not use paper clips or staples. Treasury tags should only be used if allowed by OxfordAQA.



Students who have been given extra time or supervised rest breaks must be allowed to finish their exam without any interruptions for the full amount of extra time they've been approved for. Invigilators must be notified in advance of which students have these arrangements.

5.3.2 Collecting scripts

For every student marked as present on the attendance register.

5.3.2.1 Responsibilities of Invigilators

Invigilators must:

- Collect all scripts, question papers and any other materials **before students leave** the examination room.
- Ensure there is a script for **every student marked as present** on the attendance register.
- Check that the **names on the scripts match** the attendance register.
- Arrange the scripts in the **same order as the attendance register**. Do not include scripts for students who were absent.
- Confirm that students have written their **correct centre number and candidate number** on their papers.
- Hand over all collected materials to the **person responsible for sending them to OxfordAQA or the examiner**.

5.3.2.2 Security of Exam Papers

- All exam papers must be kept **safe and secure at all times**.
- Scripts must remain in the **secure room** until **as close to the collection time as possible**.
- Script packages must **not be left unattended** at the collection point.
- Only **authorised staff** may remove scripts from the exam room. If an unauthorised person does so, report it immediately by emailing irregularities@aqa.org.uk. The student involved should be warned that their script may not be accepted.



5.3.2.3 Correcting Student Details

If student details on the script are missing or incorrect, schools may correct the following:

- Centre number
- Candidate number
- Student name
- Component or unit code



Any correction must be **signed by a member of staff** on the script. Schools must not change any other information on the student's script.

5.3.2.4 Handling Scripts from Multiple Rooms

If the same exam is held in multiple rooms:

- Invigilators in smaller rooms should place completed scripts in an **unsealed envelope** and send them to a designated room for collation.
- Alternatively, one invigilator may collect scripts from all rooms.
- All answer scripts must be **sealed in the official script packet** in one of the exam rooms.

5.3.2.5 Confidentiality of Scripts

- Exam scripts are confidential between the student and OxfordAQA.
- Scripts must **not be read, photocopied, or reproduced** unless OxfordAQA has given permission.

5.3.3 Exam material security

5.3.3.1 Prohibited Actions by Students

Students are strictly prohibited from removing question papers or any part of their content from the exam room. This includes, but is not limited to:

- Copying questions onto entry statements or other materials
- Inputting exam content into calculators or electronic devices
- Any other action that compromises the confidentiality of exam materials

This rule is essential to maintain the integrity and security of the examination process.

5.3.3.2 Post-Exam Handling of Materials

All unused question papers, answer booklets, and other confidential materials must be stored in the school's approved secure storage for a minimum of 24 hours after the exam ends.

After this 24-hour period, schools may:

- **Dispose** of unused materials securely, or
- **Return** them to students or staff, if appropriate and desired

Proper handling of exam materials is a key part of regulatory compliance and helps prevent malpractice.



5.4 Packing and sending scripts

This section explains how to correctly pack and send exam scripts, return unused stationery, and manage question papers. Following these procedures ensures exam materials are handled securely and in line with OxfordAQA requirements.

Dispatching Scripts

- Send exam scripts as soon as possible after the exam, ideally on the same day.
- If same-day dispatch is not possible (eg. due to courier limitations), scripts must be sent **within one week** of the exam.
- If scripts are **not returned within one week**, they will be considered **late**. This may result in:
 - **Delayed results**
 - **Scripts not being accepted**
 - A '**NO RESULT**' (**X grade**) on student certificates

Packing Requirements

- Use the **official script return sacks** and **return address labels** provided via **Centre Services**.
- This ensures secure and traceable delivery of exam materials.



Return the following items to OxfordAQA

- Completed attendance registers for each component
- Materials used by students in the exams including completed question papers, answer booklets and word-processed scripts

Do Not Return the Following Items to OxfordAQA

- Unused question papers
- Unused answer scripts
- Additional unused answer booklets
- Scripts for absent students
- Seating plans
- Any material not related to the examination

Storage Before Dispatch

- If scripts need to be stored before dispatch:
 - Keep them **sealed**
 - Store them **securely**, under the same conditions as other confidential exam materials

Confidentiality

- Student answer scripts are **confidential**.
- They must **not be read, photocopied, or reproduced** before being sent to OxfordAQA.

Non-Exam Assessments (NEA)

- From **November 2024**, all NEAs must be submitted **digitally** via **Centre Services**.
- For guidance, refer to the **Non-Exam Assessment (NEA) page** and **section 3.1.3** of the handbook.



5.4.1 Packing scripts

This section outlines how to correctly pack exam scripts for dispatch to OxfordAQA. Following these steps ensures secure handling and accurate processing of student work.

5.4.1.1. What Schools Must Do

1. Check You Have the Required Materials

- White OxfordAQA-branded **S1 bags**
- Printable **component labels**
- Fixed **address labels**
- **Purple sacks** (for returning multiple white bags)
- If you need more, use the [Extra Stationery Order Form \(DOC\)](#)



2. Use the Correct Packaging

- Always use the **white OxfordAQA bag**, even if sending only a few scripts
- Pack **each unit/component** in a **separate white bag**
- Include **all completed exam scripts** (answer booklets and word-processed scripts used by students in the exams), including those from students accommodated separately

3. Include Required Documentation

- Enclose the **attendance register** with the scripts
- Arrange scripts in the **same order** as students appear on the register
- Complete and send the attendance register **even if all students were absent or withdrawn**
- Include **cover sheets** where applicable (eg. if a student used a scribe). Place the cover sheet **inside the script**

4. Use the Correct Labels

- Download **pre-addressed labels** from Centre Services
- Use the **correct label** for each unit/component
- Always use the **most up-to-date label** – do not use photocopies
- Use **only one label per package**
- Stick the label securely to the **largest face** of the package, ensuring it is **flat, visible, and legible**

5. Seal the Bag Properly

- Close the white bag securely
- Do **not** use staples, string, or tape

5.4.1.2 What Schools Must Not Do



- Do not identify the school to the examiner (e.g. no compliment slips or franking machines)
- Do **not** combine packages, even if scripts are going to the same address
- If one exam has too many scripts for one bag, request **extra labels** from Centre Services
- Do **not** overfill packages – they may split during transit
- Do **not** write on or alter the address labels



5.4.2 Sending scripts

1. Schools must:
 - dispatch scripts and accompanying attendance registers to the address provided on the same day of the examination wherever possible.
 - ensure that any scripts that cannot be dispatched on the scheduled day of the examination are dispatched **within 24 hours of the exam being sat**.
 - retain scripts in the school's secure room if kept within the school overnight.
2. Schools should try to return scripts on the day the exam has been sat. If this is not possible, scripts must be retained in the secure room and return the next working day.
3. For examinations conducted over multiple days, such as the International GCSE ESL, schools must return all scripts after the final day of the exam.
4. OxfordAQA strongly recommends using DHL due to track and trace functionality.
5. Make sure the delivery address on the DHL or courier packet is aligned.
6. Schools can add a line to your consignment tracker before they send their package for marking.
7. Schools can download a consignment tracker (XLS) [here](#). If they would like to inform us of the returns you have made, please email the completed tracker to internationalscripts@aqa.org.uk. Schools not involved in the secure dispatch of exam scripts service:
 - a) **Obtain and retain proof of postage** for every packet of exam scripts. This must be kept on file until results are published.
 - This serves as evidence that the scripts were sent on time and confirms that the exams were conducted as scheduled.
 - If scripts are lost or not received by OxfordAQA, this proof may support a special consideration request.
 - b) **Use a reliable courier or postal service** that ensures prompt and secure delivery of exam scripts.



Please note - At the end of the exam series, please make sure you have checked your secure storage for any exam papers, additional pages or word-processed exam materials that you need to send. If we are missing any exam materials, it can cause delays to mark exam scripts and problems with us being able to issue your students' results in time.

Visit our [Detailed instructions for returning scripts page](#) for further information.



5.4.3 Unused Stationery

The invigilator must:

- Collect all the unused exam materials (like extra paper or booklets) from the exam room.
- Check to make sure no students have left any loose sheets behind.
- Give all the unused materials to the Exams Officer.

The Exams Officer must:

- **Put the unused materials back into the secure storage room until they are needed for another exam. Don't use them for school tests, mock exams, or coursework.**
- **If any stationery materials are out of date, make sure they are destroyed securely**

5.4.4 Releasing Question Papers

Question papers must not be given to any school staff until the exam has officially ended, based on OxfordAQA's published finishing time. If the exam time was changed for any reason (like a timetable variation), the papers must not be released until **all students in the school have finished the exam.**



5.5 Special consideration

Special consideration is a post-exam adjustment to a student's mark, granted by OxfordAQA when a student has been fully prepared for an exam but was affected by temporary, unforeseen circumstances beyond their control at the time of the assessment. This ensures fairness without compromising the integrity of the qualification.

It is important to note that special consideration is only applicable when the student has completed the course and was ready for the exam. It is not a substitute for long-term support or access arrangements.

5.5.1 Minimum Requirements

A student may be eligible for special consideration if they were affected by any of the following at the time of the exam:

- Temporary illness or injury
- Bereavement (close family member or friend)
- Serious domestic crisis or trauma
- Significant disturbance during the exam (eg. fire alarm)
- Administrative errors (eg. wrong paper given)
- Participation in international-level sporting events
- Centre failing to implement approved access arrangements

Not eligible:

- Lack of preparation or revision
- Long-term illness or learning difficulties (these should be addressed through access arrangements)
- Bereavement more than 6 months before the exam
- Domestic issues like moving house or holidays
- Misreading the timetable or missing the exam
- Environmental factors like room temperature
- Staff shortages or lack of resources

5.5.2 Mark Adjustments

If a student meets the criteria, OxfordAQA may apply a small mark adjustment (typically between 1% and 5%) to the affected component. The size of the adjustment depends on:

- The severity of the issue
- The timing of the issue in relation to the exam
- The nature of the assessment

Multiple issues cannot be combined for a larger adjustment.



5.5.3. If a Student is absent from a timetabled component

If a student is absent from a timetabled exam for an eligible reason, they may still receive a grade, provided they have completed the **minimum assessment requirements**:

- **International GCSE**: at least one full component completed
- **International AS**: at least one full AS component completed
- **International A-level**: at least one full A2 component completed
(Note: completing only an AS component is not enough for an A-Level grade)

Exceptions:

- No grade can be awarded for the Extended Project Qualification (EPQ) if the project is incomplete.
- Endorsements alone (eg. speaking or practical components) are not sufficient for a grade.

5.5.4. Lost or Damaged NEA

If NEA is lost or damaged after completion, schools should apply for special consideration under the category of “non-timetabled exams” via Centre Services.

5.5.5 Other situations requiring special consideration

If a situation arises that doesn't clearly fit the listed criteria, schools are encouraged to contact OxfordAQA directly at: SpecialConsiderationQueries@aqa.org.uk

5.5.6 How to Apply for special considerations

- Applications must be submitted online via **Centre Services** within **7 days** of the last exam in the series.
- Late applications will only be considered in exceptional cases.
- A [step-by-step guide](#) is available on our website to help you further.
- Appeals must be submitted by the school, not by students or parents.

5.5.7 Outcomes and Appeals

The outcome of a special consideration application will be available online through Centre Services. If the school disagrees with the decision, a written appeal can be submitted by emailing: SpecialConsiderationQueries@aqa.org.uk.

Please note: Only the school staff can submit an appeal—students and parents cannot appeal directly.

5.5.8 Honorary Certificates and Posthumous Awards

In the unfortunate event of a student being diagnosed with a terminal illness or passing away before completing their exams, OxfordAQA may issue an honorary certificate or posthumous award. Please contact the Special Consideration team for support.

For more information, please refer to our full [Special consideration policy](#) document.



5.6 Malpractice

This section provides an overview of what constitutes malpractice, the responsibilities of schools in preventing and reporting it, and the resources available to support compliance and integrity.

5.6.1 What Is Malpractice?

Malpractice refers to any action that breaks exam rules and compromises the fairness, integrity, or credibility of the assessment. It can:

- Give a student an unfair advantage
- Undermine public trust in qualifications
- Distort exam results
- Damage the reputation of OxfordAQA and the school

Malpractice includes:

- **Intentional misconduct** (eg. cheating, falsifying work)
- **Maladministration** (eg. poor exam management or failure to follow procedures)

It can be committed by students, staff, or others involved in the exam process before, during, or after the exam

5.6.1.1 Examples of Malpractice

Malpractice can take many forms. Some of the most common examples include:

- **Cheating:** Using unauthorised materials during an exam, such as notes, mobile phones, smartwatches, or other electronic devices.
- **Plagiarism:** Presenting someone else's work as your own, including copying from other students or online sources.
- **Collusion:** Working with others on an assessment that is meant to be completed individually.
- **Impersonation:** Taking an exam on behalf of another student or allowing someone else to take your place.
- **Disruptive Behaviour:** Causing disturbances in the exam room or intimidating other students.
- **Early Access to Exam Content:** Sharing or obtaining exam questions before the scheduled start time.
- **Falsifying Results:** Altering coursework, marks, or data to misrepresent performance.
- **Bribery:** Offering or accepting incentives to influence exam outcomes or decisions.



5.6.2 School Responsibilities

5.6.2.1 What Schools Must Do

Schools have a legal and ethical obligation to uphold the integrity of the examination process. They must report all suspected or confirmed cases of malpractice to OxfordAQA **immediately**. The **Head of Centre** is responsible for leading investigations and ensuring that all incidents are properly documented and reported.

Failure to report, investigate, or cooperate with OxfordAQA's procedures is itself considered malpractice. Schools must also provide a safe and confidential way for staff and students to raise concerns either internally or directly to OxfordAQA without fear of retaliation.

5.6.3 Reporting Malpractice

5.6.3.1 How to Report Concerns

Anyone who suspects malpractice should report it to the **Head of Centre**. If this is not possible—for example, due to concerns about confidentiality or retaliation—reports can be made directly to OxfordAQA's Exams Integrity team at: Irregularities@aqa.org.uk

Anonymous reports are accepted. While they may not be used as formal evidence, they can still prompt an investigation. When submitting a report, it is helpful to include:

- A description of what happened
- Names of those involved
- The date, time, and location of the incident
- Names of any witnesses

Please note that OxfordAQA does not provide feedback to individuals who report malpractice.

5.6.4 Guidance and Resources



OxfordAQA provides a range of resources to help schools and students understand the regulations and avoid malpractice. One key document is the [Suspected Malpractice: Policies and Procedures](#) which outlines how malpractice and maladministration should be prevented, identified, reported, and managed.

Key Points from the Policy:

- Malpractice includes cheating, plagiarism (including misuse of AI), and any action that compromises the integrity of assessments.
- Maladministration refers to poor exam management or administrative errors.
- Schools must take proactive steps to prevent malpractice by training staff, informing students, and implementing clear policies.
- Reports can be submitted by schools, OxfordAQA, or third parties such as whistleblowers.
- Investigations are conducted fairly and confidentially, involving evidence collection, interviews, and formal reporting.
- The **Malpractice Committee** reviews each case and determines the appropriate outcome.



Sanctions and Appeals

Sanctions vary depending on the severity of the offence and the individuals involved:

- **Students** may face loss of marks, disqualification from one or more exams, or bans from future assessments.
- **Staff** may be subject to suspension, dismissal, or referral to professional regulatory bodies.
- **Schools** may lose their approval status or face restrictions on future exam delivery.

If a student, staff member, or school disagrees with the outcome of a malpractice investigation, they have the right to **appeal** the decision.

Additional Resources

The policy document includes useful appendices such as:

- Examples of malpractice
- Investigation guidance
- Indicative sanctions
- Reporting templates ([M1](#), [M2](#), [M3](#))
- Contact information for further support

For more information or to report a concern, contact OxfordAQA's Exams Integrity team at Irregularities@aqa.org.uk.

Plagiarism in Assessments

This guidance is intended for staff at assessment school who supervise or mark students' non-examinations assessments (NEAs) or portfolios work.

What Is Plagiarism?

Plagiarism occurs when a student presents someone else's work, ideas, or words as their own without proper acknowledgment. This includes:

- Copying from other students
- Using content from books, websites, or online sources
- Submitting AI-generated work without citation

Plagiarism is a serious form of malpractice. It undermines academic integrity and the fairness of the assessment process.

Consequences of Plagiarism

If a student is found to have plagiarised, OxfordAQA may apply penalties such as:

- Loss of marks
- Disqualification from the assessment or qualification
- Further disciplinary action

School Responsibilities

Schools must:

- **Educate students** about what plagiarism is and how to avoid it
- Ensure students understand how to **reference sources correctly**
- Confirm that all submitted work is **authentic and original**
- Use plagiarism detection tools or internal checks where appropriate
- Report any suspected plagiarism to OxfordAQA following the correct procedures



Notice to Centres – Malpractice

OxfordAQA reminds all centres of their responsibility to uphold the integrity of the examination process. Malpractice—whether committed by students, staff, or others—must be prevented, identified, and reported promptly. [Notice to Centres – Malpractice](#) - is a reminder for Heads of School that they have a formal responsibility to report all alleged, suspected, or actual incidents of malpractice involving students, teachers, invigilators, or administrative staff to the relevant awarding body.

Key Points:

- **Definition:** Malpractice includes any action that compromises the fairness, validity, or security of an exam. This includes cheating, plagiarism, collusion, impersonation, and misuse of AI.
- **Centre Responsibilities:** Schools must have clear policies in place, train staff and students, and report all suspected or confirmed cases to OxfordAQA immediately.
- **Reporting:** All incidents must be reported using the appropriate forms. Anonymous reports are accepted but may limit the ability to take formal action.
- **Investigation:** OxfordAQA conducts fair and confidential investigations. Centres are expected to cooperate fully and provide all relevant evidence.
- **Sanctions:** Penalties vary depending on the severity and may include disqualification, suspension, or loss of approval status.
- **Appeals:** Centres and individuals have the right to appeal decisions made following a malpractice investigation.



The notice also includes examples of malpractice, reporting templates, and contact details for the Exams Integrity team.

OxfordAQA No unauthorised items poster

The poster reminds students that certain items are **strictly prohibited** in the examination room to protect the integrity and fairness of the assessment process. A copy of these two documents can be found in **Appendix 2** of the OxfordAQA Handbook

Items Not Allowed:

- Mobile phones
- Smartwatches, wrist watches or fitness trackers
- MP3/MP4 players or similar devices
- Notes, books, or revision materials
- Headphones or earpieces
- Any web-enabled or communication devices
- Smart Glasses



Important Notes:

- Possession of any unauthorised item, even if not used, is considered **malpractice**.
- Students found with such items may face **disqualification** or other penalties.
- All unauthorised items must be **switched off and handed in** before the exam begins.
- The poster serves as a clear visual reminder to students and staff to ensure compliance with exam regulations.



OxfordAQA Warning to Students

OxfordAQA – Warning to Students (Summary)

This poster serves as a formal reminder to students about the **serious consequences of exam malpractice**. It outlines the expectations for conduct during exams and highlights the importance of following all rules and regulations.



Key Messages:

- **Do not bring unauthorised items** (eg. mobile phones, notes, smartwatches) into the exam room.
- **Do not communicate** with other students during the exam.
- **Do not copy or attempt to cheat** in any way.
- **Do not impersonate** or allow someone else to sit the exam for you.

Consequences of Misconduct:

- Any breach of exam rules may result in **disqualification, loss of marks**, or being **barred from future exams**.
- All incidents of suspected malpractice will be reported to OxfordAQA and investigated. The poster reinforces that students are responsible for their own conduct and must take exams seriously to protect the integrity of their qualifications. A copy of this document can be found in **Appendix 1** of the OxfordAQA Handbook.

OxfordAQA Report of Suspected Student Malpractice – M1 Form

Form M1 – OxfordAQA Report of Suspected Student Malpractice (Summary)

Purpose:

Form M1 is used by schools to formally report any suspected malpractice committed by a student during an OxfordAQA examination or assessment.

When to Use:

Complete this form when a student is suspected of breaching exam regulations—such as cheating, using unauthorised materials, plagiarism, collusion, or disruptive behaviour.

What to Include:

- **Student and centre details**
- **Date, time, and location** of the incident
- **Description of the suspected malpractice**
- **Names of any witnesses**
- **Supporting evidence**, such as confiscated materials, statements, or CCTV (if applicable)

Submission:

The completed form must be submitted to OxfordAQA as soon as possible after the incident. It should be signed by the Head of Centre or an authorised representative.

Next Steps:

OxfordAQA will review the report, conduct an investigation if necessary, and determine whether any sanctions should be applied.



OxfordAQA Suspected staff malpractice/maladministration – M2 form **Form M2 – Suspected Staff Malpractice or Maladministration (Summary)**

Purpose:

Form M2 is used to report any suspected malpractice or maladministration involving **school staff** during the administration of OxfordAQA exams or assessments.

When to Use:

Complete this form if a member of staff is suspected of:

- Breaching exam regulations,
- Failing to follow secure procedures,
- Providing unauthorised assistance to students,
- Mishandling exam materials or data,
- Falsifying records or results.

What to Include:

- Full details of the incident, including:
- Names and roles of those involved,
- Date, time, and location of the incident,
 - Description of what occurred,
 - Any supporting evidence (eg. statements, emails, CCTV),
 - Actions taken by the school so far.

Submission:

The form must be completed by the **Head of Centre** (or a senior leader if the head is involved) and submitted to OxfordAQA as soon as possible.

Next Steps:

OxfordAQA will review the report, conduct an investigation if necessary, and determine appropriate actions or sanctions.

Additional guidance is available for coursework and non-exam assessments.

OxfordAQA Report into Suspected Staff Malpractice or Maladministration - Form M3



Form M3 – Report into Suspected Staff Malpractice or Maladministration (Summary)

Purpose:

Form M3 is used to submit the full investigation report into any suspected malpractice or maladministration involving school staff during OxfordAQA exams or assessments. It follows an initial M2 notification and provides the awarding body with detailed evidence, findings, and actions taken.

When to Use:

Complete this form when:

- An investigation into staff malpractice or maladministration has been **completed**,
- The school must submit **formal findings** to OxfordAQA,
- The incident involves:
 - Breaches of exam regulations,
 - Failure to follow secure exam procedures,
 - Unauthorised assistance or interference,
 - Mishandling or compromising exam materials,
 - Falsification, alteration, or misuse of exam-related records or data.

What to Include:

The completed report must contain:

A **comprehensive account** of the investigation, including:

- Summary of allegations,
- Timeline of events,
- Names, roles, and statements from individuals involved,
- Evidence gathered (e.g., documentation, emails, logs, CCTV, interviews),
- Analysis of findings and whether malpractice/maladministration is confirmed,
- Mitigating or aggravating factors identified during the investigation,
- Actions already taken internally by the school.
- Any **supporting documentation** that substantiates the findings of the investigation.

Submission:

The form must be completed by the **Head of Centre** (or a senior leader if the Head is implicated) and submitted to OxfordAQA promptly once the investigation is concluded. This ensures the awarding body receives a full, factual, and timely report for further review.

Next Steps:

Upon receiving the M3 report, OxfordAQA:

- Reviews the evidence and findings,
- Decides whether additional investigation is required,
- Determines appropriate outcomes, actions, or sanctions,
- Communicates decisions to the school.

Additional guidance and requirements may apply for coursework and non-exam assessments.



OxfordAQA Non-exam assessment

Non-exam assessments (NEAs) are components of certain qualifications that assess skills not easily measured through written exams. These assessments are conducted under controlled conditions and contribute to the final grade.

Key Requirements:

- **Authentication:** Students must complete their work independently. Teachers must confirm authenticity by signing an authentication statement.
- **Supervision:** Teachers are responsible for supervising the assessment to ensure it is conducted fairly and in line with OxfordAQA regulations.
- **Feedback:** Teachers may provide general guidance but must not give detailed feedback or correct student work.
- **Marking:** Teachers mark the NEA using OxfordAQA mark schemes. Marks must be submitted by the published deadline.
- **Moderation:** A sample of work is sent to OxfordAQA for moderation to ensure consistent standards across centres.
- **Storage:** All NEA materials must be stored securely before and after assessment.

Malpractice Prevention:

- Any form of plagiarism, collusion, or unauthorised assistance must be reported.
- Schools must follow OxfordAQA's procedures for investigating and reporting suspected malpractice.
- You can read our [malpractice document \(PDF\)](#) for more information on making an allegation and whistleblowing.

OxfordAQA Malpractice and Whistleblowing Guidance (Summary)

This document outlines how to identify, report, and manage suspected malpractice in exams and assessments. It applies to both students and staff and includes procedures for whistleblowing.

Making an Allegation

- Allegations of malpractice can be made by anyone—students, staff, or third parties.
- Reports should be made as soon as possible using the appropriate forms (eg. Form M1 or M2).
- Reports must include clear details: what happened, who was involved, when and where it occurred, and any supporting evidence.

Whistleblowing

- Whistleblowing allows individuals to report concerns confidentially, especially if they feel unable to report through normal school channels.
- Reports can be made directly to OxfordAQA's Exams Integrity team at Irregularities@aqg.org.uk.
- Anonymous reports are accepted, though they may limit the ability to take formal action.
- OxfordAQA treats all reports seriously and investigates them fairly and confidentially.



Important Notes

- Malpractice includes cheating, plagiarism, collusion, misuse of AI, and exam mismanagement.
- Schools must have clear policies and train staff and students to prevent malpractice.
- Failure to report or investigate malpractice is itself considered a breach of regulations.



You can read top tips from experienced Exams Officers in international schools to help your exam series run smoothly - and what to do if there are problems on our website - [Top tips for Exams Officers: avoiding malpractice, running exams and more | OxfordAQA International Qualifications](#)

Top Tips for Exams Officers – OxfordAQA

OxfordAQA provides practical advice to help Exams Officers manage exams smoothly and uphold assessment integrity.

Avoiding Malpractice

- Ensure all staff and students understand what constitutes malpractice.
- Display key posters (eg. “[NO Unauthorised Items](#)” and “[Warning to Students](#)”) in exam areas. A copy of these two documents can be found in **Appendix 1 and 2** of the OxfordAQA Handbook.
- Train invigilators to spot and respond to suspicious behaviour.
- Keep exam materials secure at all times and follow handling protocols.
- Report any suspected malpractice immediately using the correct forms (eg. M1 for students, M2 for staff).

Running Exams Effectively

- Follow the published timetable and ensure all exam rooms are prepared in advance.
- Use seating plans and attendance registers to track students.
- Maintain clear communication with invigilators and ensure they follow JCQ and OxfordAQA guidelines.
- Supervise students closely and ensure invigilators remain attentive throughout.
- Be familiar with emergency procedures and know how to respond to disruptions.

Reporting and Support

- Use OxfordAQA’s reporting forms and guidance documents to handle incidents properly.
- Contact the Exams Integrity team at Irregularities@aqg.org.uk for advice or to report concerns.
- Encourage a culture of integrity and transparency within the school.

Invigilator checklist:

We have a checklist to support invigilators in delivering exams securely and in line with OxfordAQA regulations on our [website](#) for your reference. A copy of these two documents can be found in **Appendix 4** of the OxfordAQA Handbook



5.7 Subject specific instructions for exams including Speaking, Listening, and on-screen exams

Some assessments require specific procedures beyond standard exam protocols. Whilst the JCQ ICE procedures must be adhered to, some assessments require different arrangements including speaking, listening and on-screen components.

5.7.1 International GCSE English as a Second language, French and Spanish Speaking Tests

The [OxfordAQA Speaking test instruction document](#) contains everything you need to know to successfully conduct our speaking tests for International GCSE English as a Second Language, French and Spanish. Speaking tests will be uploaded to us through our Digital Media portal, through Centre Services.

Overview

- Speaking tests are conducted by a **teacher-examiner** and marked externally.
- Each student has **only one attempt** at the test.
- Tests must be conducted within a **five-week window** specified in the exam timetable.

Recording Requirements

- All tests must be **recorded in full** and saved as **unedited MP3 files**.
- Poor quality recordings can result in students being disadvantaged.
- Recommended: use a **digital voice recorder** with built-in microphone.
- Each file must be named using the format: component code_centre number-candidate number.mp3.

Uploads must include the **scanned attendance register, complete** with teacher-examiner names and an individual MP3 recording per student.

Materials Needed

- Recording device
- Teacher's booklet
- Two sets of photocards
- Additional answer sheets for notes
- A copy of the instructions

To support administering the speaking tests, Exam officers and teacher-examiners may use the [Speaking test material booking log](#) to track movement of materials, and the [checklist](#) designed to complement (not replace) the Speaking test conduct instructions.

Supervision and Conduct

Students must be **supervised during the 10-minute preparation period**.

They may:

- Make notes on clean paper.

They **must not**:

- Use dictionaries, phones, or other materials.
- Write on the photocard.
- Communicate with others or hear other tests.



Test Format

- **Part 1 – Photocard**
- Student prepares responses during the 10-minute preparation.
- Teacher asks **three prescribed questions** from the card, along with any unseen questions, the number of which will be stated in the Teacher's Booklet
- Optional prompt questions may be used.
- **Part 2 – General Conversation**
- The teacher will conduct a conversation based on the themes which **have not been covered on the Photocard**
- Teacher adapts questions to student ability and responses.
- Suggested questions are provided but not mandatory.

Security and Confidentiality

- All assessment materials must be kept **secure and confidential**.
- No duplication or early disclosure of content is permitted.
- Teacher-examiners may access materials **up to three working days before** the test window. The materials must not be discussed with anyone to maintain strict confidentiality.

Room Setup

- Quiet, small room with good acoustics (eg. carpeted).
- Recording equipment tested **30 minutes before** the test.
- Extreme care needs to be taken in all technical aspects of the recording of the tests to ensure that student performances are not wholly or partially inaudible. Centres are responsible for ensuring that an audible recording is available for each student.
- Remove any posters or wall charts that could aid students.

Other Notes

- Tests conducted by non-school staff or relatives require **prior permission** from OxfordAQA.
- Breaches of procedure may be investigated as **malpractice**.

A [Warning to Students](#) poster must be displayed during tests. A copy of this document can be found in **Appendix 1** of the OxfordAQA Handbook.

- **Returning Speaking tests**

Speaking tests will be uploaded to our Digital Media Portal, via Centre Services. Full [guidance](#) and [Frequently asked questions](#) are on our website.

- Each student speaking test must be saved as an **unedited MP3 file**.
- Poor quality recordings can result in students being disadvantaged.
- Each file must be named using the correct format: component code_centre number-candidate number.mp3.
- Uploads must include the scanned attendance register, complete with teacher-examiner names and an individual MP3 recording per student.
- You will be unable to submit until the attendance register is uploaded, and all students have either a file uploaded, or a reason for non-submission.
- We will not receive the files until final submission is complete



5.7.2 International GCSE English as a Second Language, French and Spanish Listening Tests

The [OxfordAQA Listening test conduct](#) document covers all the information you need to successfully conduct listening tests for:

- International GCSE English as a Second Language (9280/L)
- International GCSE French (9265/L)
- International GCSE Spanish (9269/L)

You will find an overview of the instructions below.

Materials needed

- MP3 audio file (with built-in pauses), downloaded from Centre Services
- Transcript of the recording
- Student question and answer booklets
- JCQ Instructions for Conducting Examinations
- Device with speakers or headphones (language lab)
- Backup device (MP3 player or PC/laptop)

Preparation and Security

- Audio files will be available on Centre Services to Exams Officer up to 3 days before the exam.
- Files must be stored securely and confidentially.
- May be saved to encrypted USB or secure school network (up to 3 days before the exam).
- Teachers must not preview or disclose content.
- ICT staff or Exams Officer should manage downloads and storage.

Room and Equipment Setup

- Quiet room with minimal echo and no external noise.
- Equipment tested at least 30 minutes before the exam.
- Backup device available in case of failure.
- If the cohort (number of students due to take the test) is too large for the room, another room must be set up in the same way and the exam conditions must be replicated.
- Suitable arrangements must also be in place for any students with access arrangements.

Supervision and Conduct

- Transcript may be opened 30 minutes before the test by the invigilator or exam officer.
- Students must be seated at least 1.25m apart.
- At least one invigilator must be present for each group of up to 30 students.
- All instructions and pauses are pre-recorded.
- No questions from students are allowed once the test begins.

Test Format

- Students complete booklet front cover details before starting.
- Recording must be played without interruption or replay.
- A version with 25% extra time is available for schools with approved access arrangements.

Rules and Restrictions

- No internet or external media access during the test.
- Students must not control the recording.
- Subject teachers or tutors must not be present during the test.
- Any interruptions or issues must be reported to: irregularities@aqa.org.uk



After the Exam

- Completed question and answer booklets must be collected in accordance with Section 5 of the JCQ Instructions for conducting examinations
- Audio files must be removed from devices which may be used in other assessments.
- Audio files may be retained securely and used by teachers after results day.

Any incidents, such as audio failure or student illness, must be reported using the [exam room incident log](#). A copy of this document can be found in **Appendix 6** of the OxfordAQA Handbook.

5.7.3 On-Screen assessments

OxfordAQA Computer Science qualifications have an On-Screen Assessment which requires specific arrangements for successful assessment.

This section gives an overview of preparing for the International Computer Science on-screen examinations. It covers technical setup, exam conduct, and security protocols.

The Teacher's Notes relevant to the level must be followed. These will be found on Centre Services.

Centre Preparation

- Network Setup: Computer networks must be prepared to host the exam securely.
- Skeleton Program (GCSE only): Provided in C#, Python, and VB.NET; must be stored securely and only accessed by students during the exam.
- Data files: CS03 only if applicable in the exam session
- Electronic Answer Document (EAD): The Word document provided for students to complete their answers; must be stored securely and customised with student details.

Security

- All exam materials must be stored securely, whether in digital or hard copy.
- Wireless capabilities must be disabled or encrypted.
- Student passwords must be protected and only shared at the start of the exam.

Exam Conduct

- 9210/1 and CS01 exam duration is 2 hours, the exam duration for CS03 is 2hours 30 minutes. These must begin at the published start time, unless a variation has been agreed with OxfordAQA.
- Supervision: Students waiting for their turn must be supervised and isolated from communication tools.
- Room Setup:
 - 1:1 computer-to-student ratio.
 - Minimum 1.25m spacing between workstations.
 - Invigilator desk positioned to allow activity to be monitored.
- A print monitor (not the invigilator or a student) must be available to ensure each student receives their own work for collation.



Assessment Materials for International GCSE Computer Science paper 1 (9201/1)

The below table indicates the materials required for the International GCSE Computer Science paper 1 (9210/1) assessment and how they can be accessed:

Item	Format	Available	Conditions
Question papers and Teacher's Notes	Hard copy	Sent to schools as per dispatch Schedule	Entries must be made in advance
Advice on using the EAD (PDF)	PDF	Via Centre Services May/June series – 1 March November series – 1 August	Resources > Assessment and training > Subjects > Computer Science and IT filter to required series
Skeleton Program(s)	Text file	Via Centre Services May/June series – 1 March November series – 1 August	Resources > Assessment and training > Subjects > Computer Science and IT filter to required series
Electronic Answer Document* (EAD) (Word document)	Word document	Via Centre Services May/June series – 1 March November series – 1 August	Resources > Assessment and training > Subjects > Computer Science and IT filter to required series
Teachers' Notes	PDF	Via Centre Services May/June series – 1 March November series – 1 August	Resources > Assessment and training > Subjects > Computer Science and IT filter to required series
Question papers	PDF	Via Centre Services 90 minutes before published start time from	Exams > Day of Exam material > View Day of Exam material



* **Note:** it is extremely important that, **a week before the exam**, a check is made to ensure that the uploaded [Preliminary Material](#) and Skeleton Program to be used in the exam is the correct and latest version issued by OxfordAQA.



Assessment Materials for International AS and A-level Computer Science

The below table indicates the materials required for the International AS Computer Science CS01 and A-level Computer Science CS03 assessments and how they can be accessed:

Component	Item	Format	Available	Conditions
CS01 CS03	Question papers and Teacher's Notes CS01/03/TN	Hard copy	Sent to schools as per dispatch Schedule	Entries must be made in advance
CS01 CS03	Advice on using the EAD (PDF)	PDF	Via Centre Services May/June series – 1 September January series – 1 May	Resources > Assessment and training > Subjects > Computer Science and IT filter to required series
CS03	Data file (if applicable)	Text file	Via Centre Services Three calendar days prior to the exam	Resources > Assessment and training > Subjects > Computer Science and IT filter to required series
CS01 CS03	Electronic Answer Document* (EAD) (Word document)	Word document	Via Centre Services Three calendar days prior to the exam	Resources > Assessment and training > Subjects > Computer Science and IT filter to required series
CS01/CS03	Teachers' Notes CS01/03/TN	PDF	Via Centre Services May/June series – 1 September January series – 1 May	Resources > Assessment and training > Subjects > Computer Science and IT filter to required series
CS01 CS03	Question papers	PDF	Via Centre Services 90 minutes before published start time from	Exams > Day of Exam material > View Day of Exam material



*** Note:** it is extremely important that, **a week before the exam**, a check is made to ensure that the uploaded [Preliminary Material](#) and Skeleton Program to be used in the exam is the correct and latest version issued by OxfordAQA.

After the Exam

Students must:

- Collate their printouts.
- Save their EAD securely.

Centres must:

- Ensure that students do not have access to the internet, shared drives, or unauthorised software during the exam.
- Store EADs and printouts securely until results are published.
- Maintain accurate attendance and seating records.
- Monitoring: Invigilators must be trained to supervise on-screen assessments and monitor for any signs of malpractice.
- Data Handling: Save and submit student work according to OxfordAQA's script return procedures.



Part 6: Results and certificates

This section provides key information for Exams Officers throughout the results cycle, enabling them to prepare effectively and offer the necessary support to students.

6.1 Before results day – Details the essential checks in Centre Services, Data Insights, EDI setup, and student entries before results day to ensure a smooth and secure release of results.

6.2 On results days – Provides guidance on key actions school must do on results days such as issue results slips, support international university applications via the Confirmation of Results service, and follow OxfordAQA’s guidance for secure and accurate result handling.

6.3 Enquiries about results – Covers the after-results day guidance for Exams Officers such as should report missing or incomplete results using OxfordAQA’s official process, prioritising cases affecting university placements.

6.4 Understanding Standards and Grade boundaries – Explains how OxfordAQA ensures fair and consistent grading through awarding, where grade boundaries are set to maintain standards.

6.5 After results day- Highlights the after-results day guidance where, Exams Officers can submit late or very late subject award requests to OxfordAQA to ensure students receive accurate qualifications.

6.6 Certificates – Provides information when OxfordAQA sends certificates after results day and mentioned that schools must check, distribute, and securely store them.

6.7 Past results and lost certificates - Describes the services available for confirming past results and replacing lost certificates.

6.8 CEFR - Explains that OxfordAQA’s CEFR equivalency grid maps International GCSE English Language (9270) grades to internationally recognised language proficiency levels

6.9 Useful results documents and training – Lists helpful resources and training links for schools and Exams Officers.



6.1. Before results day

Before results day, there are a few essential tasks to help ensure everything runs smoothly when student results are released. You can find full guidance on the [OxfordAQA website](#).

6.1.1 Check you can access Centre Services

[Centre Services](#) is the secure platform where you will access results from the restricted release day. It's also the only place to download official results eDocuments and view any late changes or amendments on results day.



Please Note – eDocuments are only available for any given series for 120 days after results

OxfordAQA Results Day Quick Guide

- **Check Centre Services Access**
 - Essential for viewing results and e-documents on restricted release days.
 - **Data Insights**
 - Do **not** share login details—access will be revoked.
- **Check EDI (A2C) Setup**
 - Ensure latest Avco migration app is installed.
 - Use 'Send/Receive' to fetch files.
- **Final Entry Checks**
 - Review all entries before results day.
 - See page 5 of the *Making Entries Introduction document*.
- **What's Available When**
 - **Restricted Results Days:**
 - On Wednesday (AS/A-level and GCSE) from 12:01am.
 - Access via EDI/A2C and Centre Services (exams staff only).
 - Results are confidential until official release.

Results Slips

- Students receive CSoR on results day.
- Use MIS for multi-board slips.

Missing Results

- Contact: info@oxfordaqa.com
- Include full details (school, student, subject, issue).
- Updates made within 24 hours.

Grade Boundaries

- Published on results day.
- Before we set grade boundaries, we make sure we have marked enough scripts to make the award statistically reliable.



Please read our full guide: [Centre Services Access Guide](#) for further information.



6.1.2 Make sure that teachers can register for Data Insights

- **Data insights** is a powerful feature in Centre Services for analysing student results across subjects and cohorts.
- **When to use:** From results day and throughout the year.
- **Key benefits:**
 - Updated graphs and visualisations for faster trend analysis
 - Deep insights into learner performance
 - Supports strategic planning and teaching improvements



Make sure teachers are familiar with how to access and use Data Insights to get the most from their results.

6.1.2.1 Giving teachers access to Data Insights

To give teachers access:

1. Log in to [Centre Services](#)
2. Click **'Manage user roles'**
3. Select the correct centre (if applicable)
4. Locate the user and click **'Edit'**
5. Under **'Roles'**, select **'Centre Results Read'**
6. Click **'Save'**



Please Note - Centre Services is a secure site. Passwords and login details must not be shared. Breaches may result in loss of access.

6.1.3 Check you can receive results via EDI (A2C)

Ensure your centre can receive results via **Electronic Data Interchange (EDI)** and **A2C**. Make sure you have the latest version of **Avco's migration application** installed. Please read our [Avco FAQs](#) for more assistance.

6.1.4 Final entry checks

Schools need to make sure they have verified all student entries before results day. Please check our guidance on [Check, Change and Withdraw Entries](#) for further assistance.

If any student requires **special adjustments**, ensure all actions are completed in line with [OxfordAQA's special requirements guidance](#).

6.1.5 What's available when

You can find key dates for **restricted results days** (for Exams Officers and Heads of Centre) and **student results days** on the [OxfordAQA Key Dates Calendar](#).

6.1.6 Restricted Results Days

Restricted Results Day is the day before students receive their results. From 12:01am, only Exams Office staff and Heads of Centre can access results via:

- **Electronic Data Interchange (EDI)** and **A2C**
(Be sure to click *'Send/Receive'* to prompt A2C to check for files)
- **Centre Services**, where results are available as secure **e-Documents**



Please Note – These results are confidential and must not be shared until results day.



6.1.6.1 Assigning access to restricted results to a senior member of teaching staff

If a **Head of Centre** or another **senior member of teaching staff** needs early access to results, the Centre Admin can grant access by: Log in to Centre Services

1. Click **'Manage user roles'**
2. Select the correct centre
3. Locate the user and click **'Edit'**
4. Under **'Roles'**, select **'Centre Results Early Read'**
5. Click **'Save'**

Allow up to **30 minutes** for access to activate.



Reminder: Results are confidential during restricted release and must not be shared widely until the official student release date.

6.1.7 Request for early dispatch of certificates

Certificates for the **May/June** series will be dispatched by **mid-November**. If needed, you can request an **early dispatch** of certificates, typically available from **mid-September**. While OxfordAQA will make every effort to meet your request, please note that early dispatch cannot be guaranteed.

To submit a request:

- Log in to **Centre Services**
- Navigate to:
Resources > Administration > Administration Resources
- Look for the document titled:
OxfordAQA Request for Early Dispatch of Certificates [Exam Series]

Be sure to check the form for the current request window and submission deadline.

The screenshot shows the 'Administration resources' page on the OxfordAQA website. The breadcrumb navigation at the top is 'Resources / Administration resources', which is highlighted with a red box. Below the breadcrumb is a search bar with the text 'Request' and a magnifying glass icon. To the right of the search bar is a dropdown menu set to 'Newest first'. On the left side, there are filters for 'Category' (Administration (5)) and 'Sub category' (Entries (3), Post-results (2)). The main content area shows a list of search results, with the first result highlighted by a red box: 'OxfordAQA Request for early dispatch of certificates May June 2025 | June 2025', dated 25 Mar 2025, PDF, 122.38 KB. Other results include 'AQA Request for early dispatch of certificates summer 2025 | June 2025', 'UCI Merge Request Form', 'Very late request form for subject awards', and 'Late request form for subject awards'. At the bottom, there is a 'Page 1' indicator and an 'Items per page' dropdown set to 25.



6.2 On results days

This section provides key guidance for Exams Officers on managing results and certificates, covering essential steps during results day to ensure a smooth and secure process for students.

6.2.1 Results slips

On student results day, schools provide each student with a **printed results slip** (also known as a **Candidate Statement of (Provisional) Results**). A sample copy of the OxfordAQA certificate can be found in Appendix 14 of the OxfordAQA Handbook.

- These slips show **results**, allowing time for:
 - Enquiries about results (eg. reviews)
 - Late award claims
 - Pending results to be finalised

Any **grade changes** are automatically communicated to UK universities through UCAS. For students applying to **universities outside the UK**, results can be shared directly through OxfordAQA's **Confirmation of Results (COR)** service.

6.2.2 Sharing provisional confirmation of results with a university outside the UK

OxfordAQA offers a **Confirmation of Results (COR)** service for students applying to **universities outside the UK**. This service is available for the **May/June exam series only** and allows results to be sent directly to international institutions.

For exam series **outside of May/June**, you can still request a letter confirming your results to be sent directly to a third party (eg. employer or university) by applying through the Past Results Service.

6.2.2.1 What's Included:

Each application includes:

- One **digital transfer** of results to the chosen university using verified contact details
- If required, one **DHL delivery** to an overseas address

6.2.2.2 Important Information Before You Apply:

- This service is **only for the current May/June exam series**.
For other series, use the [Past Exam Results application](#) and select the *confirmation letter to a third party* option in Section 2.
- **Results cannot be released before results day** under any circumstances.
- Results **cannot be confirmed by phone, email, or fax**.
- **Students cannot receive confirmation letters** through this service. They will receive their **Certified Statement of Results (CSoR)** from their school.
- The application **must be completed by the student**. It cannot be submitted by an Exams Officer, parent, or guardian.
- OxfordAQA may not hold all results. Please confirm with your school which exam board issued your results for each subject.

6.2.2.3 How to Apply:

1. Visit the [OxfordAQA Results page](#)
2. Locate and complete the form found in *submit your application online*.
3. Submit the form online, ensuring all details are accurate.

By submitting this form, you confirm that the information provided is accurate to the best of your knowledge. Your application and any personal data supplied will be processed and stored in accordance with **OxfordAQA's Privacy Notice**, the **UK General Data Protection Regulation (GDPR)** and the **UK Data Protection Act (2018)**.



6.3 Enquiries about results

This section covers information for Exams Officers on what to do about missing or incomplete results.

1. Contact OxfordAQA immediately

Email: info@oxfordaqa.com

2. Include the following details to help resolve the issue quickly:

- Centre number and name
- Your contact details (phone and email)
- Qualification (eg. A-level), subject, and component name/code
- Candidate name and number
- Description of the issue (eg. missing, incomplete, or unexpected symbol)
- Any relevant seating plans or attendance lists



3. Resolution timeline

OxfordAQA will investigate and update results on **Centre Services within 24 hours.**

6.3.1 Missing results

Please note that we are unable to provide results directly to students or discuss individual outcomes. If you have any questions about your results, please contact your school, as they are best placed to support and advise you.

If you receive **missing or incomplete results**, you may see the following symbols:

- **X** – No result issued (eg student absent or result withheld)
- **Q** – Pending result (eg marks for one or more components not yet available)

To **report** missing results:

1. Copy and paste the table from the [missing results form](#) into an email
2. Fill in the required details
3. Email it to info@oxfordaqa.com with the subject line: '**Processing query**'
4. Attach the **seating plan** and **attendance list** to help speed up processing

OxfordAQA prioritises cases where a **university place depends** on the outcome.



6.4 Understanding Standards and Grade boundaries

Setting and maintaining standards is a vital part of the assessment process. OxfordAQA ensures that students are awarded grades fairly and consistently across exam series through a process called awarding.

6.4.1 What Is Awarding?

Awarding is the process of determining **grade boundaries**—the minimum number of marks required to achieve each grade. For example, a student might need **118 out of 180** to achieve a **grade 7** in a particular International GCSE subject.

Grade boundaries are set **once we have marked enough scripts to make the award statistically reliable**, allowing senior examiners to:

- Review student scripts
- Compare performance across series
- Adjust for paper difficulty to ensure fairness



This ensures that a student performing at a certain level receives the same grade, regardless of the exam session. Exam officers and school staff can find further information in our [guidance](#) which includes detailed explanation of standard setting for those familiar with exam systems.

6.4.2 Grade Boundaries

What are they?

Grade boundaries show the **minimum number of marks** needed to achieve each grade in a subject. They are published on **results day**.

Who sets them?

They are determined by **senior examiners and assessment experts** once we have marked enough scripts to make the award statistically reliable.

Why are they important?

- They reflect the **relative difficulty** of each paper.
- Ensure **fairness and consistency** across different years and exam sessions.
- Help maintain standards so that students performing at the same level receive the same grade, regardless of when they sat the exam.

If a student is near a boundary:

- There is **no automatic upgrade**.
- Centres may request a **Review of Marking (RoM)** if they believe the mark is incorrect. See **section 7.2** of this handbook.
- Be aware: grades can go **up, stay the same, or go down** after a review.



You can [view current and past grade boundaries](#) on our website for further information.



6.4.3 Results Statistics

OxfordAQA also publishes **results statistics** for each exam series, showing overall student performance by specification and grade.

- Published alongside student results
- Do **not** include outcomes of post-results services (eg. reviews)

You can [access results statistics](#) on our website for further information.

6.4.4 Uniform Mark Scale (UMS)

For **International AS and A-levels**, which are modular, OxfordAQA uses the **Uniform Mark Scale (UMS)** to ensure fairness across different exam sessions.

- Converts raw marks into a common scale
- Accounts for slight variations in paper difficulty
- Final grades are based on the **total UMS score** across all units



You can [learn how UMS works](#) and [view mark conversions from previous years](#) via our website.



6.5 After results day

Even after results are released, there are important actions you can take to support students and ensure their records are accurate.

6.5.1 Late request for subject awards

- Available up to 4 weeks after results day
- Applies to the January and May/June exam series
- No additional fee for Modular International AS and A-level qualifications within this window
- Not available for linear International GCSE subjects
- If a student sat units at another school, include the previous centre number



The [Late Awards Flowchart and Form](#) can be downloaded from our website. Once completed, the Late Awards Form should be submitted to: info@oxfordaqa.com

6.5.2 Very late request for subject awards



- For requests more than 4 weeks after results day or for historical series
- A very late award fee applies per student, per subject
- Not available for linear International GCSE subjects
- Include the previous centre number if applicable



You can [access the Very Late Awards Form and read the fee Info](#) via our website and once you have completed the [Very Late Awards Form](#) submit it to info@oxfordaqa.com




6.6 Certificates

OxfordAQA sends certificates to schools approximately **8 weeks after results day**, confirming final grades.

Exam Series	Certificates Sent in
November	February
January	May
May/June	November

Checklist for School:

- Check all certificates have been received
 - Distribute to students promptly (use secure post if mailing)
 - Keep a record of issued certificates
-  • Store unclaimed certificates securely for **at least 12 months**, from the date of issue, after which centres can destroy them confidentially or return them to OxfordAQA. A record of all destroyed certificates must be kept for **four years** from the date of destruction.

6.6.1 What is reported on certificates?

Certificates issued by OxfordAQA include the students full name, date of birth, centre number, and the subjects entered along with the final grades awarded. Only subjects for which a student has received a final grade will appear on the certificate. A sample copy of the OxfordAQA certificate can be found in Appendix 14 of the OxfordAQA Handbook.

6.6.2 Incorrect details on certificates

If any personal or subject details on a certificate are incorrect, the Exams Officer should contact OxfordAQA as soon as possible. Requests for corrections must be supported by official documentation and submitted within the timeframe specified in OxfordAQA's post-results guidance.

6.6.3 Name changes

Requests for name changes after certificates have been issued must be submitted by the Exams Officer with appropriate legal documentation (eg. passport, birth certificate, or deed poll). OxfordAQA will reissue certificates where valid changes are confirmed, subject to applicable fees and deadlines.



Please use this form to request certificate renewal [OxfordAQA-application-form-for-past-results-and-lost-certificates.pdf](#).



6.7 Past results and lost certificates

OxfordAQA offers a service for:

- **Lost certificates**
- **Confirmation of past results**



Please visit the [Parents and Students Page](#) for more information

6.8 CEFR

OxfordAQA provides a [CEFR equivalency grid](#) for its International GCSE English Language (9270) qualification, aligning student performance with the **Common European Framework of Reference for Languages (CEFR)**. This grid helps schools, universities, and other institutions understand how grades correspond to internationally recognised language proficiency levels—from **A1 (Beginner)** to **C2 (Mastery)**. For example, a grade 9 typically aligns with **CEFR Level C1**, indicating advanced proficiency in reading and writing. The grid also includes separate endorsements for **Speaking and Listening** components.

[View the CEFR Levels for International GCSE English Language](#)

6.9 Useful results documents and training



[Standard Setting Guidance](#)

1. Setting Standards in OxfordAQA International Qualifications

OxfordAQA International GCSEs and GCEs (AS and A-levels) are awarded to the same standard as AQA domestic qualifications. To maintain this consistency, OxfordAQA follows the same procedures wherever possible, with some necessary variations—particularly in early series with lower entry numbers. Grade boundaries are set by senior examiners who review student scripts and compare them with domestic boundary scripts to ensure fairness and alignment.

2. Uniform Mark Scale (UMS) for GCE Qualifications

OxfordAQA International AS and A-levels are modular, allowing students to take units in different exam series. Because exam papers may vary slightly in difficulty, raw marks are converted to a Uniform Mark Scale (UMS) to ensure fairness across series. UMS grade boundaries are fixed percentages of the maximum uniform mark:

- A = 80%
- B = 70%
- C = 60%
- D = 50%
- E = 40%
- A notional grade N is used just below grade E, and a cap may be applied above grade A (AS) or A* (A-level) to ensure fairness at the top end of the scale.

[oxfordaqa.com](https://www.oxfordaqa.com)



3. How UMS Conversion Works?

Each GCE unit has raw mark boundaries and corresponding UMS values. For example, in an AS unit marked out of 75 with a 20% weighting:

- A raw mark of 60 converts to 80 UMS (grade A)
- A raw mark of 52 converts to 70 UMS (grade B)
- A raw mark of 37 converts to 50 UMS (grade D)
- Students' total uniform marks across all units determine their overall subject grade. The same percentage boundaries apply to the final subject grade.

4. Grade Boundaries and Conversion Tables

- After each exam series, OxfordAQA publishes:
- Raw mark grade boundaries
- Corresponding UMS boundaries
- Conversion tables to help centres easily determine UMS values from raw marks
- These resources ensure transparency and support accurate interpretation of student performance.

5. Grade Boundaries and Standard Setting in OxfordAQA International GCSEs

OxfordAQA International GCSEs are linear qualifications, meaning students take all assessments in the same exam series. These do not use uniform marks. Instead, students receive a single overall subject grade based on their total mark across all components. While individual component grades do not affect the final result, OxfordAQA provides notional grade boundaries for each paper to help illustrate how the overall grade was achieved.

6. Understanding Notional Component Grade Boundaries

Notional boundaries are illustrative only and do not determine the final grade. They help students and teachers understand performance across different papers. Grades 7, 4, and 1 are known as judgemental grades, set by examiners reviewing student work. Grades 6, 5, 3, and 2 are then calculated arithmetically, spaced evenly between the judgemental boundaries. This can lead to small discrepancies—for example, a student may achieve notional grade 6 on both papers but still receive a subject grade 5 if the combined mark falls just below the subject boundary.

7. Grades 8 and 9 – How They're Set

- Grades 8 and 9 are set using specific rules based on the distance between the grade 7 boundary and the maximum mark:
- If the gap is more than three times the width between grades 7 and 6, grade 8 is set one interval above grade 7, and grade 9 is set two intervals above.
- If the gap is less than or equal to three times, the interval is divided evenly into thirds, with any remainder distributed starting from the highest grade.
- Component boundaries for grades 8 and 9 are aligned proportionally with subject boundaries, but they do not influence the final grade.



8. Final Grade Determination and Publication

- The total subject mark is the sole determinant of a student's grade in a linear qualification. Grades are not calculated by combining component grades. After each exam series, OxfordAQA publishes:
 - Subject grade boundaries
 - Notional component grade boundaries
 - Conversion tables to help interpret marks
 - These resources support transparency and help educators and students understand how grades were awarded.
 - Resources support transparency and help educators understand how grades were awarded.



- [Missing Results Form](#)

If you have received a missing or incomplete result for one or more students, please copy and paste the table in this form into an email. Once completed, send it to info@oxfordaqa.com with the subject line 'Processing query'.



- [Late and Very Late Awards Flowchart](#)

The OxfordAQA Late and Very Late Awards Flowchart is a step-by-step visual guide that helps Exams Officers navigate the process of awarding qualifications after the standard entry deadlines.

What It Covers:

- **Late Awards:**
 - Can be requested up to 4 weeks after results day.
 - Only available if all required units are completed.
 - Not applicable to linear International GCSEs.
 - A fee applies per student, per subject.
- **Very Late Awards:**
 - Requested more than 4 weeks after results day or for past exam series.
 - No fixed deadline, but the same eligibility rules apply.
 - If a certificate has already been issued, it must be returned before processing.
- **Application Process:**
 - Complete the relevant form from the OxfordAQA website.
 - Include all required details (series, year, award code).
 - Submit one copy to info@oxfordaqa.com.
 - Results appear on Centre Services within five working days.
 - Replacement certificates are sent to the school.



- **Why It's Important:**

The flowchart ensures that no eligible student misses out on receiving a qualification due to administrative delays. It provides clarity, reduces errors, and supports timely progression for students.

- [Exams Officer guidance: preparing for results days](#)

OxfordAQA provides detailed guidance to help Exams Officers prepare for results days and ensure a smooth experience for students and staff. Key areas covered include:

- **Special Consideration**

- If a student was affected by illness or other issues during exams, you can apply for special consideration via Centre Services.
- The application window reopens on results day if needed.

- **Check for Examination Materials**

- Final checks should be made for any outstanding attendance registers, scripts, or word-processed materials.
- Contact OxfordAQA immediately if you find anything that could affect a student's grade.

- **Attendance Records**

- Ensure all attendance registers are returned with completed scripts.
- Be available to respond to any attendance queries, even outside of term time.

- **Amending Student Details**

- All student information must be accurate in Centre Services to avoid delays.
- Use the original entry method (Centre Services or EDI) to correct errors.



- For name variations due to character limits, use the [Name Variation Form](#).

- Apply changes across all series codes if a student is entered in multiple qualifications.

- **Amending Entries**

- Entries and awards can be updated up to a certain point.
- Certification Warning Reports are generated if issues are detected—unresolved issues may prevent students from receiving results.

- **Communication**

- Ensure someone monitors the Exams Officer email account outside of term time to respond to urgent queries.

- **Training Webinar**

A free webinar is offered annually to guide Exams Officers through the **results and post-results process**.

Topics include navigating Centre Services, analysing results, post-results services, and certificate expectations.

- Teacher guidance: post-results services



OxfordAQA provides clear guidance to help teachers support students after results are released. If a student is concerned about their result, teachers can help them explore the following options:

- **Access to Scripts**

- Teachers can request copies of marked exam papers to review student performance or decide whether to request a review of marking.
- **Priority copies** are used to quickly assess if a review of marking is needed.
- **Standard copies** are useful for teaching and learning.
- These services are free and include examiner comments and marks.
- Student consent is required before requesting copies of marked exam papers
- Requests for copies of marked exam papers cannot be requested for speaking tests where there is only a recording, as there would be no exam paper

- **Review of Marking and Clerical Re-checks**

- A **review of marking** can be requested if there are concerns about marking accuracy.
- A **clerical re-check** ensures all pages were marked and marks were added correctly.
- Both reviews of marking and clerical re-checks will include a copy of the reviewed script at no additional cost. Item level details will be provided for reviews of marking on speaking tests where there is no exam paper
- Student consent is required before requesting reviews or clerical re-checks
- If a grade changes as a result, the service is free of charge.



Important Notes

- Teachers must work with their centre's Exams Officer to submit any requests.
- Written student consent is required before a post-results service review can be requested.
- If a university place is pending, a priority review of marking should be requested as soon as possible.



Part 7: Post results services and Appeals

This section outlines the range of post-results services available, including reviews of results and access to scripts, as well as information on the appeals process and how to submit an appeal to OxfordAQA.

7.1 Post Result services - outlines OxfordAQA's support for schools after results are released, including marking reviews, script access, and moderation checks.

7.2 Review of Results (RoRs) - covers all post-results services, from submitting requests to receiving outcomes and invoices.

7.3 Appeals - provide guidance on how schools can appeal decisions related to marking, malpractice, access arrangements, special consideration, and late arrivals, including who can appeal, valid grounds, and the process involved.

7.4 Certificates - explains when certificates are issued, how to distribute them securely, and the requirements for storing or disposing of unclaimed certificates.

7.5 Useful Links - provides quick access to key resources including the student consent form, general regulations, Centre Services, and the post-results services guide to support schools in managing exam processes effectively.

7.1 Post Result services

OxfordAQA offers a range of post-results services to support schools following the release of exam results. These include clerical re-checks, reviews of marking (*reviews of results*), and access to marked scripts.



Full details can be found on the [OxfordAQA Post-Results Services page](#).

- **Attached schools:** Please contact your local British Council office to request these services on your behalf.
- **Students and parents:** OxfordAQA is unable to accept direct requests or discuss individual results. Please speak to your school's exams officer or teacher for support.



- **Teachers:** For a quick overview, please refer to our [Post-Results Services Guide](#).



7.1.1 What's available

After results are released, OxfordAQA offers a range of post-results services to support students and schools. The appropriate service depends on whether the student has a university place pending.

7.1.1.1 If the Student Has a University Place Pending

Priority Review of Marking (*available for selected subjects*)

If a student's university place is pending, this service should be requested without delay, failing to do so could result in the service completing after university admission deadlines. This service has a processing time of up to 15 calendar days, though wherever possible these requests will be completed in time for university admissions.

7.1.1.2 If the Student Does Not Have a University Place Pending

You may request any of the following services:

- **Priority Copy of the Marked Paper** (*available for selected subjects*)
This allows you to review the script before deciding whether to request a clerical re-check or a review of marking.
- **Clerical Re-check**
A basic check for individual students to confirm that all parts of the script were marked and the marks were correctly totalled and recorded.
- **Review of Marking**
A detailed review for individual students to ensure the marking scheme was applied correctly and fairly.
- **Moderation Review** (*for coursework or controlled assessments*)
Available for whole subject cohorts to ensure fair and consistent application of assessment criteria.
- **Standard Copy of the Marked Paper**
Useful for teaching and learning purposes. This version is not prioritised and may arrive after the deadline for further reviews.

Information about fees for each service can be found in the relevant sections of the OxfordAQA website.

7.1.2 Fees

OxfordAQA is committed to providing market-leading specifications and first-class support services that offer excellent value for money.



For detailed information about the fees associated with each post-results service, please refer to the individual service sections on the OxfordAQA website:

- [OxfordAQA Post-Results Services](#)

If you require further clarification or have specific queries, you can contact OxfordAQA directly via email at info@oxfordaqa.com or use the [contact form on our website](#).



7.1.3 Consent

Before submitting a request for a **Review of Marking, Priority Review of Marking, Priority Copy of the Marked Paper, or Standard Copy of the Marked Paper**, it is essential that the school obtains **written consent from the student**. This is a requirement to ensure the student understands the potential outcomes of the review process, including the possibility that their grade could go up, stay the same, or go down as a result of the review. Any review submitted without obtaining student consent will be considered centre malpractice. Consent should be documented using the appropriate form provided by OxfordAQA. The completed [form](#) must be kept by the school for **six months** following receipt of the outcome.



For more detailed information on post-results procedures, including regulatory requirements, please refer to the [general regulations and terms and conditions for approved centres](#) document available on the [OxfordAQA Terms and Conditions page](#).

7.1.4 Private Candidates

If you are working with a **private candidate**, please note that all post-results service requests such as reviews of marking or access to scripts must be made **through the student's local British Council office**.

If the student or school needs support or guidance, OxfordAQA can be contacted directly via email at info@oxfordaqa.com, or through the [contact form on our website](#).

7.1.5 Administration



To support you in managing post-results requests efficiently, OxfordAQA has created a [step by step guide](#) available in **Centre Services**.

This guide walks you through the process for submitting requests such as reviews of marking, access to scripts, and moderation reviews. You will find everything you need to manage requests confidently, including deadlines, consent requirements, and service options.



Quick Links for Further Support

- For full details on schools' responsibilities and key policies please refer to the [general regulations and terms and conditions for approved centres](#), available on the [OxfordAQA Terms and Conditions page](#).
- You can also **download detailed guidance** on post-results services directly from the [OxfordAQA Post-Results Services page](#) to help you administer requests correctly.



7.2 Review of Results (RoRs)

This section outlines the full range of post-results services available, including requests, tracking, outcomes and invoicing.

7.2.1 Clerical re-check

A clerical re-check is a quick and simple way to confirm that a student's paper was processed correctly. It doesn't involve re-marking the paper, it's purely a check for admin errors.

Here's what it covers:

- Every page of the paper was marked
- All marks were added up correctly
- The final grade reflects the total marks awarded



Reminder: Grades can go **up, down, or stay the same** after a clerical re-check, so make sure the student is aware before you proceed.

7.2.1.1 Submit a request for a clerical re-check

You can only request **one clerical re-check per paper**, so double-check before submitting.

To make a request:

- a) Log in to [Centre Services](#).
- b) Go to **Post-exams** → **Post-results services**
- c) Choose **Clerical re-check**, then select:
 - **By candidate** or **By component**
- d) On the submission screen, choose:
 - **Re-check** – for the check only
 - **Re-check (Plus reviewed script)** – if you also want a copy of the paper with examiner comments



- **Check the deadlines** on the [OxfordAQA Key Dates and Timetables page](#) before submitting.



What Happens Next



- The re-check usually takes **up to 10 calendar days**
- You'll get an email when the outcome is ready in Centre Services
- If you requested a copy of the paper, OxfordAQA will notify your school's Exams Officer by email when this is available in Centre Services.

	Pre-exams	Exams	Post-exams	Resources	Key information
Results >		Access to scripts	Review of marking		
Post-results services >		Request by candidate >	Request by candidate >		
Late award entries >		Request by component >	Request by component >		
Very late awards >					
		Clerical re-check	Review of moderation		
		Request by candidate >	Request by component >		
		Request by component >	View requests and outcomes		
			View or cancel requests >		

7.2.2 Review and priority review of marking

A **Review of Marking** (standard or priority) is a detailed check of a student's exam paper. It includes:

- A **clerical re-check** to confirm all marks were added correctly
- A **second examiner's review** to identify any genuine marking errors or unreasonable marking
- A **copy of the reviewed script**, which will include examiner comments



Important:

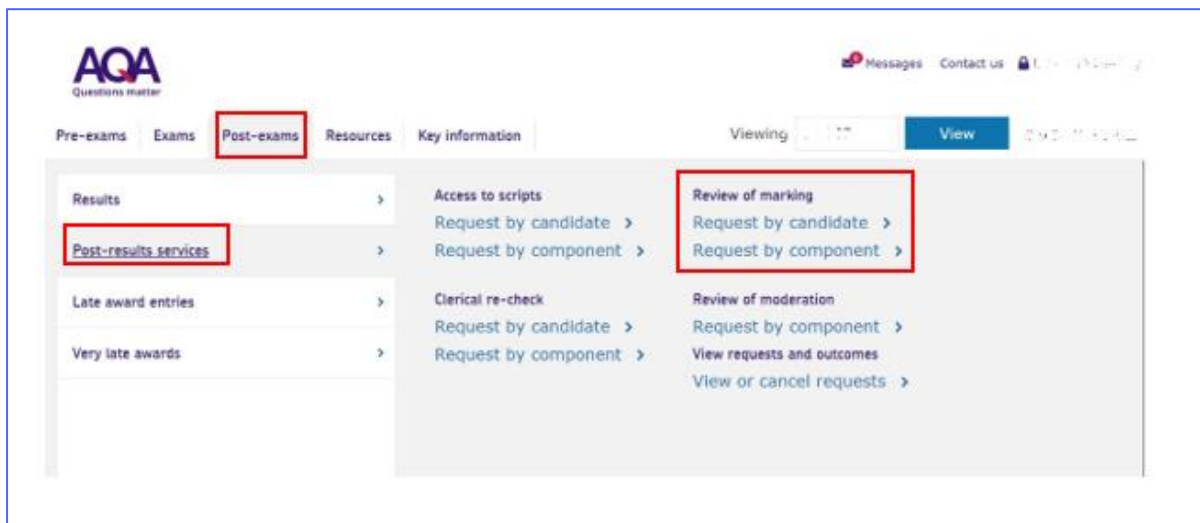
- Marks and grades can go **up, down, or stay the same**. Make sure students are aware of this before you submit a request.
- You can only request **one review of marking per paper**, so please ensure the student has given written consent and understands the implications.
- You can request a review for **individual units or components**, but only **once per paper**.



7.2.2.1 Submit a request for a review or priority review of marking

To make a request you will need to:

1. Log in to [Centre Services](#)
2. Go to **Post-exams** → **Post-results services**
3. Select **Review of Marking**, then choose:
 - **Request by candidate** or **Request by component**
4. Choose the service:
 - **Non-priority (Plus reviewed script)** – standard turnaround
 - **Priority (Plus reviewed script)** – faster turnaround for university-bound students



Deadlines: Always check the [OxfordAQA Key Dates and Timetables page](#) before submitting.

Turnaround Times

- **Priority Review of Marking:** up to **15 calendar days**
- **Standard Review of Marking:** up to **20 calendar days**
- OxfordAQA will notify your school's Exams Officer by email when the outcome is available in Centre Services.

Fees and Charging Rules

7.2.2.2 Fees and Charging Rules

a) Linear qualifications

When you submit components for review, please be aware that the timing of the requests will affect the fee charged.

If the subject grade changes, we do not charge for any components that:

- are requested together (at the same time)
- are requested separately but the linked components are still 'In progress' on Centre Services.

Review of moderation is a distinct and independent service and will be billed separately. The outcome of the review of marking will not impact the review of moderation charges or results.



If you submit a component after a review of a linked component has been completed, you will be charged separately for each component. The fee for each component will depend on whether it does or does not change the overall subject grade.

Here are some examples to help explain the process:

Example	Outcome of the review	What you will be charged for
You submit Paper 1 and Paper 2 together, at the same time.	Paper 1 has an outcome that does not result in a grade change, but the outcome of Paper 2 does directly result in a grade change.	You will not be charged for either review.
You submit Paper 1. Before the outcome is completed, you submit a review for Paper 2.	Paper 1 has an outcome that does not result in a grade change, but the outcome of Paper 2 does directly result in a grade change.	You will not be charged for either review.
You submit Paper 1. After the outcome is completed, you then submit a review for Paper 2.	Paper 1 has an outcome that does not result in a grade change, but the outcome of Paper 2 does directly result in a grade change.	You will be charged for Paper 1, as that had an outcome with no grade change. You will not be charged for Paper 2, as that had an outcome directly resulting in a grade change.

b) Modular qualifications

If the overall award grade changes, we do not charge for the review or any of the units.

If the overall award grade does not change – or the student does not combine the marks or other units they have sat in a previous exam series (aggregate):

- we do not charge if a unit grade changes as a result of a review
- if two units are reviewed, and only one unit grade changes, we will charge for the unit where the grade did not change.



7.2.3 Moderation review

A **moderation review** checks whether the assessment criteria for coursework or controlled assessments were applied fairly, reliably, and consistently across your cohort.

- This service is only available for **whole subject cohorts** not individual students.
- **Private candidates** can request a moderation review, but only for certain specifications and only if their work was assessed by a moderator.

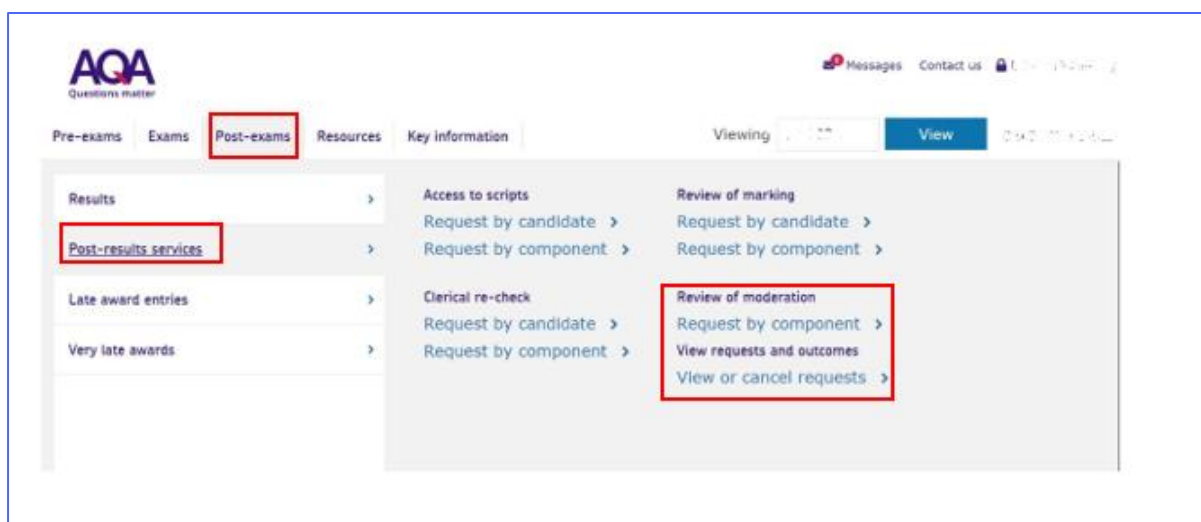
Before You Submit

- You can only request a moderation review for work that has been kept **securely** and **not returned to students**.
- Make sure the original sample is available and ready to send if requested.

7.2.3.1 Submit a request for a moderation review

1. Log in to [Centre Services](#).
2. Go to **Post-exams** → **Post-results services**
3. Select **Moderation Review** → **Request by component**

Check submission deadlines on the [OxfordAQA Key Dates and Timetables page](#)



What to Expect



- The review may take up to **35 calendar days** from when the moderator receives your school's original sample.
- OxfordAQA will email your school's Exams Officer when the outcome is available in Centre Services.
- You'll also receive an **additional feedback form** with the outcome.



Fees

- If your school's **original marks are reinstated**, the review is **free**.
- If the marks **do not change**, a fee will apply.
- For **five or fewer students**, the fee is **halved**.
- This service is **separate** from review of marking charges and outcomes are handled independently.

7.2.4 Priority copy of marked paper (access to scripts)

This service provides a **photocopy of a marked exam paper**, which can help you decide whether to request a **Review of Marking** or a **Clerical Re-check**.

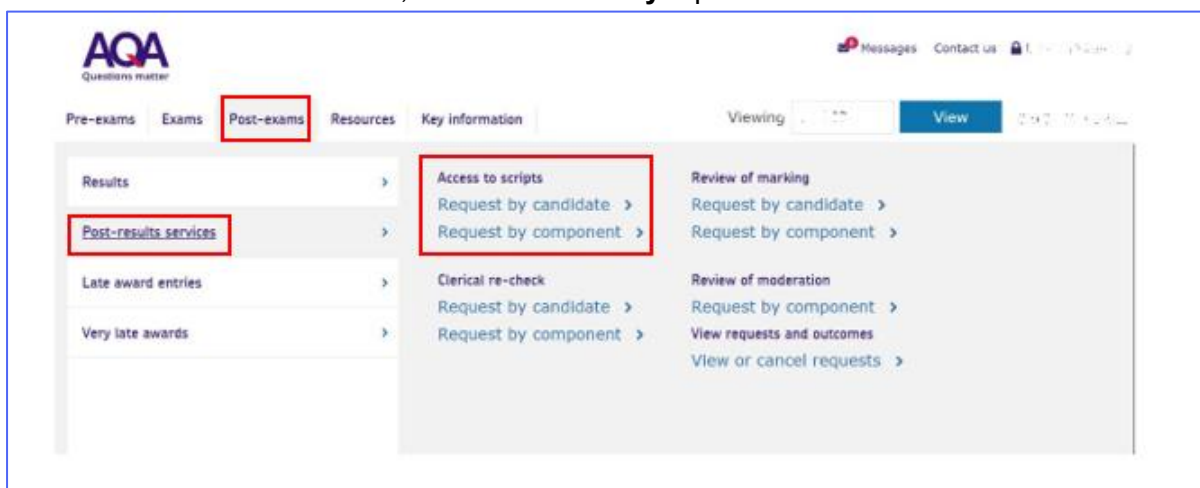


Important: If a student has a **university place pending**, go straight to a **Priority Review of Marking** to avoid missing university deadlines.

7.2.4.1 Request a priority copy of marked paper

To request a marked exam paper, you will need to:

1. Log in to [Centre Services](#).
2. Go to **Post-exams** → **Post-results services**
3. Select **Access to Scripts**, then choose:
 - **Request by candidate** or **Request by component**
4. On the submission screen, select the **'Priority'** option



Be sure to check the relevant deadlines on the [OxfordAQA Key Dates and Timetables page](#) before submitting.



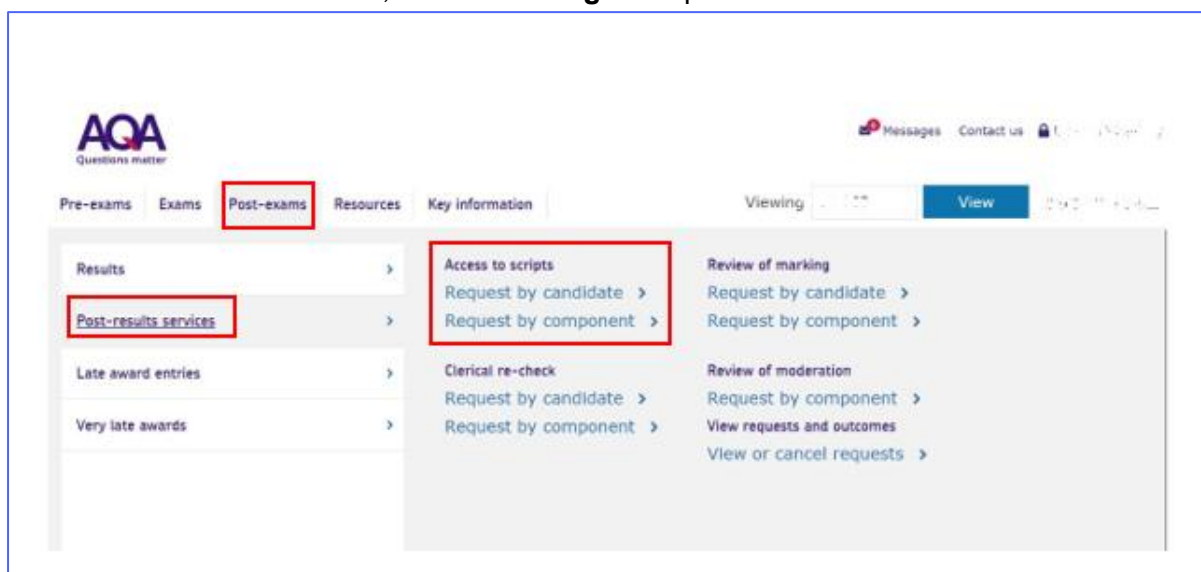
7.2.5 Standard Copy of Marked Paper (Access to Scripts)

Schools can request a **standard copy of a marked exam paper** to support teaching and learning. This is useful for reviewing how questions were answered and marked, but it's not intended for post-results reviews.

7.2.5.1 Request a standard copy of marked paper

To make a request you will need to:

1. Log in to [Centre Services](#).
2. Go to **Post-exams** → **Post-results services**
3. Select **Access to Scripts**, then choose:
 - **Request by candidate** or **Request by component**
4. On the submission screen, select the '**Original**' option



Check the [OxfordAQA Key Dates and Timetables page](#) for deadlines.

What to Expect

- Papers are usually received within **five weeks** of the request.
- Copies may be sent as **electronic files** and may arrive in **multiple batches**.
- If there's an issue with the copies, report it within **two weeks** of receipt after that, OxfordAQA may not be able to assist.

Need to Cancel a Request?

If you need to cancel a request (eg. to submit a review of marking or appeal instead), act quickly:

- Go to '**View or cancel requests**' in Centre Services
- If the request is still marked as '**Submitted**', you can cancel it directly
- If cancellation fails and the service is not yet complete, email info@oxfordaqa.com and they may be able to help



7.2.6 Track requests, receive outcomes and pay

Once you've submitted a post-results request online, you can monitor its progress in **Centre Services** under '**View or cancel requests**'.

- For **standard copies of marked papers**, the status will always show as '**In Progress**' until the papers are sent. It won't update to 'Completed' until dispatch is confirmed.
- If you need to **cancel a request**, act quickly:
 - You can cancel any request still marked as '**Submitted**' via Centre Services.
 - If cancellation fails, email info@oxfordaqa.com as they may still be able to stop the request from being processed.

7.2.7 Receiving Outcomes

OxfordAQA will email your school's **Exams Officer** when outcomes are ready in Centre Services.

Please note:

- Outcomes may arrive in **multiple emails**, especially for modular exams.
- You may receive results **out of order** for example, ...non-priority outcomes might arrive before priority ones.
- Batch requests may be returned over **several days**, depending on volume and complexity.

7.2.7.1 Modular Exams and Aggregate Grades

For modular qualifications:

- Once all relevant units are reviewed, OxfordAQA will issue a **new combined (aggregate) grade**.
- Even if not all unit marks change, the overall grade may still be updated.
- **Unit grade changes** don't always result in an overall grade change.



Keep in mind: **Component marks may not equal subject marks** due to scaling. If you need clarification, contact OxfordAQA at info@oxfordaqa.com or via their [contact form](#).

7.2.7.2 Retention of Scripts and Decisions



All reviewed scripts, standard copies, and post-results outcomes are stored in Centre Services for **two years** from the date they're provided.

- If you need to keep records longer, make sure to **download and save** them locally.



7.2.8 Invoices

OxfordAQA will invoice your school **after the review is complete**.

- **Do not pay in advance.**



Invoices are issued according to the exam series:

- **June series** → Invoiced in **November**
- **November series** → Invoiced in **March** (following year)
- **January series** → Invoiced in **June**

Turnaround Times

- **Priority Review of Marking:** up to **15 calendar days**
- **Standard Review of Marking:** up to **20 calendar days**
- OxfordAQA will notify your school's Exams Officer by email when the outcome is available in Centre Services.



7.3 Appeals

This section provides information about the appeals process and how to appeal. Exam officers, the head of centre, teaching staff and other senior leaders within a centre should familiarise themselves with this document.

7.3.1 Make an appeal



If your school disagrees with the outcome of a post-results service such as a review of marking, moderation, special requirements, or malpractice decision, you may submit an appeal to OxfordAQA at appeals@aqa.org.uk within 30 calendar days of receiving the outcome.

We adhere to the JCQ information and guidance for centres for examinations, JCQ provide the administrative guidance for UK based awarding organisations.

This process ensures fairness and transparency in how results and decisions are handled.

7.3.1.1 Who Can Submit an Appeal

Appeals can be submitted by:

- The **Head of Centre**
- A **private candidate**
- A **school staff member** subject to a malpractice decision
 - **Students and parents** cannot appeal directly. They must contact their school or college to initiate the process.

7.3.1.2 What You Can Appeal Against

You can submit an appeal **only after** receiving the outcome of one of the following services:

1. Review of Marking or Review of Moderation

Appeals can be made if you believe OxfordAQA did not:

- Use procedures that meet JCQ requirements
- Apply those procedures properly and fairly
- Correctly apply the mark scheme or assessment criteria

This applies to both **exam papers** and **non-exam assessments (NEA)**.

2. Malpractice Decisions

If OxfordAQA has applied a **malpractice penalty** to a student or member of staff, and you believe the decision was incorrect or unfair, you may appeal the finding of malpractice and/or the sanction imposed.

3. Access Arrangements and Special Consideration

You may appeal if:

- Your application for access arrangements or special consideration was **declined**
- You **disagree with the level of adjustment** made
- An **aegrotat** or **estimated mark** was applied and you believe it was wrong



7.3.2 Fees

OxfordAQA offers **trusted qualifications and supportive services** that help schools deliver exams smoothly, meet international standards, and get great value from their assessment experience.

If you need further information about fees or payment, please contact OxfordAQA directly:

- Email: info@oxfordaqa.com
- [Contact Form](#) via our website.

7.3.3 Stages of Appeal

There are **two stages** to the appeals process:

Stage 1: Preliminary Appeal



- Must be submitted within:
 - **30 calendar days** of the outcome of a review of marking or moderation
 - **14 calendar days** of the original malpractice outcome, access arrangements or special consideration decision
- A staff member with **no prior involvement** will investigate the appeal
- You'll receive a **written report** detailing the outcome once a decision has been reached
- For marking-related appeals, a **senior examiner** will re-review the script and provide feedback

Stage 2: Appeal Hearing



- If you're not satisfied with the Stage 1 outcome, you can request a formal hearing within 14 days of your preliminary appeal outcome.
- The hearing panel will include **at least one independent member**
- You'll be contacted to arrange a suitable date
- All documentation will be shared with you **one week before** the hearing



7.3.4 How to make an appeal

Before starting your application, it's strongly recommended that you visit the [JCQ Appeals FAQs page](#). This page includes:

- Helpful guidance on the appeals process
- Examples of successful appeals
- Tips on how to write a clear and effective appeal statement

7.3.4.1 How to Submit an Appeal

You can submit an appeal in one of two ways:

1. Online Application Form

- Use OxfordAQA's [web-based submission form](#) to submit your appeal directly.
- This is the preferred method and allows you to upload supporting documents.

2. Email Submission (if the form is unavailable)

- If the online form isn't working, download the **Application for an Appeal Form** from the JCQ Appeals FAQs page.
- Complete the form and email it to: appeals@aqg.org.uk

7.3.4.2 Information You'll Need

Before starting your appeal, make sure you have the following details ready:

- **Centre name**
- **Contact details** for the person submitting the appeal
- **Exam series, specification, and unit/component code**
- **Candidate/ Student name(s) and number(s)** (not required for full cohort appeals)
- A clear **statement explaining the reasons for the appeal**
- Any **supporting files** (under 9MB each) – optional but helpful

7.3.5 Appeals against malpractice decisions

This section outlines how to appeal a decision made by OxfordAQA regarding malpractice. Malpractice refers to any breach of examination regulations by students, staff, or schools.

7.3.5.1 Who Can Appeal

Appeals against malpractice decisions may be submitted by:

- The Head of Centre
- A private candidate
- A member of school staff subject to a malpractice decision

Note: Students and parents must contact their school or college to initiate an appeal.

Appeals cannot be submitted directly by students or parents.

7.3.5.2 Grounds for Appeal

Appeals must be based on reasonable grounds directly related to the incident in question.

Acceptable grounds include:

- The incident was not handled in accordance with the published procedures outlined in the JCQ document [Suspected Malpractice – Policies and Procedures](#).
- The decision was unreasonable when considered against the evidence presented to the Malpractice Committee.
- New evidence (including medical evidence) has emerged that could affect the awarding body's decision.
- The sanction applied is disproportionate to the seriousness of the malpractice.



Please note appeal requests can be rejected if the grounds for appeal are not accepted by OxfordAQA.

oxfordaqa.com



7.3.5.3 Supporting Documentation

Include any relevant documentation to support your appeal, such as:

- Written statements from involved parties
- Evidence that contradicts the original findings
- Records of communication with OxfordAQA regarding the case

7.3.5.4 Timeline



Appeals must be submitted within **14 calendar days** of receiving the outcome of the malpractice decision.

7.3.6 Appeals against access arrangement, special consideration and late arrival decisions

This section explains how to appeal decisions related to access arrangements, special consideration, and late arrival to exams.

7.3.6.1 Who Can Appeal

Appeals may be submitted by:

- The Head of Centre
- A private candidate



Note: Students and parents must contact their school or college to initiate an appeal.

7.3.6.2 Grounds for Appeal

You may appeal if:

- Your application for access arrangements or special consideration was declined
- You disagree with the level of adjustment made
- A Student arrived late and was not allowed to sit the exam, and you believe the decision was unfair



Please note appeal requests can be rejected if the grounds for appeal are not accepted by OxfordAQA.

7.3.6.3 Supporting Evidence

- Include relevant documentation such as:
 - Medical or psychological reports
 - Attendance registers
 - Statements from staff or students
 - Any correspondence with OxfordAQA regarding the decision

7.3.6.4 Timeline



Appeals must be submitted within 14 calendar days of receiving the original decision.



7.4 Certificates



OxfordAQA issues certificates approximately eight weeks after results day. These certificates confirm the final, verified results for each student.

- Distribute certificates to students promptly. If sending by mail, use **secure postal methods**.
- Maintain a **record of all certificates issued**, including the date and recipient.

7.4.2 Unclaimed Certificates



- Store any unclaimed certificates **securely** for a minimum of **12 months**.
- After **12 months**, certificates must be either:
 - **Destroyed confidentially (e.g. by shredding)**, or
 - **Returned to OxfordAQA** for secure disposal

A record of all destroyed certificates must be kept for four years from the date of destruction.



Reminder: Certificates are important legal documents. Treat them with care and ensure they are handled in accordance with data protection and exam regulations.

OxfordAQA issues certificates approximately eight weeks after results day. These certificates confirm the final, verified results for each student.



7.5 Useful Links



For further guidance and access to essential documents and services, please refer to the following resources:

- [Student consent form for clerical rechecks, reviews of marking and appeals](#)

Purpose of the Form

This form is used to confirm that a student understands and agrees to the possible outcomes of a clerical re-check, review of marking, or appeal. These outcomes may result in:

- A **lower**, **higher**, or **unchanged** final grade.

Student Consent

- By signing the [form](#), the student gives permission for the school to submit a request on their behalf. The form must be kept on file by the school for **at least six months**.

Access to Scripts

- Students can also consent to their exam scripts being accessed by the school. They may choose whether their identity is revealed if the scripts are used in classroom settings.
- The [OxfordAQA General Regulations and Terms and Conditions for Approved Centres](#) document outlines the responsibilities and expectations for schools and institutions delivering OxfordAQA qualifications. It covers centre approval requirements, exam administration standards, staff roles, data protection, and compliance with UK regulations. The document ensures that centres maintain integrity, security, and fairness throughout the assessment process, and provides detailed guidance on handling exams, results, appeals, and student support.
- [Centre Services](#)
OxfordAQA Centre Services is a secure online platform designed to support Exams Officers and approved centres in managing all aspects of exam administration. It provides access to essential resources such as past papers, examiner commentary, Teacher Online Standardisation (T-OLS), results analysis, post-results services, and special consideration requests. Centres can also manage entries, access arrangements, and staff permissions through the system. To use Centre Services, Exams Officers must be registered and approved by their Head of Centre. For full details, visit the [OxfordAQA Centre Services page](#).
- [Quick guide to post-results services](#)
The OxfordAQA Post-Results Services Quick Guide outlines the options available to students and centres after exam results are issued. These include clerical re-checks, reviews of marking, priority reviews (for university-bound students), and reviews of moderation for coursework. It also details access to scripts standard and priority copies to support teaching or help decide whether to request a review. Each service has specific deadlines and turnaround times, and if a grade changes following a review, the centre will not be charged. The guide ensures transparency and helps centres navigate post-results procedures efficiently.



Part 8: Appendices

8.1 OxfordAQA Exam Entry Checklist for Schools

Step	Checklist Item	Details
1. Verify Student Details	Candidate Number	Ensure each student has a unique 4-digit candidate number.
	Legal Name	Confirm full legal name, including middle names.
	Date of Birth Format	Use DD/MMM/YYYY for Centre Services or DD/MM/YYYY for EDI.
	Student Status	Assign correct status: C (centre student), P (private candidate).
	UCI	Ensure each student has a valid Unique Candidate Identifier (UCI).
2. Select Correct Entry Codes	Entry Codes Booklet	Use the latest version to find subject award and unit/component codes.
	Subject Options	Students must be entered for only one option per subject.
	Certification	Include both unit/component and subject award codes.
3. Submit Entries	Centre Services	Log in → Pre-Exams → Entries → Entry Submission → Enter details → Submit.
	EDI	Use MIS system with latest basedata → Generate/send entry files → Include UCI.
4. Check Deadlines and Late Entries	Key Dates Calendar	Refer to it for entry deadlines.
	Submission Timing	Submit before deadline to avoid late fees.
	Late Fees	Late and very late entries incur additional fees.
	Withdrawals	Use original method (Centre Services or EDI) to withdraw entries.
5. Confirm Access Arrangements	Identify Needs of student	Extra time, readers, scribes, etc.
	Apply via Email	Submit before published deadline.
	Normal Way of Working	Ensure arrangements reflect usual support.
	Modified Papers	Order if needed (Braille, enlarged print, etc.).



8.2 OxfordAQA Handbook Glossary (A–Z)

Term	Definition
Access Arrangements	Adjustments are made for students with specific needs to ensure fair assessment.
Accreditation	Approval granted to a centre to offer OxfordAQA qualifications.
A2C (Access to Credentials)	The JCQ secure transfer system that lets a school's MIS to exchange exam files with awarding organisations. You can use the A2C Transport Application to send EDI files (entries and amendments) and receive results files back.
Appeals	Formal process to challenge an exam result or decision.
Assessment Objectives (AOs)	Criteria used to evaluate student performance in exams.
Basedata	Series-specific exam data required when using EDI and MIS to submit your entries. The basedata must be downloaded for each series (see the Key Dates Calendar for availability) and imported into your MIS to allow you to create entries and amendments for EDI submission.
Benchmarking	Comparing performance standards across qualifications or centres.
Candidate Number	A unique 4-digit identifier assigned to each student.
Centre Services	OxfordAQA's online portal for managing entries, results, and post-results services.
Certification	The process of awarding a final grade for a qualification.
Component	A part of a qualification assessed separately.
Deadline	The final date for submitting entries, amendments, or requests.
Direct Debit	A payment method for exam-related fees.
Dispatch	The process of sending exam materials to centres.
EDI (Electronic Data Interchange)	The process of setting up your school or college's management information system (MIS) so that it can send and receive your entries in the right format. Please refer to Section 2.3.2 of this document.
Entry Codes	Specific codes are used to identify subjects, units, and components.



Exam Series	A defined period during which exams are held (eg. May/June).
Examiner	A person appointed to mark students' scripts.
Erratum Notice	A formal correction issued to clarify or amend errors in published exam materials or documents.
Final Certification	The official confirmation of a student's qualification result.
Form 9	Used to report student name variations.
Grade Boundaries	The minimum marks required to achieve each grade.
Grey Bag	A grey OxfordAQA branded S1 bag to return the exam scripts
Guidance Documents	Official support materials provided by OxfordAQA.
Handbook	A comprehensive guide for administering OxfordAQA qualifications.
Internal Assessment	Non-exam assessment conducted within the school.
Internal Verifier	Staff member responsible for ensuring assessment standards within the centre.
Invoice	A bill issued for exam entries and services.
Joint Council for Qualifications (JCQ)	UK body that sets common standards for exams.
Key Dates Calendar	A schedule of important deadlines and events.
Late Entry	An entry submitted after the published deadline, often incurring a fee.
Logistics	Planning and coordination of exam materials and schedules.
Malpractice	Any breach of exam regulations or dishonest conduct.
Marked Paper	A copy of a student's exam script with examiner annotations.
Moderation	The process of ensuring consistency in marking across centres.
Name Variation	A discrepancy between a student's legal name and exam records.
NEA	Non-Examined Assessments
Outcome	The result of a post-results service request.



OxfordAQA	A joint venture between AQA and Oxford University Press offering international qualifications.
Post-Results Services	Services available after results are issued (eg. reviews of marking).
Pre-Exams	Administrative tasks completed before the exam period.
Private Candidate	A student not enrolled at the centre but entered for exams.
Purple Sack	Sack used to return multiple grey component bags in.
Qualification Code	A unique identifier for each OxfordAQA qualification.
Question paper	A paper containing the exam questions that students must answer during an examination.
Results Day	The official release date of exam results.
Results File	Electronic file containing students' results.
Review of Marking	A post-results service to check the accuracy of marking.
Scripts	The completed written work (responses) submitted by a candidate/student for assessment after an exam/examination
Second pair eyes of check	An independent check carried out by a second member of school staff immediately before a question paper packet is opened, to confirm that the correct examination materials are being issued. The check must be recorded.
Secure Materials	Confidential exam papers and resources sent to centres.
Special Consideration	Adjustments made for students affected by unforeseen circumstances.
Tier Change	A change to a student's entry where the student is moved to a different tier (eg., Core/Extension, Written Option/Written Option with endorsement, or vice versa). This is processed by withdrawing the incorrect tier/option entry and submitting a new entry for the correct tier/option (eg. Business IGSCE: 9225 Written Option vs 9225E Written Option with endorsement or Maths International GCSE: 9260C Core Tier vs 9260E Extension Tier).
Timetable	The schedule of exam dates and times.
Tracking Requests	Monitoring the status of post-results service applications.
Transcript	Official record of a student's results.



UCI (Unique Candidate Identifier)	A 13-character code used to track a student's exam history.
UMS (Uniform Mark Scale)	A scale used to standardize marks across exam sessions.
Verification	The process of confirming student details or school compliance.
Warning to Students	Official notice outlining exam conduct rules.
Withdrawal	The removal of a student's entry before the exam.
Year Code	Part of the exam series identifier (eg. 6Y25 for May/June 2025).



8.3 Administrative forms

Please find below a list of key forms required during the **pre-exam period** and **Exam Day**. Additional forms can be found on our website. You can access all OxfordAQA administrative forms via the '**Exam administration**' section of the OxfordAQA [website](#).

Appendix 1 - Warning to Students

Warning to Students

1. You **must** be on time for all your examinations.
2. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
3. You **must not**:
 - sit an examination in the name of another student;
 - have in your possession any unauthorised material or equipment which might give you an unfair advantage.
4. **Possession of a mobile phone, watch** or other unauthorised material **is not allowed** even if you do not intend to use it, and you will be subject to penalty and possible disqualification from the exam/qualification.
5. You **must not** talk to, attempt to communicate with or disturb other students once you have entered the examination room.
6. You **must** follow the instructions of the invigilator.
7. If you are confused about anything, only speak to an invigilator.

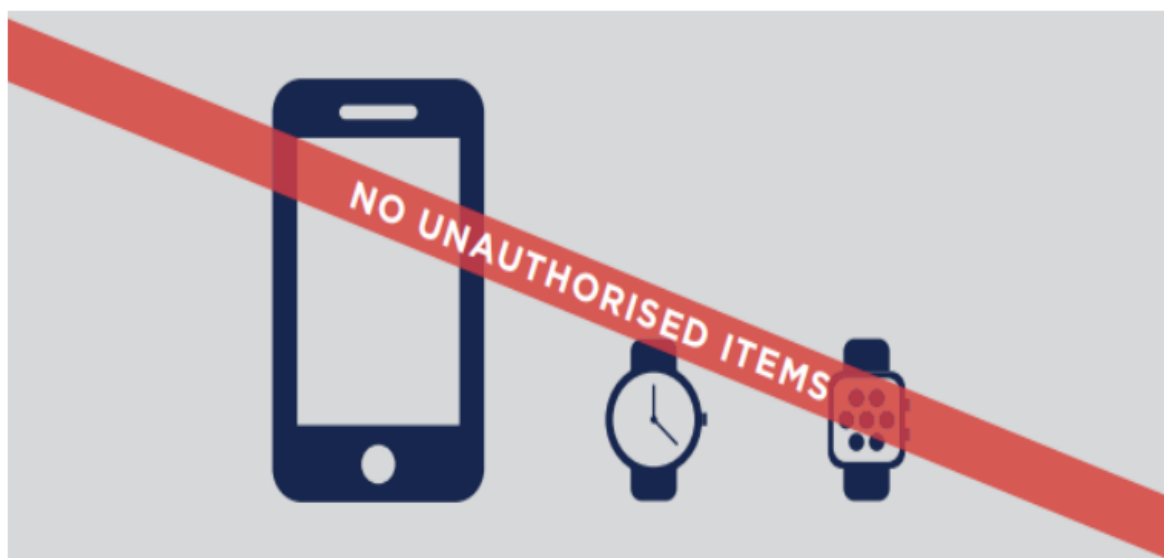
The *Warning to Students* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all students to see.



Appendix 2 - No Unauthorised Items

**NO MOBILE PHONES
NO WATCHES
NO SMART GLASSES**

**NO POTENTIAL TECHNOLOGICAL/WEB
ENABLED SOURCES OF INFORMATION**



Possession of unauthorised items, such as a mobile phone or any watch , is a serious offence and could result in

DISQUALIFICATION

from your examination and your overall qualification.



Appendix 3 - OxfordAQA Invigilator Training Checklist

The image shows the cover of a document titled 'OxfordAQA Invigilator training checklist'. The cover is white with a dark blue border. In the top left corner, the OxfordAQA logo is displayed, consisting of the word 'OXFORD' in a standard font, 'AQA' in a bold font inside a dark blue square, and 'INTERNATIONAL QUALIFICATIONS' in a smaller font below. In the top right corner, a speech bubble contains the text 'The international exam board that puts fairness first'. The main title 'OxfordAQA' is in a large, bold, blue font, followed by 'Invigilator training checklist' in a smaller, black font. Below the title, the date 'March 2026' is printed. At the bottom of the page, there is a small line of text: 'OxfordAQA is a partnership between AQA, the UK's largest awarding body, and Oxford University Press, a department of the University of Oxford. We offer globally relevant international GCSEs, AS and A-levels to schools across Europe, Africa and Asia.'



OXFORDAQA INVIGILATOR TRAINING CHECKLIST

This checklist is designed to support the planning and delivery of invigilator training and briefing sessions for invigilators. Once completed, it must be retained by the Exams Officer as OxfordAQA may request to review it.

Introduction	
<p>Invigilators play a key role in upholding the integrity of the examination process. The role of the invigilator is to ensure that the examination is conducted in accordance with the OxfordAQA Handbook to:</p> <ul style="list-style-type: none"> • ensure all students have an equal opportunity to demonstrate their abilities • ensure the security of the examination materials before, during and after the examination • prevent student malpractice • prevent administrative failures. 	<input type="checkbox"/>
<p>Familiarisation with key documents including:</p> <ul style="list-style-type: none"> • OxfordAQA Handbook • OxfordAQA Checklist for Invigilators (for written examinations) • OxfordAQA Warning to students poster • OxfordAQA No unauthorised items poster • any specific instructions relating to the subjects being examined. Conducting OxfordAQA Listening Tests Conducting OxfordAQA Speaking Tests Speaking test checklist Information for students (for written examinations) Information for students (On screen tests) 	<input type="checkbox"/>
<p>Familiarisation with the school's key arrangements and policies, including:</p> <ul style="list-style-type: none"> • contingency plan • emergency evacuation procedures • safeguarding policy • documentation that the invigilator is required to complete to declare any conflicts of interest or current malpractice/maladministration sanctions. Centre Conflict of Interest 	<input type="checkbox"/>

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Invigilation arrangements	
Before the start of the examination, stress to invigilators that their mobile phones must not be used for anything other than requesting help, or in exam emergency. Invigilators must check that their mobile phone, to be used in emergencies only, has been switched to silent mode.	<input type="checkbox"/>
The arrangements for invigilators to contact a member of school staff should an incident occur (particularly arrangements for sole invigilators).	<input type="checkbox"/>
Invigilators must be able to see all students. Particular attention should be paid to ensuring all students can be seen if the school is using screened booths for Listening examinations.	<input type="checkbox"/>
The arrangements for notifying the Exams Officer or Head of Centre if invigilators are suspicious about the security of the question papers.	<input type="checkbox"/>
The requirements and arrangements for dealing with disruptive students in the examination room and recording the incident. Exam Room Incident Log	<input type="checkbox"/>
The requirements and arrangements for removing any unauthorised material that a student may have in the examination.	<input type="checkbox"/>
Your school arrangements for storing unauthorised items that may be handed in prior to the start of an examination.	<input type="checkbox"/>
OxfordAQA Notice to School – The people present in the examination room Which school staff are allowed to enter the examination room and any restrictions? What should an invigilator do if an unauthorised individual enters the examination room?	<input type="checkbox"/>
The requirements and arrangements for invigilating on-screen examinations (for further information please refer to Section 5.7.3 in the OxfordAQA Handbook).	<input type="checkbox"/>



OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Invigilation arrangements for students with access arrangements

The requirements and arrangements for invigilators who are required to move around the exam room to actively monitor students.	<input type="checkbox"/>
The requirements and arrangements for invigilators also acting as a practical assistant, a reader and/or a scribe.	<input type="checkbox"/>
The requirements for invigilators where students have a Communication Professional or a Language Modifier.	<input type="checkbox"/>
The requirements and arrangements for invigilating students with access arrangements including colour naming for students who are colour blind and using word processors.	<input type="checkbox"/>

Setting up the examination room

<p>The responsibility of invigilators in setting up the examination room may vary between schools. Topics to consider include:</p> <ul style="list-style-type: none"> • The invigilator's responsibility for checking that any charts, diagrams, etc. have been cleared from the walls. • The invigilator's responsibility for checking that you have the following on display: <ul style="list-style-type: none"> ○ an analogue and/or digital clock that all students can see clearly; ○ a board/display showing the school's centre number, subject title, paper number and the actual starting and finishing time, and date of each examination. • Informing invigilators that a printed paper copy or an electronic copy, accessible via a laptop or tablet, of the OxfordAQA Handbook must be available in the main examination hall/room. • Informing invigilators of subject specific instructions and/or stationery lists issued by OxfordAQA. • Informing invigilators about seating plans. 	<input type="checkbox"/>
<p>The requirements and arrangements for ensuring that the conditions for question papers, stationery, materials and other equipment are met.</p> <p>Stress to invigilators that question papers must never be left unattended.</p> <p>Inform invigilators of the requirements relating to the security of question papers and the importance of another member of school staff checking the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened. This check must be recorded.</p>	<input type="checkbox"/>



OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Identifying students

The requirements and arrangements for identifying every student in the examination room and the role of the invigilator.	<input type="checkbox"/>
The requirements and arrangements for checking the documentary evidence that private candidates provide to ensure that they are the same people who were entered/registered for the examination/assessment.	<input type="checkbox"/>
The arrangements for informing invigilators about access arrangements for students.	<input type="checkbox"/>

Setting up the examination

The arrangements for making sure that students are seated according to the set seating plan.	<input type="checkbox"/>
The requirement to provide students with all relevant information prior to them starting the examination. Schools may use the OxfordAQA Invigilator Announcement included in this document or their own invigilator script, provided it contains all the required information included in the OxfordAQA Invigilator Announcement and is delivered in English.	<input type="checkbox"/>
The requirements and arrangements if a student arrives late for an examination. Very late arrival form	<input type="checkbox"/>
The conduct required of an invigilator to prevent malpractice – what they must not do.	<input type="checkbox"/>

During the examination

<p>The expectations of invigilators when supervising students. Invigilators must:</p> <ul style="list-style-type: none"> • Give their full attention to supervising the examination at all times • Remain vigilant to prevent malpractice or disruption • Not undertake any non-examination-related activities, including reading the question paper • Record any incidents in the log. 	<input type="checkbox"/>
The requirements and arrangements for completing the attendance register.	<input type="checkbox"/>
<p>Calculators: An invigilator may give a student a replacement calculator.</p> <p>It is acceptable for students to place their calculator on the floor under their desks in sight of the invigilator(s) for the non-calculator portion of the exam.</p>	<input type="checkbox"/>

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Leaving the examination room

The requirements relating to when students can leave the examination room early.	<input type="checkbox"/>
Students must hand in their script, question paper and other materials before they leave the examination room.	<input type="checkbox"/>
The arrangements for students leaving the examination room temporarily.	<input type="checkbox"/>
Students must not remove any assessment or other materials from the examination room.	<input type="checkbox"/>

Finishing the examination

Schools must ensure invigilators understand the requirements for issuing a five-minute warning before the end of an examination.	<input type="checkbox"/>
The requirements for invigilators in finishing the examination.	<input type="checkbox"/>
Ensuring students granted extra time and/or supervised rest breaks can carry on uninterrupted for the allocated additional time.	<input type="checkbox"/>
The requirements and arrangements for invigilators to collect scripts.	<input type="checkbox"/>
The requirements and arrangements for invigilators to collect unused stationery and return to exams officer.	<input type="checkbox"/>



Appendix 4 - OxfordAQA Checklist for Invigilators

OXFORD AQA
INTERNATIONAL QUALIFICATIONS

The international
exam board *that*
puts fairness first

OxfordAQA

Exam Invigilation Checklist for invigilators

March 2026

OxfordAQA is a partnership between AQA, the UK's largest awarding body, and Oxford University Press, a department of the University of Oxford. We offer globally relevant international GCSEs, AS and A-levels to schools across Europe, Africa and Asia.



OXFORDAQA CHECKLIST FOR INVIGILATORS

This checklist summarises the most essential actions for invigilating written examinations. It must be issued to invigilators as part of their preparation and training.

Invigilators must be familiar with the latest version of the [OxfordAQA Handbook](#) before the examinations begin.

Section 1 – At the beginning of the exam

Preparing the exam room	
Exam room	
Check that the exam room conditions are suitable (heat, lighting, noise, cleanliness).	<input type="checkbox"/>
Clock	
Check that an analogue and/or digital clock is visible to all students.	<input type="checkbox"/>
Warning posters	
Ensure the Warning to Students and No Unauthorised Items posters are displayed outside the exam room.	<input type="checkbox"/>
Display material	
Check that the display board shows – centre number, subject title, paper number, date and actual start/finish times of each examination.	<input type="checkbox"/>
Check all display material (maps, diagrams, wall charts, projected images) has been removed or covered.	<input type="checkbox"/>
Documents	
Check you have a printed or electronic copy of the latest OxfordAQA Handbook .	<input type="checkbox"/>
Ensure subject-specific instructions and stationery lists issued by OxfordAQA are available.	<input type="checkbox"/>
Check you have the OxfordAQA Invigilator Announcement ready to read in English.	<input type="checkbox"/>
Mobile phone	
Ensure your mobile phone is set to silent mode (used in emergencies only).	<input type="checkbox"/>

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Section 2 – Before the exam starts

Invigilator training	
Attend invigilator training and read the latest OxfordAQA guidance.	<input type="checkbox"/>
Review the OxfordAQA Invigilator Announcement.	<input type="checkbox"/>
Identifying students	
Check the identity of every student in the exam room.	<input type="checkbox"/>
For private candidates, check that formal identification documents match the exam entry. You must ensure that they are the same people who were entered/ registered for the examination/assessment	<input type="checkbox"/>
Access arrangements	
Check with the exams officer in advance which students have access arrangements..	<input type="checkbox"/>
Ensure you understand the nature and delivery of the arrangements (e.g. 25% extra time, supervised rest breaks).	<input type="checkbox"/>
Confirm permitted materials: bilingual dictionary, coloured overlay, a modified enlarged papers.	<input type="checkbox"/>
Ensure students with approved access arrangements are clearly identified on the seating plan.	<input type="checkbox"/>
Question paper security	
Perform the Second Pair of Eyes Check (see section 4.4.5 of the handbook for further info) on the question paper packets.	<input type="checkbox"/>
If packets show damage or tampering, complete the Damaged Packet form and email info@oxfordaqa.com .	<input type="checkbox"/>
Calculators and dictionaries	
Check the front of the question paper for the exact requirements for authorised materials, particularly calculators, dictionaries (see section 5 of this document for further info), anthologies and set texts	<input type="checkbox"/>
Invigilator's announcements	
Tell students they must follow exam regulations.	<input type="checkbox"/>
Read the Invigilator Announcement in English (and repeat in another language if needed).	<input type="checkbox"/>

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Unauthorised materials

Warn students that they must hand in any unauthorised materials, including (but not limited to):

- electronic devices with data storage and/or communication capabilities, such as:
- mobile phones,
- cameras,
- e-readers,
- Bluetooth headsets, air pods, earphones/earbuds, iPods,
- MP3/4 players or similar devices,
- tablet or laptop computers,
- watches and 'smart wear' such as smart glasses and smart watches
- revision notes of any kind
- calculator cases
- non-transparent pencil cases
- any packaging with images or text on it (students should put food or drink in plain packaging see section 5.1.9.1 (b) of the handbook for more information)
- weapons of any kind.

Ensure items are stored securely.

Student preparation

Tell students to check they have the correct question paper.

Tell students to read the instructions on the front of the paper and any and any supplementary sheets, e.g. full name, candidate number and centre number in black ink.

Ensure students do not write anything and do not open the question paper until instructed.

Remind students to write clearly in black ink and not use highlighters or gel pens in their answers and to write in the designated sections of the answer booklet.

Erratum notice

Inform students of any erratum notices.

Beginning the exam

Tell students when they may begin and how much time they have.

Ensure students only open their papers when instructed to do so.

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Section 3 – During the exam

Attendance and timekeeping	
Complete the attendance register – (see section 5.1.3 of the <i>OxfordAQA Handbook</i>).	<input type="checkbox"/>
Follow procedures for late arrivals – (See section 5.1.10 of the <i>OxfordAQA Handbook</i> if a student arrives late).	<input type="checkbox"/>
Maintaining exam conditions	
Do not allow communication between students.	<input type="checkbox"/>
Maintain full visibility of all students.	<input type="checkbox"/>
Be alert for malpractice (e.g. hidden notes, unauthorised devices).	<input type="checkbox"/>
Move quietly around the room to monitor students.	<input type="checkbox"/>
Do not read or mark papers during the exam.	<input type="checkbox"/>
Providing assistance	
Do not give information about exam content: <ul style="list-style-type: none"> • suspected mistakes in the question paper unless an erratum notice has been issued or permission has been given by OxfordAQA. • any question on the paper or the requirements for answering particular questions. 	<input type="checkbox"/>
Leaving the examination room	
Follow guidance (section 5.2.3 of the <i>OxfordAQA Handbook</i>) on when students may leave.	<input type="checkbox"/>
Ensure no question papers leave the examination room during the examination.	<input type="checkbox"/>
Make sure that an appropriate member of staff is available to accompany any students who need to leave the room temporarily.	<input type="checkbox"/>
Emergencies	
Follow the school evacuation procedure.	<input type="checkbox"/>
Refer to OxfordAQA emergency guidance (see section 5.2.5 of the <i>OxfordAQA handbook</i>).	<input type="checkbox"/>
Record keeping	
Keep a record of any incidents or irregularities which arise during the examination in the Exam Room Incident Log .	<input type="checkbox"/>
Tell students to stop writing and remain seated at the end of the examination	<input type="checkbox"/>

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Section 4 – At the end of the exam

Invigilators' announcement	
Read aloud the end of exam instructions here.	<input type="checkbox"/>
Attendance register	
Check and sign the attendance register.	<input type="checkbox"/>
Student checks before collecting scripts	
Tell students to check that they have: <ul style="list-style-type: none"> • written all the required information on their scripts including supplementary answer sheets • crossed out rough work or unwanted answers. 	<input type="checkbox"/>
Placed any loose additional answer sheets inside the answer booklet.	
Collecting materials	
Collect all scripts, question papers and any other material before students leave the examination room	<input type="checkbox"/>
Ensure scripts match the attendance register and arrange in register order.	<input type="checkbox"/>
Check all student details are completed correctly.	<input type="checkbox"/>
Organising scripts	
Arrange the scripts (question papers with student answers) and answer booklets put into candidate number order.	<input type="checkbox"/>
Seal scripts in an envelope in front of students (if using only one exam room).	<input type="checkbox"/>
Dismissal	
Tell students they may leave the room.	<input type="checkbox"/>



OXFORDAQA INVIGILATOR TRAINING CHECKLIST

At the end of the exam (after students have left the room)

For multiple exam rooms	
If used multiple exam rooms, bring all scripts and answer booklets together to be sealed in candidate number order.	<input type="checkbox"/>
Handover	
Hand over all collected materials to the Exams Officer for secure dispatch.	<input type="checkbox"/>
Storage	
Make sure that scripts are stored securely before being sent to OxfordAQA.	<input type="checkbox"/>
Dismissal	
Complete and sign the seating plan and incident log if applicable.	<input type="checkbox"/>



OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Section 5 – Use of calculators and dictionaries

Finishing the examination	
Students can use calculators, unless the specification or front of the question paper says otherwise.	<input type="checkbox"/>
Students are not allowed to use dictionaries in any examinations, unless the specification or front of the question paper says otherwise.	<input type="checkbox"/>
Students who meet the latest OxfordAQA guidance may use bilingual dictionaries	<input type="checkbox"/>



Appendix 5 - OxfordAQA Invigilator Announcement

The poster features the OxfordAQA logo in the top left, a speech bubble in the top right containing the tagline 'The international exam board that puts fairness first', and the main title 'OxfordAQA Invigilator announcement' in large blue and black text. The date 'March 2026' is positioned below the title. At the bottom, a dark blue bar contains a small white speech bubble with fine print text.

OXFORDAQA
INTERNATIONAL QUALIFICATIONS

The international exam board that puts fairness first

OxfordAQA

Invigilator announcement

March 2026

OxfordAQA is a partnership between AQA, the UK's largest awarding body, and Oxford University Press, a department of the University of Oxford. We offer globally relevant international GCSEs, AS and A-levels to schools across Europe, Africa and Asia.



OXFORDAQA INVIGILATOR ANNOUNCEMENT

Guidance for Exam Officers and Invigilators

To ensure all OxfordAQA students have a consistent and fair examination experience, invigilators must read aloud the suggested instructions at both the start and end of each exam.

This guide provides the exact wording and timing for these announcements. The script should be read as written, to ensure that all students receive the same clear information and that examinations are conducted fairly.

If a different script is used, it must include all of the information contained in this guide. Instructions must always be read in English first and may then be repeated in another language, provided the content and meaning remain identical.

This document covers instructions explaining how students should record their answers:

- Part 1- Answering on the question paper.
- Part 2- Answering on answer sheets or in an answer booklet

Before each exam, Exams Officers must update invigilators using the **Stationery Summary Lists** available on **Centre Services** – which provides a full list of materials required for each exam.

Invigilators should also check the instructions inside the question paper packet, which confirm what must be provided in the exam room, including:

- Whether additional materials are required (for example, calculators or graph paper)
- How students must record their answers (for example, directly on the question paper)

All staff involved in the delivery of examinations must ensure they have read and understood the regulations for running exams, as set out in section 5 of the *OxfordAQA Handbook*.

You can download a copy of our [OxfordAQA Checklist for Invigilators](#), which supports the secure delivery of examinations and compliance with OxfordAQA regulations. This checklist should be used before, during, and after each examination session.

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Part 1 - Answering on the question paper

Instructions for Starting the Exam

Before students enter the room:

- Ensure the seating plan is correctly arranged.
- Confirm that the question paper packets are the correct ones for the exam.
- Check that both the outer packaging and the clear inner plastic packaging are intact.
 - If any packet is damaged or has been opened, complete and return the [Damaged Packet form](#) immediately to info@oxfordaqa.com.

When students are seated:

- Verify that each student has the required items for the exam (for example, pens, pencils, calculators if permitted).
- Open the question paper packets in front of the students.
- Place one question paper face-up on each desk.
 - For large groups or multiple rooms, papers may be placed on desks before students enter, provided they are face-up.

Read aloud the following instructions in order:

- Insert the required details where indicated (for example, exam name, start time).
- Do not read aloud any text shown in square brackets. This text is for invigilator reference only.

Step	What to say to students
1. Greeting	Good morning/afternoon. You are here to take: <i>Name of exam</i> <i>Syllabus code</i> <i>Component code.</i>
2. Seating Confirmation	Make sure you are seated according to the seating plan
3. Exam Conditions	<i>Do not open</i> the question paper until I instruct you to do so. You are now under exam conditions and must follow the rules detailed on the ' Warning to Students Poster ' displayed in the room. You must not communicate with, ask for help from, or give help to any other student in the exam room. If you have a question at any time, raise your hand and wait for an invigilator. Invigilators cannot answer any questions about the content of the question paper.

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

4. Unauthorised Items	<p>You are not allowed to have any unauthorised items in the exam room.</p> <p>If you have any unauthorised items, including watches, notes, mobile phones or any kind of electronic device, you must hand them in now.</p> <p>If you do not hand them in, your results may be disqualified.</p>
5. Materials Check	<p>You should have a question paper on your desk.</p> <p>As well as the question paper, you should have:</p> <ul style="list-style-type: none"> • pens and/or pencils • [list any other relevant equipment from the Additional Exams Materials List, e.g., geometric instruments]. <p><i>If you are missing anything, raise your hand now.</i></p>
6. Question Paper Check	<p>Check the front of the exam paper to make sure you have the correct paper and read through the instructions on the front.</p> <p>Do not open the question paper until you are told to do so.</p> <p><i>[Pause here to allow students time to read the instructions]</i></p>
7. Writing Instructions	<p>Write clearly in blue or black ink using a ballpoint pen.</p> <p>Do not use any kind of correcting fluid or tape.</p> <p>Everything you write in your script may be available to your school after the release of results.</p> <p>Do any rough work on the question paper provided and cross through it neatly.</p>
8. Student Details	<p>Check your student details on the front of your desk are correct.</p> <p>Then write the following on the front of the question paper:</p> <ul style="list-style-type: none"> • Your name and candidate number • Centre number [this should be clearly displayed to all students].
9. Timing	<p>You have [X] minutes to complete this exam. The start time is [start time] and the finish time is [end time].</p> <p>I will let you know when there are five minutes of the exam remaining.</p> <p>You may now open your question papers and begin.</p> <p><i>[You must not give students any additional time to read through the question paper].</i></p>



OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Instructions for the last five minutes of the exam – five-minute warning

You must let your students know when there are five minutes of the exam remaining.

Step	What to say to students
1. Reminder	You have five minutes left until the end of the exam.

Instructions for the end of the exam – finishing the exam

At the end of the exam, read aloud the instructions below in order. Text shown in square brackets is for invigilator reference only and must not be read aloud.

Before you start make sure that:

- Students remain seated until all question papers and any additional answer sheets have been collected and accounted for.
- Where possible, seal the question paper packets into the script packets in front of the students.
- If the scheduled exam time has passed, students may leave the room when instructed.
- If the scheduled exam time has not passed, students must remain under Centre Supervision either in the exam room or another suitable room.

Step	What to say to students
1. Stop Writing	<p>The exam has finished. Stop writing and put your pens down.</p> <p><i>[You may allow students to check that they have neatly crossed through any rough work.]</i></p> <ul style="list-style-type: none"> • You are still under exam conditions, so please remain silent and seated at your desks.
2. Check and Organise Papers	<p>Please:</p> <ul style="list-style-type: none"> • Check you have entered all the required information on the front of your question paper. • Check you have neatly crossed through any rough work. • Place any additional answer sheets in question number order and securely attach them to your question paper using the treasury tag provided. <p><i>[Do not use paperclips or staples.]</i></p>
3. Remain Seated	Please remain seated and quiet until I let you know you can leave the room.



OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Part 2 – Answering on answer sheets or in an answer booklet

Instructions for Starting the Exam

Before students enter the room:

- Ensure the seating plan is correctly arranged.
- Confirm that the question paper packets are the correct ones for the exam.
- Check that both the outer packaging and the clear inner plastic packaging are intact.
 - If any packet is damaged or has been opened, complete and return [Damaged Packet form](#) immediately to info@oxfordaqa.com.

When students are seated:

- Verify that each student has the required items for the exam (for example, pens, pencils, calculators if permitted).
- Open the question paper packets in front of the students.
- Place one question paper face-up on each desk.
 - For large groups or multiple rooms, papers may be placed on desks before students enter, provided they are face up.
 - Ensure each student has the correct **answer sheets or answer booklet**, as required for the examination.

Read aloud the following instructions in order:

- Insert the required details where indicated (for example, exam name, start time).
- Do not read aloud any text shown in square brackets; This text is for invigilator reference only.

Step	What to say to students
1. Greeting	Good morning/afternoon. You are here to take: <i>Name of exam</i> <i>Syllabus code</i> <i>Component code.</i>
2. Seating Confirmation	Make sure you are seated according to the seating plan
3. Exam Conditions	<i>Do not open</i> the question paper until I instruct you to do so. You are now under exam conditions and must follow the rules detailed on the ' Warning to Students Poster ' displayed in the room. You must not communicate with, ask for help from, or give help to any other student in the exam room. If you have a question at any time, raise your hand and wait for an invigilator. Invigilators cannot answer any questions about the content of the question paper.

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

4. Unauthorised Items	<p>You are not allowed to have any unauthorised items in the exam room.</p> <p>If you have any unauthorised items, including watches, notes, mobile phones or any kind of electronic device, you must hand them in now.</p> <p>If you do not hand them in, your results may be disqualified.</p>
5. Materials Check	<p>You should have a question paper on your desk.</p> <p>As well as the question paper, you should have:</p> <ul style="list-style-type: none"> • an answer booklet or answer sheets • pens and/or pencils • [list any other relevant equipment from the Additional Exams Materials List, e.g., geometric instruments]. <p><i>If you are missing anything, raise your hand now.</i></p>
6. Question Paper Check	<p>Check the front of the exam paper to make sure you have the correct paper and read through the instructions on the front.</p> <p>Do not open the question paper until you are told to do so.</p> <p><i>[Pause here to allow students time to read the instructions]</i></p>
7. Writing Instructions	<p>Write clearly in blue or black ink using a ballpoint pen.</p> <p>Do not use any kind of correcting fluid or tape.</p> <p>Do not use highlighters on your answer booklets or answer sheets.</p> <p>Everything you write in your script may be available to your school after results release.</p> <p>Do any rough work on the answer booklets or answer sheets provided and cross through it neatly.</p>
8. Student Details	<p>Check your student details on the front of your desk are correct.</p> <p>Then write the following on the front of the answer booklets or answer sheets:</p> <ul style="list-style-type: none"> • Your name and candidate number • Centre number [this should be clearly displayed to all students]. • Syllabus and component number as detailed on the front of the question paper.
9. Timing	<p>You have [X] minutes to complete this exam. The start time is [start time] and the finish time is [end time].</p> <p>I will let you know when there are <i>five minutes</i> of the exam left.</p> <p>You may now open your question papers and begin.</p> <p><i>[You must not give students any additional time to read through the question paper].</i></p>

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OXFORDAQA INVIGILATOR TRAINING CHECKLIST

Instructions for the last five minutes of the exam – five-minute warning

You must let your students know when there are 5 minutes of the exam remaining.

Step	What to say to students
1. Reminder	You have five minutes left until the end of the exam.

Instructions for the end of the exam – finishing the exam

At the end of the exam, read aloud the instructions below in order. Text shown in square brackets is for invigilator reference only and must not be read aloud.

Before you start make sure that:

- Students remain seated until all answer sheets or booklets and question papers have been collected and accounted for.
- Where possible, seal the question paper packets into the script packets in front of the students.
- If the scheduled exam time has passed, students may leave the room when instructed.
- If the scheduled exam time has not passed, students must remain under Centre Supervision either in the exam room or another suitable room.

Step	What to say to students
1. Stop Writing	<p>The exam has finished. Stop writing and put your pens down.</p> <p><i>[You may allow students to check that they have neatly crossed through any rough work.]</i></p> <p>You are still under exam conditions, so please remain silent and seated at your desks.</p>
2. Check and Organise Papers	<p>Please:</p> <ul style="list-style-type: none"> • Check you have entered all the required information on the front of your answer sheets or booklets. • Make sure your answers are clearly and correctly numbered • Check you have neatly crossed through any rough work. • Place any loose answer sheets (including rough work) in question number order and attach them to your answer sheets or booklets using the treasury tag provided. <p><i>[Do not use paperclips or staples.]</i></p>
3. Remain Seated	Please remain seated and quiet until I let you know you can leave the room.



Appendix 6 - OxfordAQA Exam Room Incident Log

The cover of the document features the OxfordAQA logo in the top left, a speech bubble in the top right containing the tagline 'The international exam board that puts fairness first', the main title 'OxfordAQA Exam room incident log' in large blue and black text, and the publication date 'Published November 2025'. At the bottom, there is a small line of text describing the partnership between AQA and Oxford University Press. The entire cover is enclosed in a dark blue border with a white speech bubble shape at the bottom right corner.

OXFORDAQA
INTERNATIONAL QUALIFICATIONS

The international exam board that puts fairness first

OxfordAQA

Exam room incident log

Published November 2025

OxfordAQA is a partnership between AQA, the UK's largest awarding body, and Oxford University Press, a department of the University of Oxford. We offer globally relevant international GCSEs, AS and A-levels to schools across Europe, Africa and Asia.



**OXFORDAQA
EXAM ROOM INCIDENT LOG**

Date: Click or tap here to enter text.

Time: Click or tap here to enter text.

Examination:

Venue: Click or tap here to enter text.

Exam	Start	Finish
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Invigilator(s):

Name	Time in	Time out
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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OXFORDAQA
EXAM ROOM INCIDENT LOG

Record of incident

Time	Incident
Click or tap here to enter text.	Click or tap here to enter text.



Appendix 7 - OxfordAQA After the Exam Checklist.

OXFORD AQA
INTERNATIONAL QUALIFICATIONS

The international exam board that puts fairness first

OxfordAQA

After the exam checklist for invigilators and exam officers

March 2026

OxfordAQA is a partnership between AQA, the UK's largest awarding body, and Oxford University Press, a department of the University of Oxford. We offer globally relevant International GCSEs, AS and A-levels to schools across Europe, Africa and Asia.



OXFORDAQA AFTER THE EXAM CHECKLIST

After the exam – checklist for invigilators

Tell students to stop working. Remind them they are still under exam conditions.	<input type="checkbox"/>
Instruct students to make sure they have put all necessary information on their script and attached any additional sheets	<input type="checkbox"/>
Collect all scripts from students	<input type="checkbox"/>
Check the names on scripts against the attendance register	<input type="checkbox"/>
Make sure there is a script for every student	<input type="checkbox"/>
Pack scripts in the order shown on the attendance register	<input type="checkbox"/>
Check that students have given their correct name, candidate number and centre number	<input type="checkbox"/>
Keep scripts secure	<input type="checkbox"/>
Return any unused examination stationery/answer booklets to the secure room	<input type="checkbox"/>
Students must only be allowed to leave the examination room if the secure period has ended	<input type="checkbox"/>

Packing scripts – checklist for exam officers

Use the envelope provided by OxfordAQA to return scripts	<input type="checkbox"/>
Make sure all scripts are included for each unit, including any word-processed documents, and those sat in a different room/venue	<input type="checkbox"/>
Use a separate envelope to pack scripts for each component/unit	<input type="checkbox"/>
Enclose the component/unit attendance register. Please ensure the completed attendance register is scanned or photocopied for your records	<input type="checkbox"/>
Make sure cover sheets are attached where necessary	<input type="checkbox"/>
Use the pre-addressed label sent by OxfordAQA.	<input type="checkbox"/>
Use only one label per package	<input type="checkbox"/>
Do not mix the return bags – if there are too many scripts for the envelope, you can download additional labels	<input type="checkbox"/>

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OXFORDAQA AFTER THE EXAM CHECKLIST

Returning scripts – checklist for exam officers

Dispatch scripts on the same day as the exam wherever possible	<input type="checkbox"/>
Keep scripts in secure storage until they can be collected by a carrier (DHL)	<input type="checkbox"/>
Obtain and keep proof of postage	<input type="checkbox"/>

Return carrier (DHL) collection arrangements – checklist for exam officers

Arrange exam script collections with DHL before every exam series	<input type="checkbox"/>
Agree a collection time window and pick-up point	<input type="checkbox"/>
Book additional ad-hoc collections for early exams or externally marked Non-Examination Assessments	<input type="checkbox"/>
For ad-hoc collections, record each booking reference number on the consignment tracker	<input type="checkbox"/>
Store packages securely until the driver arrives.	<input type="checkbox"/>



Appendix 8 - Damaged Packet form

DAMAGED PACKAGE FORM

Please use this form if any of your confidential exam materials, such as green question paper packets, have been damaged or opened while in transit or damaged upon opening on arrival. The waybill (tracking) number is included in the dispatch note affixed to the outer box. A copy is also emailed to the Exams Officer at the time of dispatch from the address dispatch@oxfordaqa.co.uk

Please ensure the form is completed and submitted on the same day the incident occurred to info@oxfordaqa.com

Centre number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
Centre name	Click or tap here to enter text.												
Incident discovered by (name)	Click or tap here to enter text.												
Exam series	Click here to enter text.			Date package received		<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>
Waybill/ tracking number	Click here to enter text.			Date the damaged/ open packet was discovered		<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>
Specification/ component	Click or tap here to enter text.												
Specification/ component	Click or tap here to enter text.												
Specification/ component	Click or tap here to enter text.												
Specification/ component	Click or tap here to enter text.												

Please answer the following questions:			Centre comments
Is there any indication that the package has been inspected by customs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Click or tap here to enter text.
Have you received a note from customs stating the package was inspected?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Click or tap here to enter text.
Is there any damage to the outer packaging? <i>If yes, please tell us:</i> <ul style="list-style-type: none"> • how it is damaged • how the damage occurred (if you know). 	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Click or tap here to enter text.
Is the green question paper packet damaged or open? <i>If yes, please tell us:</i> <ul style="list-style-type: none"> • how it is damaged • how the damage occurred (if you know). 	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Click or tap here to enter text.
If yes, do you have the correct number of question papers or confidential materials? <i>Note: we provide a dispatch note detailing the contents of your delivery on the outer packaging. A copy is also emailed to your Exams Officer on the date of dispatch from the address dispatch@oxfordaqa.co.uk</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Click or tap here to enter text.



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INTERNATIONAL QUALIFICATIONS

Has anyone seen the contents of the confidential exam material? <i>If yes, please include their name(s) and role title(s)</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Click or tap here to enter text.
Where has the packet been stored? <i>Please tell us:</i> <ul style="list-style-type: none"> • who received the delivery and where it was opened? • where and when the packet was stored after the package was opened? • who has had access to this area? • where the packet is currently stored? 	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Click or tap here to enter text.
<p>Please follow this guidance if the green question paper packet is open or damaged: It is important that you inform the Head of Centre straightaway</p> <p>If the issue is discovered on the day of the exam please complete and send the Exam Room Incident Log as soon as possible</p> <p>With the Head of Centre present:</p> <ul style="list-style-type: none"> • Do not reseal the green packet • Take photographs of the opened packet (do not include any confidential information in this photograph) • Place it in a large envelope • Label the envelope with the syllabus and component code, and the exam date and time • Seal the envelope • Both you and the Head of Centre must sign across the seal • Cover the signatures with clear tape • Photograph the sealed envelopes and signature • Return the envelope to secure storage 			

Please follow the next steps when emailing info@oxfordaqa.com
1. Attach photographs of the outer packaging or box if damaged
2. Provide photographs of the damaged or opened green question paper packet <ul style="list-style-type: none"> a. front and back of the packet b. damage to the green packet
3. Provide photographs of the sealed envelope.

Please sign below to confirm that you have followed the steps in this form and completed it appropriately.			
Name (Head of Centre)	Click or tap here to enter text.		
Signed (Head of Centre)	Signature	Date	D D / M M / Y Y
Please return this form to info@oxfordaqa.com It is important that you include your centre number and name in the email subject line. Please keep a copy of this form for your own records.			



Appendix 10 - Information for students (written exams) (PDF)

Information for students For written examinations – effective from 1 September 2024

This document has been written to help you. Read it carefully and follow the instructions.
If there is anything you do not understand, especially which calculator you may use, ask your teacher.

A Regulations – Make sure you understand the rules	
1	Be on time for all your exams. If you are late, your work might not be accepted.
2	Do not become involved in any unfair or dishonest practice during the exam.
3	If you try to cheat, or break the rules in any way, you could be disqualified from all your exams.
4	You must not take into the exam room: <ul style="list-style-type: none"> • notes; • AirPods, Earphones/Earbuds, an iPod, a mobile phone, a MP3/4 player, or similar device, a watch, smart glasses or any other smart device. <p>Any pencil cases taken into the exam room must be see-through.</p> <p>Remember: possession of unauthorised material is breaking the rules, even if you do not intend to use it, and you will be subject to penalty and possible disqualification.</p>
5	If you have a watch, the invigilator will ask you to hand it to them.
6	Do not use correcting pens, fluid or tape, erasable pens, highlighters or gel pens in your answers.
7	Do not talk to or try to communicate with, or disturb other candidates once you have entered the exam room.
8	You must not write inappropriate, obscene or offensive material.
9	If you leave the exam room unaccompanied by an invigilator before the exam has finished, you will not be allowed to return.
10	Do not borrow anything from another candidate during the exam.
B Information – Make sure you attend your exams and bring what you need	
1	Know the dates and times of all your exams. Arrive at least ten minutes before the start of each exam.
2	If you arrive late for an exam, report to the invigilator running the exam.
3	If you arrive more than one hour after the published starting time for the exam, you may not be allowed to take it.
4	Only take into the exam room the pens, pencils, erasers and any other equipment which you need for the exam.
5	You must write clearly and in black ink. Coloured pencils or inks may only be used for diagrams, maps, charts, etc. unless the instructions printed on the front of the question paper state otherwise.
C Calculators, Dictionaries and Computer Spell-checkers	
1	You may use a calculator unless you are told otherwise.
2	If you use a calculator: <ul style="list-style-type: none"> • make sure it works properly; check that the batteries are working properly; • clear anything stored in it; • remove any parts such as cases, lids or covers which have printed instructions or formulae; • do not bring into the exam room any operating instructions or prepared programs.
3	Do not use a dictionary or computer spell checker unless you are told otherwise.
D Instructions during the exam	
1	Always listen to the invigilator. Always follow their instructions.
2	Tell the invigilator at once if: <ul style="list-style-type: none"> • you think you have not been given the right question paper or all of the materials listed on the front of the paper; • the question paper is incomplete or badly printed.
3	Read carefully and follow the instructions printed on the question paper and/or on the answer booklet.
4	Do not start writing anything until the invigilator tells you to fill in all the details required on the front of the question paper and/or the answer booklet before you start the exam. Do not open the question paper until you are told the exam has begun.
5	Remember to write your answers within the designated sections of the answer booklet.
6	Do your rough work on the proper exam stationery. Cross it through and hand it in with your answers. Make sure you add your candidate details to any additional answer sheets that you use, including those for rough work.
E Advice and assistance	
1	If on the day of the exam you feel that your work may be affected by ill health or any other reason, tell the invigilator.
2	Put up your hand during the exam if: <ul style="list-style-type: none"> • you have a problem and are not sure what you should do; • you do not feel well; • you need more paper.
3	You must not ask for, and will not be given, any explanation of the questions.
F At the end of the exam	
1	If you have used more than one answer booklet and/or any supplementary answer sheets, place them in the correct order. Place any loose additional answer sheets inside your answer booklet. Make sure you add your candidate details to any additional answer sheets that you use.
2	Do not leave the exam room until told to do so by the invigilator.
3	Do not take any stationery from the exam room. This includes the question paper, answer booklets used or unused, rough work or any other materials provided for the exam.

This information must be made available to all candidates in advance of their examination(s) for each series.
It may be provided electronically to candidates or in hard copy paper format.

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Appendix 11 - Information for students (on-screen tests) (PDF)

OXFORD AQA
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INFORMATION FOR STUDENTS ON-SCREEN TESTS 2024/2025

OxfordAQA International Examinations

v1.0

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This document has been written to help you.

Read it carefully and follow the instructions.

If there is anything you do not understand ask your teacher.

A. Regulations – Make sure you understand the rules

1. Be on time for your on-screen test(s). If you are late, your work might not be accepted.
2. **Do not** become involved in any unfair or dishonest practice during the on-screen test.
3. If you try to cheat, or break the rules in any way, you could be disqualified from all your subjects.
4. Only take into the exam room the materials and equipment allowed.
5. You must not take into the exam room:

- a) notes;
- b) AirPods, Earphones/Earbuds, an iPod, a mobile phone, a MP3/4 player or similar device, a watch, smart glasses or any other smart device

Unless you are told otherwise, you **must not** have access to:

- c) the internet, email, data stored on the hard drive, or portable storage media such as floppy disks, CDs and memory sticks;
- d) pre-prepared templates.

Remember: possession of unauthorised material is breaking the rules, even if you do not intend to use it, and you will be subject to penalty and possible disqualification.

6. If you have a watch the invigilator will ask you to hand it to them.
7. **Do not** talk to or try to communicate with or disturb other students once you have entered the exam room.
8. If you leave the exam room unaccompanied by an invigilator before the on-screen test has finished, you **will not** be allowed to return.
9. Do not borrow anything from another student during the on-screen test.



B. Information – Make sure you attend your on-screen test and bring what you need

1. Know the date and time of your on-screen test(s). Arrive at least ten minutes before the start of your on-screen test.
2. If you arrive late for an on-screen test, report to the invigilator running the test.
3. If you arrive more than one hour after the published starting time for the on-screen test, you may not be allowed to take it.
4. Your centre will inform you of any equipment which you may need for the on-screen test.

C. Calculators, dictionaries and computer spell-checkers

1. You may use a calculator unless you are told otherwise.
2. If you use a calculator:
 - a) make sure it works properly; check that the batteries are working properly;
 - b) clear anything stored in it;
 - c) remove any parts such as cases, lids or covers which have printed instructions or formulae;
 - d) do not bring into the examination room any operating instructions or prepared programs.
3. **Do not** use a dictionary or computer spell checker unless you are told otherwise.

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D. Instructions during the on-screen test

1. Always listen to the invigilator. Always follow their instructions.
2. Tell the invigilator at once if:
 - a) you have been entered for the wrong on-screen test;
 - b) the on-screen test is in another student's name;
 - c) you experience system delays or any other IT issues.
3. You may be given a question paper or the instructions may be on screen. In either case, read carefully and follow the instructions. **Do not** open the question paper until you are told the exam has begun.

E. Advice and assistance

1. If on the day of the on-screen test you feel that your work may be affected by ill health or any other reason, tell the invigilator.
2. Put up your hand during the on-screen test if:
 - a) you have a problem with your computer and are not sure what you should do;
 - b) you do not feel well.
3. You **must not** ask for, and will not be given, any explanation of the questions.

F. At the end of the on-screen test

1. Ensure that the software closes at the end of the on-screen test.
2. If you are required to print off work outside the time allowed for the on-screen test, ensure that you collect your own work. You **must not** share your work with other students. Make sure that another student does not collect your printout(s).
3. **Do not** leave the exam room until told to do so by the invigilator.
4. **Do not** take any stationery from the exam room. This includes rough work, printouts or any other materials provided for the on-screen test.

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Appendix 12 - OxfordAQA Very Late Arrival Form



Very Late Arrival form

If any student arrives very late for an examination, the school must complete the VLA form within seven days of the exam date. You must ensure all sections are completed.

Instruction notes – read and understand before completion:

- This form should be completed to notify us of a very late arrival for an exam after the scheduled start time. You can find useful information such as the series code and entry code here: [Entries | OxfordAQA International Qualifications](#)
- Please complete a separate form for each student and each affected component.
- Submit the form immediately after the exam or within seven days the latest. We may contact you to ask for more information about the late arrival before we provide you with an outcome.
- Return the form to irregularities@aqa.org.uk including your centre number and "Very Late Arrival" in the email subject line. Please retain a copy of the form for your records.

Centre details			
Centre number		Centre name	
Phone number		Email address	
Candidate details			
Student name(s)			
Candidate number(s)			
Examination details			
Level, Subject and specification code			
• eg A-level Mathematics 9665			
Exam series			
• eg May/June GCSE series 6Y25			
• eg May/June AS/A-level 6X25			
Exam Date			
• DD/MM/YYYY			
Component Code			
• eg MA04			
Details of very late arrival			
Time student came under centre staff supervision (local time): eg 2:30 PM			
Actual centre starting time (local time): eg 2:00 PM			
Actual centre finishing time (local time): eg 3:30 PM			
Student starting time (local time): eg 2:40 PM			
Student finishing time (local time): eg 3.40 PM			

Was the student given the full-time allowance? Yes No



Reason given for late arrival (to be completed by school).

What assurances can you provide that the student did not access and was not made aware of the paper's content prior to sitting the exam?

Is there any additional information/ evidence that you would like to provide and has this been attached in the email? i.e. statement from student.

Yes

No

The Head of School has been made aware of the need to submit the form and approves the submission.

Yes

No

The Head of School or Exam officer will need to complete the section below to confirm they support the late arrival notification, and they have notified the student we may not accept the reason as valid.

Name

Job Title

Date

Signature



Appendix 13 - Notice to School: The People Present in the Examination Room

OXFORDAQA NOTICE TO SCHOOL – THE PEOPLE PRESENT IN THE EXAMINATION ROOM

OxfordAQA would like to clarify the role of school staff present in examination rooms, excluding Exams Officers and invigilators.

The **Head of Centre** holds responsibility for upholding the integrity of the examination process and ensuring that all invigilators are fully trained and equipped to carry out their duties effectively (see section 4.1.1 in this handbook for further info).

School staff roles and restrictions

Permitted Roles: Senior members of school staff, authorised by the Head of Centre and who have *not taught the subject being examined*, may be present at the start of the examination. Upon entering the room, they must clearly identify themselves and explain their purpose to the senior invigilator or exams officer.

Their role is strictly limited to:

- Assisting with students identification;
- Managing any disciplinary issues;
- Verifying that students have received the correct question paper (date, time, subject, unit/component, and tier if applicable);
- Ensuring students have the necessary equipment and materials;
- Supporting the commencement of the examination.

Prohibited Actions: School staff must not:

- Remain in the room to read the question paper after the exam has started.
- Enter the room with the intention of accessing the question paper;
- Access the question paper unless explicitly requested by the exams officer or invigilator (e.g. to verify a suspected printing error);
- Comment on or express opinions about the question paper to students;
- Communicate with students during the exam (except in specific cases such as timed Art tests or designated practical science exams);
- Coach, prompt, or encourage candidates during the exam;
- Read or review students' scripts.

Support and encouragement may be offered **prior to students entering the examination room**. Once inside, formal examination conditions apply and must be strictly observed.

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Appendix 14 Certified Statement of Results (CSOR) and certificate(s)

GCSE CSOR sample

Candidate Statement of Results INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY EDUCATION JUNE 2025		OXFORD AQA INTERNATIONAL QUALIFICATIONS		
Centre 12345 THE OXFORDAQA SAMPLE SCHOOL				
Candidate 1234	SAMPLE STUDENT	Unique Candidate Identifier 123456789876A	Unique Learner Number	Date of Birth 11/01/09
FULL COURSE				
9280	ENGLISH AS A SECOND LANGUAGE		186 / 200	9(nine)
	June 2025 9280/L ENGLISH AS A SECOND LANG LISTENING	38 / 40		
	June 2025 9280/R ENGLISH AS A SECOND LANG READING	57 / 60		
	June 2025 9280/S ENGLISH AS A SECOND LANG SPEAKING	37 / 40		
	June 2025 9280/W ENGLISH AS A SECOND LANG WRITING	54 / 60		
9201	BIOLOGY		113 / 180	7(seven)
	June 2025 9201/1 BIOLOGY PAPER 1	58 / 90		
	June 2025 9201/2 BIOLOGY PAPER 2	55 / 90		
9202	CHEMISTRY		121 / 180	7(seven)
	June 2025 9202/1 CHEMISTRY PAPER 1	65 / 90		
	June 2025 9202/2 CHEMISTRY PAPER 2	56 / 90		
9260E	MATHEMATICS		129 / 200	7(seven)
	June 2025 9260/1E MATHEMATICS PAPER 1 EXTENSION	68 / 100		
	June 2025 9260/2E MATHEMATICS PAPER 2 EXTENSION	61 / 100		
9203	PHYSICS		121 / 180	7(seven)
	June 2025 9203/1 PHYSICS PAPER 1	63 / 90		
	June 2025 9203/2 PHYSICS PAPER 2	58 / 90		
*****END*****				

GCE CSOR sample

Candidate Statement of Results INTERNATIONAL GENERAL CERTIFICATE OF EDUCATION JUNE 2025		OXFORD AQA INTERNATIONAL QUALIFICATIONS		
Centre 12345 THE OXFORDAQA SAMPLE SCHOOL				
Candidate 1234	SAMPLE STUDENT	Unique Candidate Identifier 123456789876A	Unique Learner Number	Date of Birth 01/01/08
ADVANCED				
9662	MATHEMATICS		317 / 400	B(b)
	June 2025 MA01 MATHS UNIT 1 (P1)	69 / 80	A(a)	
	June 2025 MA02 MATHS UNIT 2 (PSM1)	69 / 80	A(a)	
	June 2025 MA03 MATHS UNIT 3 (P2)	115 / 150	B(b)	
	June 2025 MA04 MATHS UNIT 4 (S2)	64 / 90	B(b)	
ADVANCED SUBSIDIARY				
9661	MATHEMATICS		138 / 160	A(a)
	June 2025 MA01 MATHS UNIT 1 (P1)	69 / 80	A(a)	
	June 2025 MA02 MATHS UNIT 2 (PSM1)	69 / 80	A(a)	
9631	PHYSICS		174 / 200	A(a)
	June 2025 PH01 PHYSICS UNIT 1	86 / 100	A(a)	
	June 2025 PH02 PHYSICS UNIT 2	88 / 100	A(a)	
9621	CHEMISTRY		151 / 200	B(b)
	June 2025 CH01 CHEMISTRY UNIT 1	82 / 100	A(a)	
	June 2025 CH02 CHEMISTRY UNIT 2	69 / 100	C(c)	
*****END*****				



Certificate samples

OXFORD AQA
INTERNATIONAL QUALIFICATIONS

International General Certificate of Education

This is to certify that in the examination held in JUNE 2024
SAMPLE STUDENT date of birth 11 JANUARY 2006
 achieved the following result at
THE OXFORDAQA SAMPLE SCHOOL

ADVANCED (One (1) Subject)
 ENGLISH LITERATURE GRADE A(a)

OXFORD AQA
INTERNATIONAL QUALIFICATIONS

International General Certificate of Secondary Education

This is to certify that in the examination held in JUNE 2024
SAMPLE STUDENT date of birth 11 JANUARY 2006
 achieved the following result at
THE OXFORDAQA SAMPLE SCHOOL

FULL COURSE (Three (3) Subjects)

BIOLOGY	GRADE 7(seven)
CHEMISTRY	GRADE 7(seven)
ENGLISH LITERATURE	GRADE 6(six)
