

Examinations Policy

This policy sets out BSL First's approach to conducting and managing examinations.

Reasonable adjustment and special consideration

BSL First Limited works to the guidelines specified in its Reasonable Adjustment and Special Consideration Policy. Any reasonable adjustment or special consideration needs must be declared on the course application form when applying for the course, or to the course teacher at the start of the course.

All requests for reasonable adjustment or special consideration for exams must be made in writing to the Managing Director and accompanied by suitable evidence (e.g. medical evidence of dyslexia).

Complaints or appeals on the grounds that BSL First failed to make reasonable adjustment or special consideration will not be upheld if a learner has failed to inform the centre of their need for reasonable adjustment or special consideration, or has failed to provide satisfactory medical evidence.

Appealing against an internal assessment decision

Qualified A1 Assessors and Internal Quality Assurers at the centre are responsible for marking all internal assessments. If you have failed an internal assessment, you have the right to appeal the decision. The following procedure applies:

1. Write to the course director informing them that you would like to appeal an assessment decision. We will acknowledge the appeal within **48 hours** of receipt by email.
2. Your assessment will be sent to a different assessor for a second opinion. In order to ensure a fair assessment process, the second marker will not have access to the original feedback from the first marker.
3. The second marker has up to **6 weeks** to complete their assessment. We will then contact you within **7 days** of receiving the assessment results from the second marker.
4. If the second marker has marked the assessment as a pass, the result will be overturned. If the second marker has marked the assessment as a fail, the fail result will still apply.
5. If you disagree with the second marker, then you can ask the course director to refer your assessment to the awarding body to be reviewed by an external assessor. There is no timeline on how long this could take. The external assessor's decision is final.

You do not have the right to appeal assessments that have passed. For example, if you have received a Pass mark but think you should have received a Merit or Distinction, you do not have the right to appeal the grade.

Appealing against an external assessment decision

Signature external assessors are responsible for marking all external assessments. If you have failed an external assessment, you have the right to appeal the decision. The following procedure applies:

1. You can normally request a breakdown of marks from the awarding body to see why the external assessor has failed your assessment. A request for a

breakdown of marks must be made within 2 weeks of receiving the results.

There is a fee for this service charged by the awarding body.

2. If, after reviewing the breakdown of marks, you decide to appeal the assessment, you should notify the course director in writing that you disagree with the result and would like to make a formal appeal.
3. Any appeal must be supported by the centre. The course director will review your assessment and decide whether they support an appeal.
4. If the course director does not support an appeal, they will explain to you why they do not support an appeal and suggest alternative options, e.g. a re-sit.
5. If the course director decides to support an appeal, they will make the appeal through the centre portal. There is a fee for appeals charged by the awarding body.
6. The awarding body will then send the assessment to a different assessor to be re-marked. If the second marker passes the assessment, the result will be overturned. If the second marker fails the assessment, the Fail result will still apply. The result of the appeal is final.

You do not have the right to appeal assessments that have passed. For example, if you have received a Pass mark but think you should have received a Merit or Distinction, you do not have the right to appeal the grade.

If you are unhappy with the way the awarding body has managed your appeal or assessment, you should refer to Signature's complaints and appeals policy, available on their website:

http://www.signature.org.uk/documents/deliver/document_library/appeals_procedure.pdf.

Assessment dates

All assessments will take place during normal class hours.

The provisional date(s) of the assessment(s) will be published on Moodle. The student is responsible for checking the provisional exam dates on Moodle. The teacher will then confirm the exam date(s) with the students during normal class hours.

The confirmed assessment date is fixed and cannot be changed under any circumstances.

Students who were absent at the time of the assessment date was confirmed must inform their teacher as soon as practically possible if they cannot make the agreed assessment date.

BSL First cannot guarantee that students who are unable to make the agreed assessment date will be offered an alternative date. An additional fee may be payable for students who cannot do the assessment during normal classroom hours.

Students who cannot make the agreed assessment date due to extenuating circumstances should follow the guidance set out in the Extenuating Circumstances Policy.

Where applicable, students will be given a timeslot for their exam and this will be communicated to students during normal classroom hours.

Face-to-face assessments

Students should arrive 10 minutes before their allocated time slot.

Preparation will take place in an allocated preparation room. This will be clearly marked by the appropriate sign outside the room and exam regulations will be displayed inside the waiting room. When it is time to do the exam, the invigilator or teacher will collect the candidate from the preparation room and accompany them to the exam room. The exam room will be marked by the appropriate sign outside the room and exam regulations will be displayed inside the waiting room.

Preparation and exams must take place under exam conditions, that is, a candidate must not accept help from anyone during preparation and the assessment.

No unauthorised personnel are allowed in the preparation or exam room. Those allowed are teachers, assessors, candidates, invigilator, and participants involved in conducting the assessment.

No unauthorised items are allowed in the waiting room. Introduction of unauthorised items may be considered malpractice and result in disqualification (see Malpractice Policy for list of unauthorised items). All mobile phones and electronic equipment must be switched off.

When an assessment is finished, the candidate should leave the building straight away. There should be no contact between learners who have finished an assessment and those preparing for one.

Remote assessments

Candidates should join the Zoom meeting 10 minutes before their allocated time slot. The candidate will be placed in the waiting room until the teacher or invigilator approves entry.

When the candidate enters the Zoom meeting, the teacher or invigilator will ask the candidate to scan the room to check that there are no unauthorised items that may lead to malpractice or disqualification (see Malpractice Policy for more details). All mobile phones and electronic equipment must be switched off, unless required for the exam itself.

Once the teacher or invigilator is satisfied that the candidate's environment is suitable to continue with the exam, the candidate will be placed into a breakout room labelled 'preparation room' to complete their preparation. When it is time for the exam, the teacher will move the candidate from the preparation breakout room to the exam breakout room to conduct the exam.

The exam will be recorded using the Zoom software.

When the assessment is finished, the candidate should leave the Zoom meeting straight away. There should be no contact between learners who have finished an assessment and those preparing for one.

Exam results and certificates

The course administrator will email all learners their results within 7 working days after the centre has received the results from the awarding body.

BSL First administration will notify learners when certificates are ready and will post certificates out via Royal Mail 2nd Class. Certificates will not be posted signed for unless specifically requested and there will be an additional charge for signed for deliveries. The candidate is responsible for checking that their postal address is up to date.

If a certificate is lost, the candidate can request a replacement certificate for an additional fee that is charged by the awarding body. The replacement certificate will be stamped as 'replacement certificate'.

Resits and additional submissions

The course administrator will contact students who have failed an exam to offer a resit.

Resits will take place on set days throughout the year. You will receive a link to the booking system to choose your preferred date and book the resit. You will also be able to pay for the resit via the booking system by credit/debit card. We cannot guarantee that the resit will take place with the same teacher you had for the course.

The course fee includes one set of exam fees. Any resits of external exams will be charged.

For internal assessments, marked by assessors at the centre, the course fee includes a first submission and a second submission. Any submissions after this will be charged extra.