

EXAMS SERVICE CHARTER



WHAT CAN OUR CANDIDATES EXPECT FROM US?

- To be treated with courtesy, respect and equality
- A clear and informed response to requests for pertinent information
- Receive confirmation of examination, with appropriate instructions on how to get the exam venue and the basic rules surrounding the exam
- To have access to their exams in organised, structured and calm environment
- During the exam to have a prompt and effective response to any disruptions or issues arising including any that are ICT related
- To receive results notifications in a timely manner, once the results are available
- To have a consistent approach to all exams undertaken

WHAT CAN WE EXPECT FROM OUR CANDIDATES?

- To be treated with courtesy, respect and equality
- Provide all the information requested by the Exams Team in a timely manner
- Ensure that any pre-exam information has been understood, before the exam starts
- Be prepared for the exam: bring items that are required for the exam; not be in possession of any items that are forbidden and be suitability attired
- To be aware of the times around the exam e.g. arrival, start and the finish of their exam, noting that they could be different to others
- To be respectful of other candidates, ensuring no candidates are disadvantaged as a result of any of their actions
- Follow the rules of their Awarding Body and any additional instructions provided by the Invigilator or Examination Team member before, during or following the exam session.



“To provide access to a high quality service to all users of UCM’s Exams Office through positive, professional and robust practises that ensures customer satisfaction and maintains the integrity of the examination process.”

WHAT CAN OUR STAFF EXPECT FROM US?

- A positive, professional, consistent, ‘Can Do’ approach from all staff of the Exams Team that recognises the common goal and strategy of UCM
- To be treated with courtesy, respect and equality
- To have access to an “informed contact” who will act on and provide informed responses to requests for information or assistance
- To receive updates from awarding bodies that are a summary of any changes pertinent to their area.
- To provide clear guidance regarding what is required from them to ensure that the exam process is smooth and supports the needs of candidates
- To be appreciative of staff’s workload and provide a clear timeline for submissions.

WHAT CAN WE EXPECT FROM OUR STAFF?

- A positive, professional, consistent approach that recognises the common goal and strategy of UCM
- To be treated with courtesy, respect and equality
- A timely response to requests for information or guidance
- Knowledge and appreciation of the examination/ assessment requirements of their area To be informed as early as possible with any concerns/ issues they may have in connection with any part of the Exam Service
- Support and understanding of staff workload when requesting exams, to allow Exams Team to fully prepare and deliver the exam requested within a realistic timescale
- To invite an appropriate member of the exams team to any staff meeting that they feel is relevant for them to attend, to aid understanding, communication, planning and workloads
- Support with candidate queries or special requirements
- Respect for the integrity of the examinations process