



**IT'S YOUR  
TIME TO**

**SHINE**

# **EXAM CANDIDATE HANDBOOK**

**2024/25**

**UCM** 

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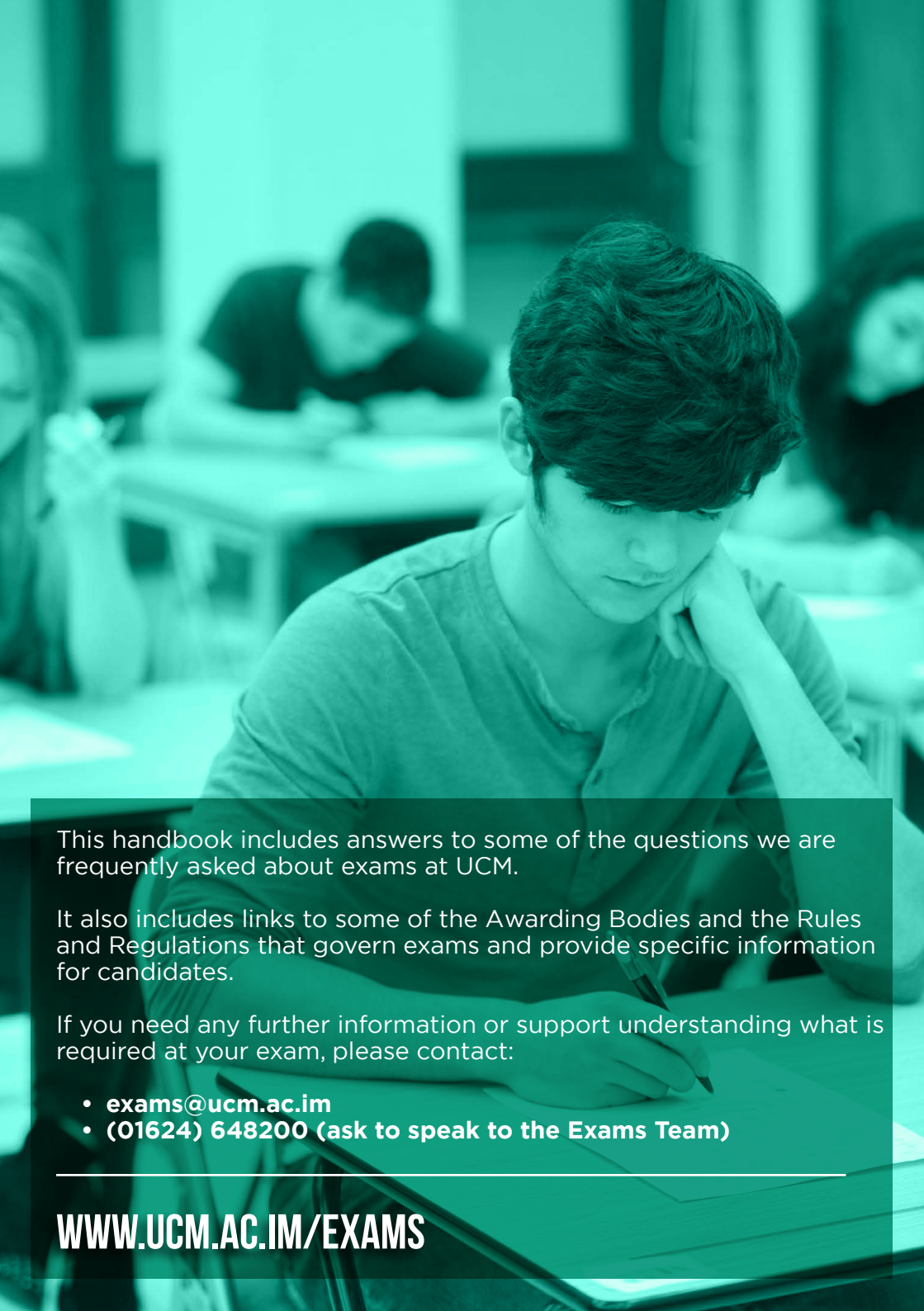
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This handbook includes answers to some of the questions we are frequently asked about exams at UCM.

It also includes links to some of the Awarding Bodies and the Rules and Regulations that govern exams and provide specific information for candidates.

If you need any further information or support understanding what is required at your exam, please contact:

- **[exams@ucm.ac.im](mailto:exams@ucm.ac.im)**
- **(01624) 648200 (ask to speak to the Exams Team)**

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**[WWW.UCM.AC.IM/EXAMS](http://WWW.UCM.AC.IM/EXAMS)**

# THE EXAMS TEAM

The UCM Exams Team is located in the Exams Office near to the Reception at the Homefield Road Campus.

**We aim to provide access to a high-quality service for all exam candidates through positive, professional and robust practises that ensures customer satisfaction and maintains the integrity of the exam process.**

We handle all elements of the exams, from registration to certification throughout the year, for the extensive range of courses and curricula we offer.

In addition to the exams for UCM courses, we provide written and online exam facilities for Home-Schooled, Private and Professional exam candidates.

*You can find additional information and access to application forms at [www.ucm.ac.im/exams](http://www.ucm.ac.im/exams)*

# HELP & SUPPORT FOR INTERNAL CANDIDATES

*This information is only applicable to students studying a course at UCM.*

Although we endeavour to help and support you, we cannot assist with queries about the content of your exam, how to select qualifications or exam preparation but we will try and direct you to someone who is able to assist.

Our main role is as facilitators, and helping you get the information you need to help reduce any anxiety or uncertainty about the process of taking an exam at UCM. If you need further assistance:

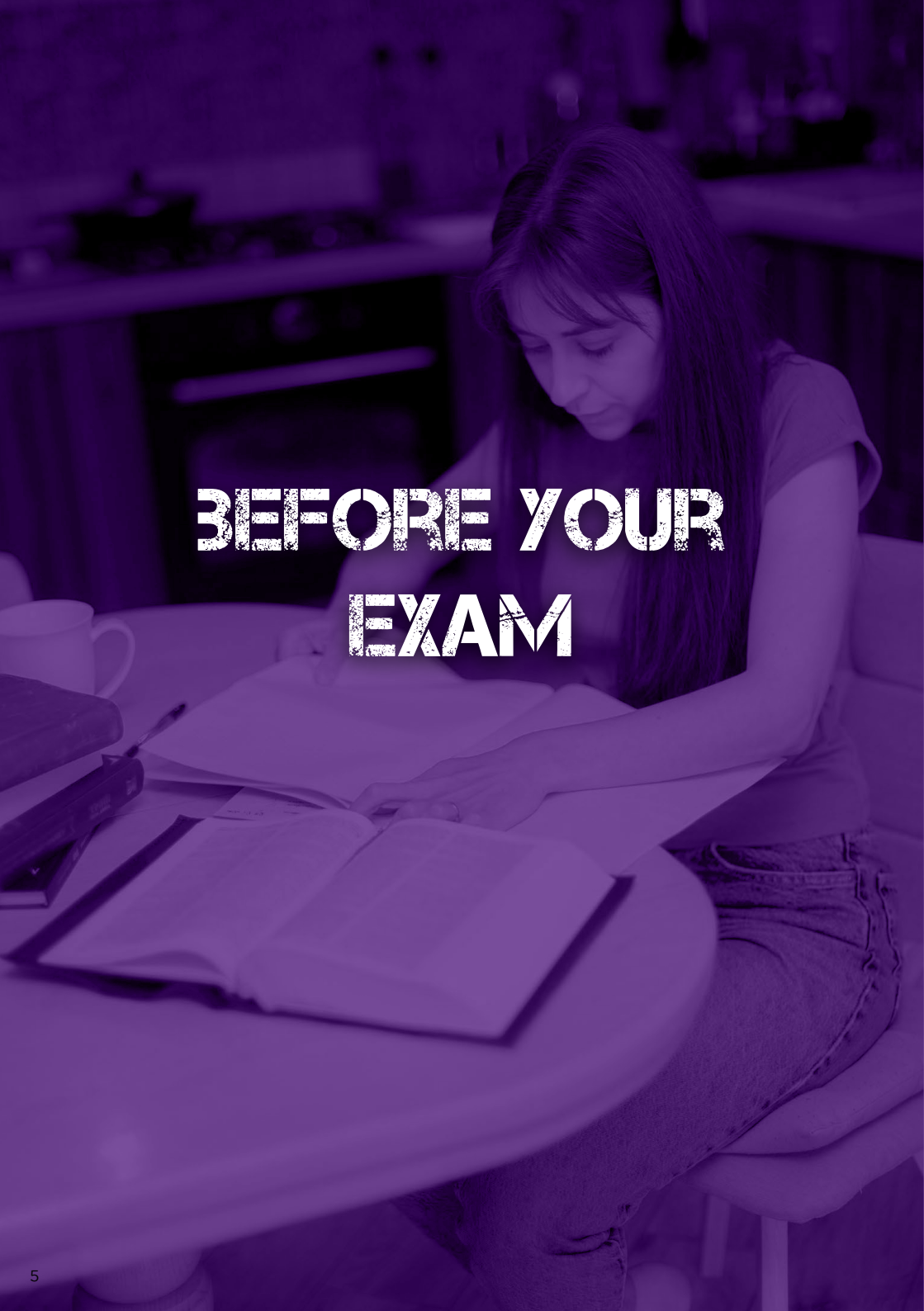
- If you have a query about the process, please email [exams@ucm.ac.im](mailto:exams@ucm.ac.im) or call 648200. If a member of the team is not available when you call, please leave a message with the reception staff and they will pass it on.
- If your query relates to the subject material and revision techniques, please speak to your lecturer or tutor.

# HOME-SCHOOLED & PRIVATE CANDIDATES

*This information is only applicable to students studying a course elsewhere.*

If you are considering sitting an exams at UCM, you need to complete a quotation request form. The deadlines to submit requests can be found on our website.

Please note, the majority of the information in this leaflet will also be relevant for your exams at UCM (unless stated otherwise).



# BEFORE YOUR EXAM

# UP-TO-DATE INFORMATION

It is important that you provide us with the correct personal details and contact details. Please make sure you update us with any changes. This information is shared with the awarding bodies and is necessary to create exams entries, produce results and to collect certificates.

If you change your name, address, gender preference, contact phone number or emails, please let reception know as soon as possible.

## ENTRY STATEMENTS

You will be provided with an entry statement at least 4 weeks prior to your exams (with the exception of on demand exams that are arranged directly with your lecturer). Please check this carefully as it is much easier to amend any mistakes before you sit an exam.

The statement includes:

- Your name
- Date of birth
- UCM Person Number\*
- Candidate number\*
- UCI number\* (if relevant)
- Details of the exams you are entered for, including date and starting time.
- Any confirmed access arrangements (unless you are told otherwise)

\*Other forms of learner numbers may not be included on the entry statement.



# CANDIDATE NUMBERS

You are given a specific number for your exams that meets the requirements of the Awarding Body. You are not expected to memorise these; they will be provided to you at your exams.

- **Candidate Number:** This is a 4-digit number (or 3 if the first character is a '0') which are used for all GCSE's, IGCSE's, AS, A Levels and OCR Cambridge National or Technical exams. This is specific to UCM and will be different from the number you have or had at high school.
- **U.C.I. or Unique Candidate Identifier** – where possible, this will be the same as the UCI used for your high school exams entries as the Awarding Bodies use this to keep track of your results. This is particularly important if you are applying to university. It has 12 numbers and one letter.
- **BTEC Learner Number** – these only relate to a specific candidate doing a specific qualification and are required for the external assessments and internal assessments completed as part of that qualification. If you do a second BTEC qualification, you will have a different Learner number for each qualification.
- **City & Guilds Enrolment Number** – This is allocated by City and Guilds when you make your first registration on one of their qualifications and should stay with you. The reference will be included on any certificates that you achieve.
- **NCFE Learner Number** - these only relate to a specific candidate doing a specific qualification and are required for the external assessments and internal assessments completed as part of that qualification. If you do a second NCFE qualification, you will have a different Learner number for each qualification.
- **Other Boards** – Most awarding bodies have their own form of learner numbers to ensure any work you submit is linked correctly. The Exams Team share details of these with your lecturer and you are not expected to remember them.



# INTERNAL ASSESSMENTS & NON-EXAMS ASSESSMENTS

We are not able to support or facilitate internal assessments or non-exams assessments for home-schooled or private candidates.

Assessments are carried out throughout the academic year; some in class are supervised by lecturers and other, under more formal conditions, may be supervised by the Exams Team.

It is important that any work you do is your own and that you are aware of the regulations and guidance from the awarding bodies about referencing, social media, A.I. and plagiarism. If you do not follow these guidelines, you risk being accused of malpractice and not being allowed to receive marks for your work or potentially being withdrawn altogether.

You will be required to sign a statement confirming the work is your own before it is marked and verified and submitted to the awarding body. Failure to sign the declaration or failure to complete or submit a piece of work may prevent you from completing your qualification.


Please read the instructions to candidates provided at the end of the booklet

## ACCESS ARRANGEMENTS

Any access arrangements must meet the requirements of the Awarding Body and their regulators.

Access arrangements are approved by our Special Educational Needs Coordinator (SENCO) in advance of exams and are based on specific medical evidence, a range of tests and must reflect the candidate's normal way of working.

**Please note, as a large number of access arrangements require approval on a case-by-case basis from the Awarding Body, access arrangements cannot be added on the exam day, unless they are required due to a new injury that can be evidenced to the standard required by the Awarding Body.**

A man with short brown hair and glasses is shown from the chest up. He is wearing a white polo shirt and has a black backpack strap visible over his right shoulder. He is looking down at his left wrist, where he is wearing a black digital watch. His right hand is holding a white folder or book. The background is a blurred outdoor scene with trees. The entire image is covered with a semi-transparent teal overlay. The text "ATTENDING YOUR EXAM" is written in a bold, white, distressed font across the center of the image.

# ATTENDING YOUR EXAM

# EXAM LOCATION

Exams take place at either of the following buildings (see statement of entry):

## Homefield Road Campus:

Exams will take place at Homefield Road when a large exam room is required or during busy exam periods when multiple exams rooms are required, such as the summer exams for IGCSE English and Maths.

Signage in the foyer will advise which room your exam will be in and where to wait.

Information about facilities, parking, accessibility and directions to our Homefield Road Campus are available at [www.ucm.ac.im/hfr](http://www.ucm.ac.im/hfr)

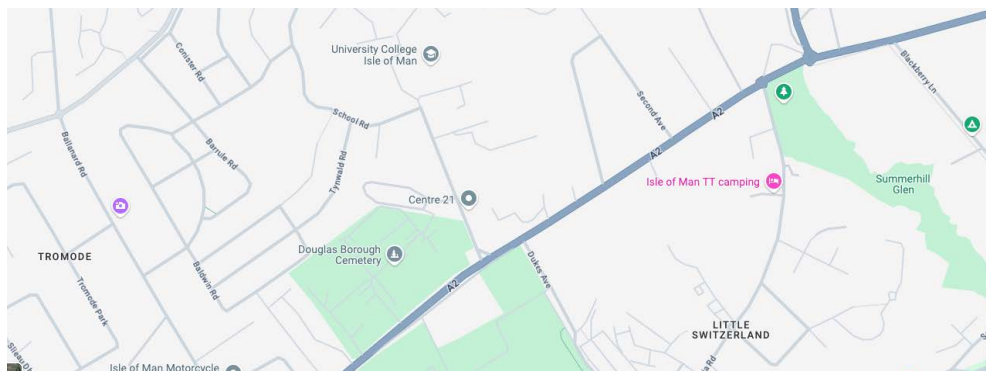


## Thie Ushtey Test Centre:

The majority of exams take place at Thie Ushtey to minimise the disturbance from other students attending lessons.

Information about facilities, parking, accessibility and directions to Thie Ushtey are available at [www.ucm.ac.im/thieushtey](http://www.ucm.ac.im/thieushtey)

What3Words: [///refuting.curry.shared](http://refuting.curry.shared)



# EXAM TIME

Your entry statement will tell you when your exam takes place and you will be sent a reminder at least 24 hours before your exams by text and/or email.

The majority of exams start at either 9.15am or 1.30pm and this will be confirmed when you are sent a reminder. Some online exams and specialist exams may start at different times and candidates are advised separately in such cases.

You should arrive for all exams **at least 20 minutes before the start time** and allow yourself plenty of time for parking, storing personal belongings and a comfort break before your exam.

# IDENTIFICATION

Photographic Identification must be shown to the invigilator as you enter the exams room and must then be kept on your desk. It may be checked at any time during the exams.

**Please note, You may not be allowed to take an exams if you do not bring the necessary ID with you.**

Identification requirements may differ so please check what the requirements are for your exams.

Requirements for GCSE/IGCSE, AS & A Level, BTEC, NCFE, OCR Nationals or Technicals, City & Guilds, IAB & 1st4Sport:

- Current Photographic ID that includes your full name and date of birth, such as a passport, driving license or provisional driving license. It must not have passed the expiry date.
- If you have a current UCM student card, you may use this.

Specialist exams often have more specific ID requirements, and these are communicated to you by the Awarding Body when you book your exam. Please note you cannot use your UCM student ID card as your only form of identification for specialist exams as it does not meet their data verification requirements.

# LATENESS

Being late increases your stress and nerves, and may prevent you from doing your best in the exam.

## **Know your start time and give yourself plenty of time to get there.**

If you have a genuine and reasonable reason that means you will be delayed getting to your exam, you should contact reception as soon as possible. Let them know why you are going to be late how long you expect to take and that you do not and will not have access to the internet or contact with anyone other than your parent/carer/driver before you arrive. Try to get to your exam as quickly as you safely can.

Please note: oversleeping, misreading or forgetting the time of the exam is not considered to be a reasonable excuse.

The awarding bodies have very strict guidelines regarding candidates arriving late to their exams and you may be subject to any of the following if you arrive late:

- You may not be able to sit the exams but will be charged if you need to resit it at another time
- Allowed to enter the room and sit the exam but you may not be allowed the full time for the exam
- Allowed to enter the room and sit the exam but the awarding body may have discretion to refuse to accept your exams paper for marking.

# STORING ITEMS

As storage is limited and may not be secure, we recommend that you only bring essential exam equipment with you. Should you need to store items that you cannot take into the exam room:

- At the **Homefield Road Campus** you may be able to use your own locker if you have one. Smaller items such as phones, keys and headphones can be checked in at Reception. The Grab & Go can be used for storage by candidates sitting exams in the main hall, but it will not be monitored.
- At **Thie Ushtey** there are some lockers (but not enough for everyone on a busy day) and you may have to leave bags and coats in the kitchen area where it will not be monitored.

Please note, items are left at your own risk.

# EQUIPMENT RULES

For some exams you may need extra equipment; below provides a general summary of permitted items.

Please note, if you bring any item into the exam room that is not permitted e.g. Phone or Communication Device; even if the exam has not started, we are required to report this to the awarding body and you may be subject to malpractice measures that could lead to any of the following consequences:

- Barred from entering for exams for a set period of time
- Disqualification from all qualifications taken in that series or academic year
- Disqualification from the whole qualification
- Disqualification from all units in one or more qualifications taken in that series or academic year
- Disqualification from the unit
- Loss of all marks gained for a unit
- Loss of all marks gained for a component
- Loss of all marks gained for a section
- Warning

## For all exams:



- Photographic ID
- Black ball-point pens
- Clear bottle of water with no labels
- Ruler - preferably transparent with no graffiti or 'helpful' information on
- Highlighters - for use to highlight questions only
- Clear pencil case or clear plastic bag



- Coats or outerwear including bags, gloves, hats and scarves
- Phone / communication devices
- Watches or clocks
- Smart glasses
- Revision notes or anything with print/writing on
- Keys
- Headphone or earplugs
- Opaque drinks bottle
- Food - unless specifically permitted by the Exams Team prior to your exam
- Medication - unless specifically permitted by the Exams Team prior to your exam
- Liquid paper or correction fluids
- Gel pens, erasable pens, felt tips or coloured pens
- Mascots or lucky charms
- Noisy jewellery
- Coloured or opaque pencil case

**For Maths / Science / Business Studies /Engineering if specified by the Awarding Body:**



- Calculator with lid or case removed and memory cleared. Check with your lecturer if your calculator is permitted and ensure it is charged or has new batteries.
- Mathematics equipment (compass, set square, protractor, ruler and a HB pencil).



- Calculator linked to internet; communication capacity

**For specific exams:**



- Coloured pencils if they are required by the Awarding Body.



- Do not bring felt tips

**For Specific Preparatory task based exam such as BTEC and NCFE:**

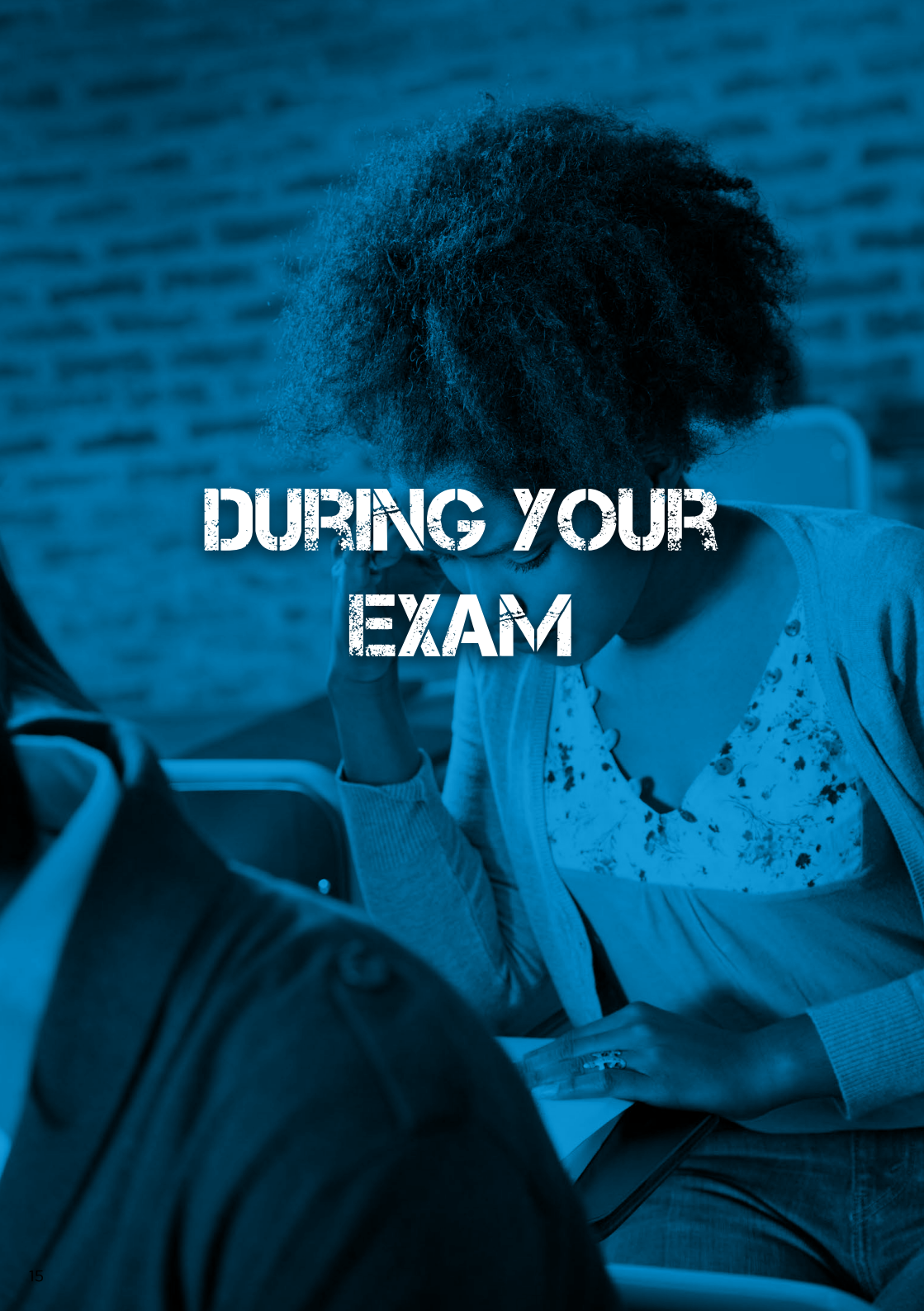


- Notes within the specifications of the awarding body which have been verified by the lecturer and notified to exams.



- If you do not adhere to the limits set by the awarding body you may be reported to them and your paper could be rejected.



A person with curly hair is sitting at a desk, looking down at a book or paper. The image is overlaid with a blue tint. The text "DURING YOUR EXAM" is written in a bold, white, distressed font across the center of the image.

# DURING YOUR EXAM

# EXAM CONDUCT

Exam conduct is controlled by the Regulators and Awarding Bodies, and we are required to adhere to these rules.

The regulators can conduct an inspection at any point during the exam series. An inspector would be accompanied by an Exams Officer or member of our Senior Leadership Team, and cannot disrupt you from completing your exam.

Exam conditions start from the moment you enter the exam room. Even if you realise you have forgotten something and the exam has not started, you must not leave the room without being accompanied by a member of the Exams Team or an invigilator.

Exam conditions are:

- Possession of a mobile phone or other unauthorised material is not allowed even if you do not intend to use it
- You must not talk to, attempt to communicate with or disturb other candidates
- You must follow the instructions of the invigilator
- You must not sit an examination in the name of another candidate
- You must not become involved in any unfair or dishonest practice in any part of the examination
- If you are confused about anything, only speak to an invigilator.

# EXAM REGULATIONS

Outside every exam venue there will be a copy of the guidelines and warning posters the awarding bodies require candidates to adhere to. You should make sure you are familiar with these and know what is expected of you in the exam. Links to these have been provided in the Useful Links section in this handbook.

If you have any queries regarding the rules that apply to your exams, please speak to your lecturer or contact the Exams Team.

# ASSISTANCE IN THE EXAM ROOM

The only people present in the exam room are Candidates, Invigilators and members of the Exams Team.

If you need assistance for any of the following reasons, you should raise your hand and wait for assistance:

- Think you may have the wrong paper or it is not printed properly
- The details on your paper or desk card are incorrect
- You feel unwell
- You're unsure of details required for front cover and request confirmation – no assistance can be given for any other part of the paper
- You're missing a piece of equipment, your calculator stops working or you need a tissue
- You have dropped equipment on the floor
- You are being significantly distracted by something inside or outside the room e.g. sun shining in your eyes
- You need a toilet break
- To request a rest break as part of your access arrangements
- To request extra paper
- An hour of the exam has passed, you have finished and do not feel able to stay.
- Difficulties with provided technology such as ipad, laptop or PC
- You are ready to print your work.

## INVIGILATORS

Invigilators are the people in the exam room that ensure the exams are run in accordance with the designated rules and procedures. They help to provide the appropriate environment for you to complete the exams calmly and support you should you need assistance during the exam.

Please treat the invigilators with respect, listen carefully to their instructions and announcements; occasionally they may need to tell you about a change in the paper or ask for your attention during the exam if there is an unforeseen event.

**If you need their assistance during the exam, do not leave your seat or stand up; raise your hand and wait for them to come to you.**

What the invigilator must do during your exam:

- Check your ID as you enter and help you identify your desk/seat

- Distribute exam papers and make the announcements prior to the start of the exam
- Tell you when to complete the required details on the front page of your paper and give you assistance to do so if needed
- Tell you when you can open the exam paper and begin completing it
- They will complete the attendance register and notify the Exams Team of any absences or late arrivals via text message
- They can respond to your queries but cannot give you any guidance on the exam paper
- Observe candidates completing the exams and move around the room to ensure all candidates can be seen
- Respond to any queries from the Exams Team, via text message
- Arrange for candidates to be escorted to the toilet if required.
- Announce when there are 5 minutes left to complete the exam.
- Announce the end of the exam
- Collect papers and equipment
- Dismiss candidates from the exam room, ensuring they leave with minimal noise and disruption to others, and do not take any exam materials with them.

# DISRUPTIONS DURING THE EXAM

Fire Alarm tests are not planned during exams. If there is a fire alarm, stop writing, close your paper and follow the instructions provided by the invigilator. If it is necessary for you to be evacuated, you will be instructed to leave everything in the room, leave in silence, in single file and will be directed to a muster point where you will remain separate from other students. You must not talk to each other (exam conditions still apply). When it is safe to do so, you will be taken back to the exam room and allowed the remaining time to complete your paper.

This is done to ensure the awarding body will accept your exam paper when it is submitted as there may not be another opportunity to sit your exam for up to a year. The Awarding Body will be informed of the disruption, and Special Consideration will be requested.

Although noise outside the exam room can be irritating; the Awarding Body rarely makes any allowances unless it is constant, very loud and carries on for a significant proportion of your exam. For example, candidates sit exams next to the TT Course in rooms that are not sound proofed and no allowance is provided for them.

Other disruptions are considered as they arise but if the invigilator and the Exams Team believe it meets the criteria set by the Awarding Bodies, a request for Special Consideration will be made. You must raise your concerns to the invigilator at the exam.

# WHAT YOU MUST DO

In the exam room it is important that you follow the exam regulations and DO NOT do anything that could put your, or any other candidate's, result at risk.

Below are some of the key rules you should be aware of:

## **At the start of the exam you must:**

- Be on time for all your exams
- Sit in the seat allocated to you on the seating chart provided at the entrance to the room.
- Listen to and follow the instructions given by the invigilator or Exams Officer
- Check you have the correct exam paper and that it is printed clearly before you write anything on it. For example if you are expecting to do a Foundation level paper but have a Higher level paper, you must let the invigilator know immediately.
- When the invigilator tells you to, you must complete the cover page of your exam, correctly and clearly in black ink but do not add any notes, drawings or extra information – papers may be rejected if you do. Remember to use your legal name as this is the name that will be used for certificates.
- Only start your exam when you are instructed to do so



## **During the exam you must:**

- Work quietly in a manner that will not distract or disrupt others
- Only use your own exam equipment; you cannot share it with others in the exam room. If you are missing something, raise your hand and wait for the invigilator to assist.
- Read the instructions and questions on the paper carefully noting that you may not be required to answer every question, or they may have guidelines on what type of answer you need to provide.
- Complete your answers in black ink in the areas allocated for them on the paper. Pencils should only be used for diagrams or charts, unless the instructions on the front of the exam paper say otherwise.
- Write clearly. You could lose marks if the examiner is unable to read what you have written.
- Be accompanied by an invigilator or member of the Exams Team if you need to leave the room during the exam. Only candidates with previously agreed arrangements will be allowed to leave the room for a rest break.
- Pay attention to the time; the invigilator is not allowed to give you time reminders or tell you how long you have left, other than the 5 minute warning before the end of the exam.
- Use the space in your paper. You should only ask for extra paper if you have used the space in your exam paper.



- If using extra paper, you must put the following details on the top of each page to ensure you are given the marks for the work:
  - Full Name
  - Candidate Number / Learner Number
  - Centre Number (this will be displayed on the board at the front of the room)
- If you do any work on your paper that you do not want to be marked, it should be crossed out with a single line through it
- NOTE: You are not allowed separate rough paper for workings out but only proper exam stationery is allowed and any paper used must be submitted with the exam paper and cannot be disposed of or taken home after the exam.

### **At the end of the exam you must:**

- Stop writing, put any extra pages you have used inside the paper and close your paper as soon as the end of the exam is announced. The awarding bodies are very strict on this and you are not allowed to finish a sentence or do any further checks to your paper.
- Stay in your seat while the papers and all exam materials are collected.
- When told to, leave the room in silence, taking only your own exam equipment. Remember others may still be working and you need to leave the area near the room as soon as possible to prevent disruption.



### **Important:**

- Tell the invigilator or a member of the Exams Team if you think your exam is going to be affected by ill health or other event, as it may be appropriate to report this to the awarding body. You may be asked to provide evidence or a statement, but this should be done either before or on the day of the exam as there is a small window to pass this to the Awarding Body.
- If you believe something has happened in the room that has significantly affected your ability to complete your paper you must make it known to the invigilator, you should not wait and expect someone else to report it for you afterwards. If it is not included in the invigilator records, the awarding body may not accept a request for Special Consideration.

# WHAT YOU MUST NOT DO

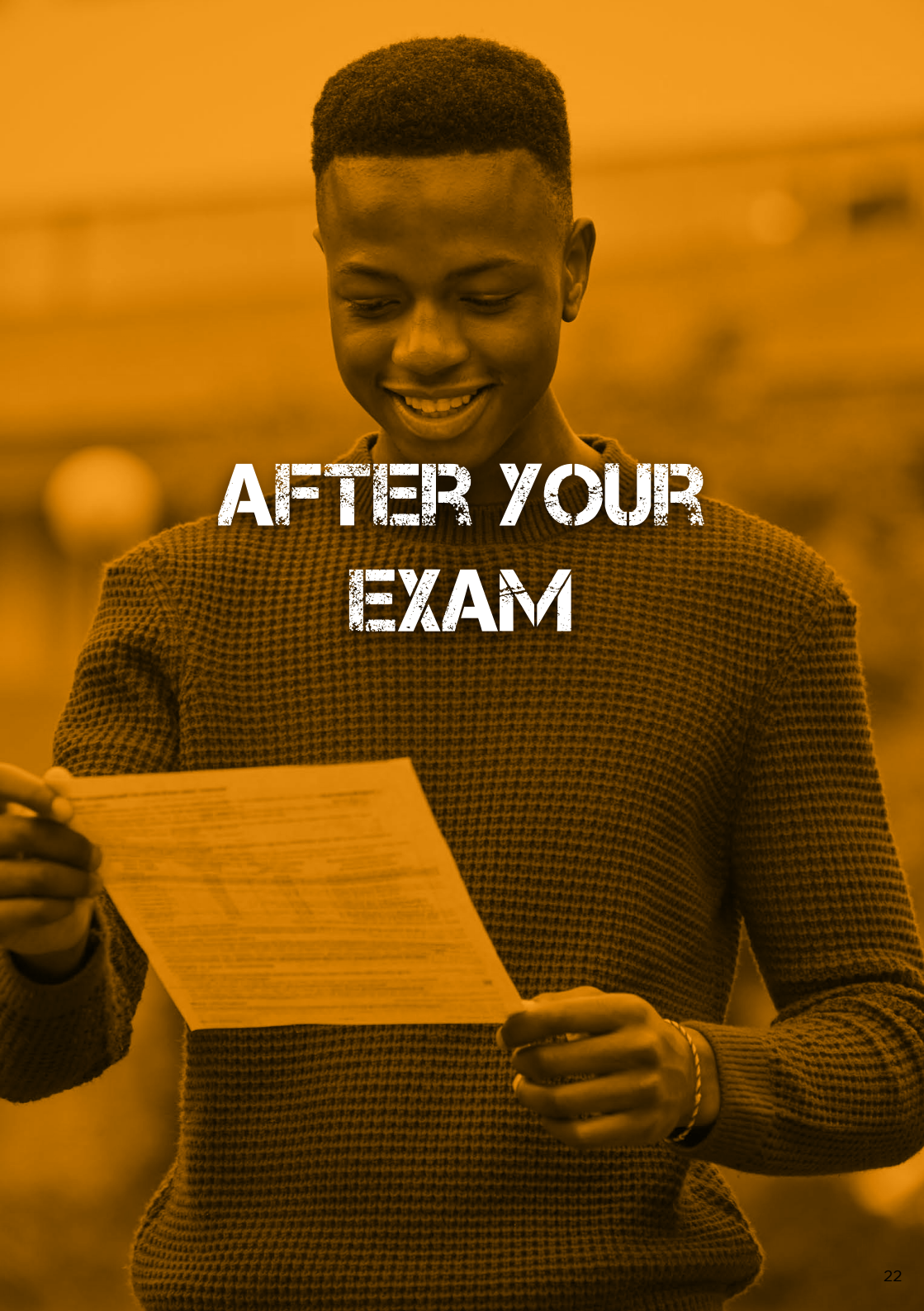
## In the exam room you must not:

- Be in possession of a mobile phone/device or any unauthorised equipment in the exam room.
- Sit an exam in the name of another person.
- Talk or turn around when you are in the exam room – this starts from the moment you enter the exam room.
- Write inappropriate, offensive or obscene material.
- Use a dictionary or computer spell checker unless specifically permitted as part of an access arrangement or the requirements of the exam instructions.
- Do anything that could distract or disturb other candidates such as repetitive noises e.g. pen tapping or clicking – even small noises can cause anxiety in an exam.
- Leave your seat unless you have been told you can by the invigilator after a request for assistance.
- Leave the exam room, even if you have finished your paper, until at least an hour of the exam time has passed. You are encouraged to try and stay for the full time and check your answers carefully.
- Expect to have an access arrangement on the day of the exam that was not confirmed by the SENCO prior to the exam and acknowledged by the Exams Team.
- Ask the invigilator for any assistance with the content of the paper. They cannot help you answer questions or provide any prompts.
- Put exam equipment on the floor. It must be kept on your desk at all times, unless you are told to by the invigilator.
- Become involved in any unfair or dishonest practice in any part of the exam
- Attempt to cheat or collude. Any attempts to signal, whisper, talk to or disturb others will be reported to the awarding body as suspected malpractice.
- Remove any exam stationery, exam materials (Question Papers, Answer Booklets) or UCM exam equipment from the exam room.
- Return to the exam room once you have left it. If you think you may have forgotten something, you should contact the Exams Team who may be able to retrieve it after all the candidates have finished and the exam papers and materials have been removed from the room.



Every attempt is made to keep a quiet environment during the exam, but absolute silence is not a guarantee or a requirement of the awarding bodies. If there is a significant noise disruption that continues for more than a few minutes, the invigilator will ensure it is reported to the awarding body but you should continue to work.



A young man with short dark hair, wearing a dark textured sweater, is smiling and looking down at a piece of paper he is holding. The background is blurred and has a warm orange-yellow tint. The text 'AFTER YOUR EXAM' is overlaid in the center in a white, distressed, stencil-like font.

# AFTER YOUR EXAM

# RESULTS

For some online exams, the results are provided at the end of your exam and where possible, you will be provided with a copy. Where the results are not available until after the exam date, you will be given an indication of when they are likely to be available, as often the Awarding Bodies have a guide rather than a fixed release date for on-demand and online exams such as Functional Skills, BTEC POP and ESB Speaking and Listening exams.

A large number of written exams have fixed release dates, which will be available on our website and reminders will be sent to candidates the day before they are released.

Please note, results are only released if you have sat an external exam or have completed the whole qualification. If you are sitting a course over more than one academic year, you may not receive a result until after the course has ended.

## **The key results dates for this academic year are:**

- 12th August 2025 - Cambridge AS / A Level - you will be provided with a login to access them directly from Cambridge. We do not produce printed copies of Cambridge results.
- 14th August 2025 - Level 3 and A'Level including BTEC, NCFE, UAL, OCR, WJEC, Pearson and City and Guilds Technicals
- 19th August 2025 - Cambridge IGCSE - you will be provided with a login to access them directly from Cambridge. We do not produce printed copies of Cambridge results.
- 21st August 2025 - Level 2, GCSE and IGCSE including BTEC, NCFE, UAL, OCR, WJEC, Pearson

The following qualifications are released as soon as we receive them from the Awarding Boards but please note the dates vary:

- Open Awards Access to HE
- Level 4 - Including BTECS
- VTCT qualifications
- Skills Education including Counselling and Motor Vehicle Qualifications
- IAB
- 1st4Sport

Please note, a statement of results is not a certificate; it is an indication of your results but they are not confirmed until the Awarding Body generates a Certificate as they may be subject to some further checks and measures before the Certificate can be issued.

**Results will be available to collect from Reception at our Homefield Road Campus from 9.30am on the date stated. Any results not collected by 3.30pm that day will be posted to the address we have for you in our records.**

# ALTERNATIVE RESULTS COLLECTION ARRANGEMENTS

If you're unable to collect your results in person you can:

- Arrange for results to be emailed to you instead by sending a request from your UCM email address, or the email address you provided on your application to sit an exam, to [exams@ucm.ac.im](mailto:exams@ucm.ac.im) with 'Alternative Results Issue Request' in the subject line and details of which results are to be sent. You will not receive a physical copy and your results will not be emailed until after midday as the Exams Team will be busy distributing results face-to-face.
- Authorise a relative or colleague to collect the results on your behalf either by sending an email from your UCM email address, or the email address you provided on your application to sit an exam, or by providing a letter (in person at reception before the date) with the subject 'Authorisation to Collect'. You will need to include the full name of the person collecting their results and their date of birth. You will also need to show your ID when you submit the letter so we can confirm the instruction has come from you. The person collecting your results will need to bring a driving license or passport with them so that we can confirm their identity. If the team has any concerns about the authority of the person to collect the results they will not issue them until they are able to speak to you and ask you security questions, or they will withhold the results and issue them by post.
- Wait for the results to be posted out to you.

**Please note, you should store your results records safely as you may need them as proof of qualifications until your certificates are received. They are often needed to secure grants, course places that have specific entry requirements or for employment purposes.**

## POST-RESULTS CONCERNS

If you have concerns about your results we recommend that you seek advice from your teacher or lecturer who may be able to help you to interpret the results against their expectations of your result and any further information that may be available from the awarding body.

If your concerns have not been answered, you may be advised to seek a 'Post Results' service from the Awarding Body.

Details of how to do this will be available on results day and the Exams Team can assist you with the process but please note:

- the services are not free
- results can go up, down or be unchanged
- some can take a number of weeks to be completed
- you may wish to consider resitting as an alternative.

The services include:

- Access to scripts - copy of your marked script, normally in electronic format
- Clerical Check - checks that all parts of the script have been marked and that the marks have been recorded and added up correctly.
- Review of Marking - review of the original marking to ensure that the mark scheme has been applied correctly and that there has not been:
  - an administrative error;
  - a failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
  - an unreasonable exercise of academic judgement

Please note, reviewers will not re-mark the script, they will only act to correct any errors identified in the original marking.

# CERTIFICATES

Certificates must be collected and signed for from Reception at our Homefield Road Campus. To collect the certificates you will be required to show photographic ID that can be verified against the records we hold for you. We do not send certificates in the post.

Keep your certificates in a secure place. They can be requested as evidence of your achievements for any course, training or employment you enter; in some cases many years after you receive them. Some employers and training providers will not employ you without confirmation of your achievements.

We hold certificates for at least one year after we receive them and will send you an email and text to ask you to collect them. If you have not collected the certificate within two years we will send you a reminder. Any uncollected certificates after this time will be returned to the Awarding Body or confidentially disposed. Should you need a certificate after that date you will need to contact the Awarding Body directly and this can be costly and can take a number of weeks to obtain.

Certificates from the Summer and Autumn exams can take between two and four months to arrive following the Results date.

# RESITS

Resits are available for a number of exams throughout the year but some qualifications have a limit on how many times an exam can be taken. Your lecturer or tutor can provide this information, or you contact the Exams Team if you need any help to confirm this.

The cost of resit varies but, as a minimum, you will be charged the cost of entering the exam plus any applicable administrative / exam service costs.

**Please note, no entries for resits will be made until your application has been submitted and paid.**

Resit opportunities at UCM:

- IGCSE English or IGCSE Maths – Exams are available in Autumn and Summer, and entry forms are published on our website but note that applications must be made early.
  - Autumn – apply between June and August prior to the exam date.
  - Summer – apply between November and January prior to the exam
- City & Guild Online exams sessions are available at least one Saturday morning each month. Please confirm via your lecturer that a resit is required and you will be given an application form to complete and submit.
- A Levels can only be sat via the Private candidate quotation process. The only A Level exams available in the Autumn series (October/November) are for Cambridge Awarding Body. The majority of A Levels are sat in the summer series (May/June).
- BTEC resits may be possible for some qualifications but are normally sat within the duration of your course at UCM. We do not offer resits for candidates outside UCM.
- OCR Cambridge exams and resits take place in January and May/June. Resits are normally sat within the duration of your course at UCM.
- To resit any other exam, please check with the Exams Team whether we are able to offer it and when.

A woman with long brown hair tied back is sitting cross-legged on a light-colored sofa. She is wearing a light-colored sleeveless top and dark pants. She is looking down at a laptop computer that is open on her lap. Her hands are on the keyboard. Behind her is a large, leafy indoor plant. The entire image is covered with a semi-transparent red overlay. In the center of the image, the words "ADDITIONAL INFORMATION" are written in a bold, white, distressed, sans-serif font, stacked in two lines.

# ADDITIONAL INFORMATION



# USEFUL LINKS

Most awarding bodies have an area on their sites dedicated to candidates or information intended to help you understand your qualification and exams requirements. They also have notices that candidates are expected to read and be aware of as they give guidance on what the boards expect of you.

**Below are some links to the information and the website of the awarding bodies we use most at UCM.**

Cambridge - IGCSE and AS / A Levels -  
they are not regulated by JCQ

[www.cambridgeinternational.org](http://www.cambridgeinternational.org)

[www.cambridgeinternational.org/  
programmes-and-qualifications/](http://www.cambridgeinternational.org/programmes-and-qualifications/)

[www.cambridgeinternational.org/  
Images/86457-information-for-  
candidates.pdf](http://www.cambridgeinternational.org/Images/86457-information-for-candidates.pdf)

[www.cambridgeinternational.org/  
privacy-and-legal/data-protection-  
and-privacy/candidate-privacy-policy/](http://www.cambridgeinternational.org/privacy-and-legal/data-protection-and-privacy/candidate-privacy-policy/)

JCQ - Regulatory body for the majority of  
our awarding bodies. This is relevant for  
BTEC, Pearson IGCSE Maths and Functional  
Skills Maths, OCR, Cambridge Nationals  
and Cambridge Technicals City and Guilds  
including Functional Skills, English, AQA/  
Pearson/OCR/WJEC - IGCSE, AS and A  
Levels.

[www.jcq.org.uk/exams-office/  
information-for-candidates-  
documents/](http://www.jcq.org.uk/exams-office/information-for-candidates-documents/)

CityandGuilds including Functional Skills  
and Technical and vocational qualifications  
up to level 4. Regulated by JCQ.

[www.cityandguilds.com](http://www.cityandguilds.com)

NCFE Levels 2-3 Qualification linked  
to Early Years, Horticulture and Child  
Regulated by JCQ.

[www.ncfe.org.uk](http://www.ncfe.org.uk)

OCR Cambridge Nationals and technical in  
Engineering and Private candidate GCSE  
and A Levels Regulated by JCQ

[www.ocr.org.uk/students](http://www.ocr.org.uk/students)



Open Awards – Access to HE qualifications that provide an alternative to A Levels for students wanting to provide evidence to apply for Higher Education.	<a href="http://www.openawards.org.uk">www.openawards.org.uk</a>
Pearson IGCSE Maths, Functional Skills & BTEC and Private candidate GCSE and A Levels. Regulated by JCQ.	<a href="https://qualifications.pearson.com/en/support.html">https://qualifications.pearson.com/en/support.html</a>
UAL Levels 2 – 4 Qualifications in Media, Music, Performance and Art.	<a href="http://www.arts.ac.uk">www.arts.ac.uk</a>
University of Chester – Level 4 through to Level 9 Doctorates including WBIS are delivered at UCM in collaboration with the University of Chester.	<a href="http://www.chester.ac.uk">www.chester.ac.uk</a>
University of Chester's separate handbook	<<link>>
VTCT – Entry level to Level 3 qualifications that support the Hair and Beauty Industry.	<a href="http://www.vtctskills.org.uk">www.vtctskills.org.uk</a>

**The following are delivered as additional qualifications for our full time courses or as Upskilling courses:**

1st4Sport – UK Coaching provide qualifications to support the sport industry and we deliver these in collaboration with the NSC.	<a href="http://www.1st4sport.com">www.1st4sport.com</a>
ESB Speaking, listening, reading and writing for improving English language skills including English as a second language.	<a href="http://www.arts.ac.uk">www.arts.ac.uk</a>
Highfield Entry level to level 3 courses related to food safety and customer service for the hospitality industry.	<a href="http://www.highfieldqualifications.com">www.highfieldqualifications.com</a>
IAB UCM deliver courses up to level 3 in manual bookkeeping.	<a href="http://www.iab.org.uk/iab-qualifications">www.iab.org.uk/iab-qualifications</a>
NPTC is linked to City and Guilds and provides land-based qualifications to support agriculture.	<a href="http://www.nptc.org.uk">www.nptc.org.uk</a>
Skills Education – we deliver courses in counselling and motor vehicle studies.	<a href="http://www.vtctskills.org.uk">www.vtctskills.org.uk</a>

**The following are not offered as part of one of our courses and are accessed for exam purposes in support of external and private candidates:**

CITB is the industry training board for the construction sector in the UK. We offer a range of their Health and Safety Tests in support of Construction Isle of Man.

[www.citb.co.uk](http://www.citb.co.uk)

AQA Private candidate GCSE and A Levels Regulated by JCQ.

[www.aqa.org.uk](http://www.aqa.org.uk)

WJEC Private candidate GCSE and A Levels Regulated by JCQ.

[www.wjec.co.uk/home/student-support](http://www.wjec.co.uk/home/student-support)

Pearson Vue - is a third-party online provider for numerous professional and technical exams. Normally exams are booked either via the exam board or on Pearson Vue. We do not take direct bookings for their exams.

[www.pearsonvue.com](http://www.pearsonvue.com)

Prometric - is a third-party online provider for numerous professional and technical exams. Normally, exams are booked either via the exam board or on Prometric. We do not take direct bookings for their exams.

[www.prometric.com](http://www.prometric.com)

Language Cert - Using a Prometric delivery, they provide UKVI and ESOL exams for candidates requiring evidence of their language skills for employment and immigration purposes.

[www.languagecert.org/en](http://www.languagecert.org/en)

# JCQ GUIDANCE ABOUT ACCESS ARRANGEMENTS

## **What are access arrangements?**

- Access arrangements allow students with specific needs, such as special educational needs and disabilities to access an exam.
- They allow students to show what they know and can do without changing the demands of the exam.

## **How will the process start?**

- Students and/or parents/carers should let the SENCo know as soon as possible if they/their child has additional needs. Good and open communication is important.

- Students in Further Education should record their additional needs on the college's enrolment form.
- The SENCo will work with lecturers and the student to identify possible arrangements.
- Various access arrangements are available. For example, support for students who have difficulties with reading, writing, speed of working and concentration.
- Not all students with additional needs will require access arrangements. It depends on whether their difficulty affects their access to exams. Additional needs alone do not entitle a student to access arrangements.

### **Who will make the assessment?**

- If a student has learning difficulties, UCM's appointed assessor must conduct the assessment to determine the need for access arrangements such as 25% extra time.
- If an external assessor diagnoses a learning difficulty (for example, dyslexia, dyscalculia), the assessment can only be used as evidence for access arrangements.
- Specialists (for example, a medical consultant, a psychiatrist) are responsible for providing a formal diagnosis. They are not responsible for decisions about access arrangements.
- UCM must decide which access arrangements a student has for their exams.
- Lecturers must give evidence to show that an access arrangement is needed. UCM will record how effective the arrangement is in the classroom, in internal tests or in mock exams.

### **What else needs to be done?**

- UCM will have to apply for some arrangements.
- If a student has complex needs, UCM can discuss their needs with the exam board.

### **Finally**

UCM must follow the rules. We are inspected and if we are found to be breaking the rules, this will be malpractice.

## **FREQUENTLY ASKED QUESTIONS (FAQS)**

### **Q. How do I know if I am entered for an exam at UCM?**

A. Your lecturer or tutor should let you know you are being entered and at least 4 weeks before your exam, you will be given an entry statement, either handed out in your lesson or by post, with more details on.

**Q. Who do I talk to about my exam entry?**

A. If it is about the content, tips for revision, the level etc. speak to your lecturer. If it is to amend your personal information or find out details of the exam day, speak to the Exams Team.

**Q. What information will you give me about it?**

A. We have created an Exam Candidates' handbook which should have the answers to most of your questions. When your entry statement is issued you will also get copies of the details the awarding body want us to share with you such as JCQ Information for Candidates.

**Q. Do you need me to do anything before my exam?**

A. When you get your entry statement, check it carefully including name and date of birth. If your address, phone number, email etc. has changed since you started UCM, have you notified reception?

Make sure you have I.D. and know the date and time of your exam. Photo ID such as a Driving License/Provisional Driving License, passport or your UCM student card. It must be in date. Specialist exams may not accept your student card.

**Q. Will I get a reminder for my exam?**

A. Yes. An email and text will be sent, as long as you have up-to-date details on our system.

**Q. What do I need to bring?**

A. Only bring what you need: ID, black ballpoint pens, highlighter for the questions, clear bottle of water with labels removed and calculator(without lid or case) and maths equipment if they are allowed in your exam.

**Q. What time will my exam start?**

A. Most exams start at 9.15am or 1.30pm but check your entry statement and reminder as it could be different.

**Q. What if I forget and miss my exam?**

A. Contact the Exams Team as soon as possible. The exam boards don't give any consideration for 'forgetting' but the Exams Team can let you know when and if you will be able to retake it as you may not be able to complete your qualification without it. You will be charged if you need to resit.

**Q. When should I arrive?**

A. You should be at your designated meeting point (e.g. Foyer at Homefield Road) at

least 20 minutes before it starts, so give yourself plenty of time for parking, comfort break, etc.

**Q. How do I know where to go when I get there?**

A. Exams are mainly in Thie Ushtey or the Homefield Road Campus, and your reminder will tell you which to go to. There will be posters detailing which room you are in, and on busy days, where to wait for your exam.

**Q. Where do I put things I can't bring into the exam?**

A. Small items such as phones and keys can be stored at Reception. There is a limited number of lockers at Thie Ushtey but at the Homefield Road campus there isn't anywhere secure for you to store items unless you have access to a locker. The Grab & Go can be used on the busy days but you leave them at your own risk. Only bring the essentials!

**Q. How do I know what isn't allowed?**

A. Basically, anything electrical; any communication devices; any 'smart' devices' watches; notes; food; mascots; coats and anything that could create a disruption such as noisy jewellery or give you any advantage in the exam. Read the notices outside the room and check with the invigilator (before taking it into the room) if you are unsure. It must be handed in before you take your seat.

**Q. Why are there notices outside all the exam rooms?**

A. They are required by the Awarding Bodies to remind you what they expect and what you are/aren't allowed to do in the exam. It also reminds others there is an exam and that they need to be quiet and not come into the room.

**Q. When can I go in the room?**

A. Only when the invigilator or the Exams Teams tells you to. Please check your seat number on the list outside the room before going in and go straight to your seat without talking. You must sit in the seat that has been allocated to you.

**Q. When do 'exam conditions' start and what are they?**

A. As soon as you enter the room. From then you cannot leave the room unless you are escorted and have the consent of the invigilator. You must not talk, signal to or attempt to communicate with other candidates.

**Q. In the exam room what is expected of me?**

A. Most importantly, listen to the invigilator and follow their instructions. Focus on your own exam, don't do anything to disrupt or distract others and don't do anything that could put your result in jeopardy. Check that you have the right paper and that the details on your desk card are correct.

**Q. If I have a problem in the exam, can I get any help?**

A. Yes. Raise your hand and the invigilator will come to you but remember to be quiet. They can't help you with any of the questions or answers.

**Q. In the exam, what can the invigilator help with?**

A. Providing missing equipment (there is only a limited supply though), guidance on the details for the front cover, arranging an escort for a toilet break, tissues, seeking assistance if you become unwell, dealing with potential disruptions in the room. Stopping people coming into the room who shouldn't be there.

**Q. What if I think I have the wrong exam paper?**

A. Raise your hand and let the invigilator know. They will check what you were entered for and change it if it is wrong. This may take a few minutes as they will need to contact the Exams Team to confirm the correct paper.

**Q. What if I think there is an error on the paper?**

A. Errors are unusual but let the invigilator know. It will be reported to the awarding body and you should continue with the rest of your paper. If there is a problem with the printing of the paper, they may be able to get a replacement paper for you.

**Q. What if I thought I had access arrangements, but they are not being provided?**

A. Let the invigilator know and they will check with the Exams Team. They will be provided if the Exams Team are able to confirm you should have them. Remember you do not automatically get the same access arrangements for every exam you sit.

**Q. Can I write on the front of the paper?**

A. Only the details that are asked for, when the invigilator tells you to; don't draw or write anything on or in your paper that could be seen as offensive or inappropriate.

**Q. When can I open my paper and start?**

A. Only when the invigilator tells you to as that will be the official start of the exam.

**Q. How do I know when my exam should end?**

A. The board at the front will show the start time, the finish time and will have an extra note for anyone allocated extra time. There could be more than one exam though so check you are looking in the right place. There will be a clock to help you keep track of the time.

**Q. Can I go to the toilet during the exam?**

A. Yes. Raise your hand and let the invigilator know that you need an escort to the toilet. You will have to wait until someone is available to take you. Note only one person can go at a time.

**Q. What if a mobile phone rings in the exam room?**

A. Unless it is yours (it shouldn't be with you), ignore it and the invigilator will deal with it. If it continues to ring and the invigilator has not noticed it, you should raise your hand and draw their attention as it is disturbing your concentration.

The invigilator will try to identify where it is coming from and retrieve it.

If they are unable to locate it, no one will be allowed to leave the room at the end of the exam until it has been found as it must be reported to the awarding body.

**Q. What if There is a fire alarm?**

A. There are no planned fire alarms during exams. Continue with your paper until you are given instructions. Fire alarms at UCM are usually for a particular section of the building and even though you can hear it, you may not be in the area to be evacuated.

If the alarm is for your area, you will be told to close your paper and leave everything behind. You will be instructed to leave the room in single file, without talking and will be taken to a muster point until it is safe to return.

You will stay under exam conditions so should not talk even when outside the room. Everything will be reported to the awarding body and if you are able to return safely to the room, you will be allowed the remaining time of your exam and the finish time will be adjusted.

**Q. Can I get extra paper if I need it?**

A. Yes, but you should use the space in your paper first.

Any paper used will be submitted with your exam paper and you must put your Candidate Name and Candidate Number on the top of each page along with the Centre number. Put a single line through any rough work you do not want to be marked but remember, plans and workings out can be taken into consideration even if you don't have the correct answer.

**Q. How do I know how much time is left?**

A. There will be a clock at the front of the room. The invigilator will tell you when there are 5 minutes left but they cannot give you any other time prompts.

**Q. Will I be told when the exam is over?**

A. Yes; the invigilator will tell you when the exam has ended and you will be instructed to close your paper. You must not write anything after this; you are not allowed to finish your sentence or check your work. You are still under exam conditions and must not talk or turn around.

**Q. Can I leave as soon as I have finished?**



A. You cannot leave before the invigilator has collected all your exam materials and told you to leave. Leaving early, depends on the exam. Some require you to stay until the end and we encourage you to stay the full time. In all written exams, you must stay for at least an hour unless the exam duration is less than that.

If your online exam requires you to confirm onscreen that you are finished and stops any further access to the exam, you can ask the invigilator for permission to leave. You cannot leave in the last 20 minutes of a written exam

**Q. What happens at the end of the exam?**

A. Before you can leave, the invigilators will collect all your exam papers, answer booklets, extra paper (put them inside your answer paper) and any items they have provided during the exam.

You will then be dismissed a row at a time and you are requested to leave the area of the exam quickly and quietly so remaining candidates are not disturbed. Please don't talk until you are outside the room.

**Q. What if I left something in the exam room?**

A. You cannot return to the exam room. Go to Reception or the Exams Office and let them know what you left and where. They will look for it when the exam is finished and let you know

**Q. When will my Certificates be available?**

A. Certificates from the Summer and Autumn exams can take between two to four months after results to arrive and we have no control over when that will be. The Exams Team will notify you by email when your certificate is ready for collection. We will send a further reminder when it is time to dispose or return uncollected certificates.

**Q. What happens if I don't collect my certificate?**

A. In accordance with Awarding Body requirements, uncollected certificates will be disposed of or returned to the board if they are not collected.

Last year we disposed of over 400 old and uncollected Certificates. Don't let yours be one of them!

**Q. Can I authorise someone to collect it for me?**

A. Yes. Send an email from your UCM email address so that we can verify it is from you. Tell us which certificates they are collecting and their full name and date of birth. They will need to bring photographic id with them when they collect it and we may phone you if we have any concerns to confirm your consent.



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