Learners Late for Exams – Procedure

1. Purpose and Commitment

1.1. This document explains how the College Group approaches [topic e.g. student behaviour, complaints, appeals, data protection] in a way that is fair, transparent, and respectful.

1.2. The College Group is committed to creating an environment where students, staff and other stakeholders feel safe, respected, and able to participate fully in learning and work. Our policies aim to support wellbeing, dignity, and inclusion while ensuring that concerns and issues are addressed consistently and fairly.

1.3. Where possible, the College Group seeks to resolve concerns in ways that promote understanding, accountability, and positive outcomes for everyone involved.

2. Scope

2.1. The purpose of this procedure is to give all employees of The Loughborough College Group the information and understanding to assist with any student that misses the official start time of an examination, enabling that student the best possible opportunity to achieve and receive their grade.

2.2. This policy applies to Loughborough College Group, its colleges, and its subsidiaries.

3. Definitions

3.1. Definitions are intended to help readers understand this guidance document and should be interpreted in a reasonable and supportive way, rather than used to make assumptions about individuals or situations. Where there is uncertainty about how a term should be understood, individuals are encouraged to seek clarification from the College Group.

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Key Term/Acronym	Definition
JCQ – Joint Council for Qualifications	The organisation that sets common regulations and guidance for the administration and conduct of examinations.
ICE – Instructions for Conducting Examinations	JCQ regulations setting out the requirements centres must follow when preparing for and conducting examinations, including how late candidates are managed.
Fixed Date Examination	An examination where the date and start time are set by the Awarding Organisation and cannot normally be changed by the College.
On-Demand Examination	An examination that can be booked by the College at an appropriate point to suit the candidate's progress and timetable, rather than being held on one nationally fixed date.
Very Late Candidate	A candidate who arrives sufficiently late that the College must report the circumstances to the Awarding Organisation and there may be no guarantee that their examination script will be accepted or graded.
Chaperoning	Keeping a late candidate under continuous supervision to prevent contact or communication that could compromise the security or integrity of the examination.

3.2. Unless the context requires otherwise, singular words include the plural and vice versa, references to a person include an individual or legal entity, and references to legislation include any amendments or replacements.

3.3. The terms "including", "include", and similar expressions are illustrative and do not limit the meaning of the preceding words. References to the Group or College refer to all parts of the group.

4. Policy Impact Assessments

4.1. This document has been assessed for its impact on equal opportunities and will be informed by the aim to eliminate all forms of discrimination in all strands of the equal opportunities' legislation.

4.2. This document has been assessed for potential risk on data subjects due to the processing of personally identifiable information. All processing has been reviewed and is in line with all

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current Data protection laws and appropriate safeguards implemented to ensure that the policy has privacy by design as its underlying approach.

4.3. This document has been impact assessed where appropriate for Safeguarding, Health and Safety and Sustainability Factors to ensure that all potential risks are identified and mitigated, and that the policy supports a safe, inclusive, and environmentally responsible learning and working environment.

4.4. This document has been mapped against the ISO 9001 principles to ensure that Loughborough College Group are following and embedding these principles across and throughout all of their policies and procedures.

5. Policy/Procedure

5.1. Fixed date exams and assessments, meaning the date and time is set in stone by the awarding organisation. These exams are only run on specific dates and times and a student may only get one opportunity a year to attend the exam. JCQ and other awarding organisation rules apply. Examples (GCSEs/ALevels/BTEC) For these, invigilation is organised by the exams team.

5.2. On demand exams, these are booked by exams as requested by curriculum teams to suit the students progress and timetable. Whilst these exams can be re-booked with a few weeks' notice, there is a significant cost to the college when students do not turn up and need exams rebooking.

5.3. Mock exams, often set up and run by the curriculum teams to test students, prepare students and evidence their abilities in case of unavoidable absence during exams. These exams are set up and staffed by curriculum teams BUT should be run with JCQ and awarding organisation rules to ensure students are fully prepared. (CMs to contact Exams Manager for JCQ invigilation training at least 1 month prior to mocks).

5.4. Students Late for Exams

5.4.1. Students should always be made aware that they need to make every effort to arrive for any examination at least 15 minutes before the start time of the exam.

5.4.2. Students with Exams booked and run through the College Group exams departments will receive a text message and email in the week prior to the exam telling them the exam title, the exam room, the start time and arrival time of the exam.

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5.4.3. The most important exams for a student not to miss or be late for is a fixed date exam.

5.5. Students who phone ahead

5.5.1. In normal circumstances, if a student calls to say they are delayed, put their call through to the relevant exams team.

5.5.2. Calm student if in panic and assure them we will work with them to get them into the exam.

5.5.3. Note the time.

5.5.4. Ask them who they are and note their name. If they know what exam they are due to attend note that too.

5.5.5. Ask them where they are and if anyone is with them.

5.5.6. A student should always arrive 15 minutes before their exam start time and should never be late. However, if something genuine happens to delay them they may start their exam up to 30 minutes after the start time of the exam (Example: up to 10:00am for a 9.30am morning exam start, or up to 14:00pm for a 13.30pm afternoon exam start)

5.5.7. If a student is going to arrive after the official start time they need to take the following action:

5.5.8. Turn their mobile phone OFF before or at the start time of the exam. Also switch off any smart devices like smart watches etc. From this point do not speak to anyone.

5.5.9. For any student with an escort (perhaps being driven to college) give the devices in to their escort. Do not speak to anyone else. The escort should stay with the student at all times and bring them to main reception OR a meeting point (usually the turning circle at the main entrance) where the student will be met and collected by a college staff member. The escort must not drop off the student unescorted.

5.5.10. For any student WITHOUT an escort, the devices in must be off and in bag. Do not speak to anyone else other than to get parked or on/off public transport safely. The student must come straight to main reception OR a meeting point (usually the turning circle at the main entrance) where they will be met and collected by a college staff member.

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5.5.11. Contact the exams office on EXT: 6305 or 01509 616305 to let them know the student has called.

5.5.12. YOU MAY BE ASKED TO ASSIST WITH MEETING AND ESCORTING THE STUDENT ONCE THEY ARRIVE.

5.5.13. Check student has not spoken to anyone since the official exam start time (you will know when this is) other than yourself and escort

5.5.14. Ask them where their phone is. Check that the phone is switched off and not just silent. If it is not off

5.5.15. Calm student if needed.

5.5.16. Take to exam room. Quietly get attention of invigilator and hand over the student and envelope pack. Don't just walk into an exam room. (with a sports hall you may need to look around the door to get attention)

5.6. Student needs toilet pre-exam:

5.6.1. Ensure electronic devices have been removed from the student.

5.6.2. Escort to nearest toilet. Check no other person inside and no obvious notes/bags etc (Using a disabled

5.6.3. toilet can help keep the student secure from a cheat allegation)

5.6.4. Wait outside the toilet exit until the student has completed their visit.

5.6.5. Continue with process.

JCQ ICE 4.4.16. Any student that turns up for an exam more than 30 minutes late needs to speak with a member of the exam team prior to starting as there is no guarantee that the awarding organisation will award the student their grade. Therefore, a very good reason for being late, excellent pre-exam compliance and chaperoning is key. It is essential to contact the exams team to take the lead without delay in this case before the student goes to the exam.

5.7. Students that turn up late but do not ring ahead

5.7.1. Calm student if in panic and assure them we will work with them to get them into the exam.

5.7.2. Note the time.

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5.7.3. Ask them who they are and note their name. If they know what exam they are due to attend note that too.

5.7.4. A student may start their exam up to 30minutes after the official start time of the exam (Example- 10:00am for a 9:30am exam start or 14:00pm for a 13:30pm exam start)

5.7.5. Ask them where their phone is. Check that the phone is switched off and not just silent. If it is not off note this. Do the same with smart watches/devices. If expecting the late student, have an envelope for phone and watch - Add phone (off) and any style watch (if smart device off) to envelope – write student name and seal.

5.7.6. As we will not be expecting this late student to turn up, please do not leave them unchaperoned or allow them to speak to other students/staff.

5.7.7. ALWAYS Contact the exams office for advice.

5.7.8. Any student that turns up for an exam more than 30 minutes late, use the same advice however there is no guarantee that the awarding organisation will award the student their grade. Therefore, a very good reason for being late, excellent pre-exam compliance and chaperoning is key. It is essential to contact the exams team to take the lead without delay in this scenario before the student goes to the exam room. A statement will be taken from the student once they have completed the exam.

5.8. Always allow the exams team to advise and lead with late students. The student is more likely to be awarded a grade

5.9. For any staff receiving contact from students they should consider equality and accessibility considerations may be required and any information disclosed to them may need to be treated with confidentiality.

5.10. NOTE: The College policy is to always allow a very late candidate the opportunity to undertake an exam (where it is practicable and within a reasonable timescale, College EM/ Head of Centre decision) always with a warning that the exam paper may not be marked/graded. The Exams office is obliged to, and will report all late incidents to the appropriate awarding organisation who will make their decision to mark the paper based on the reason for lateness (with supporting evidence where possible) and information/evidence about the ongoing security/integrity of the exam. Therefore, please refer all cases immediately to Exams.

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6. Roles and Responsibilities

All Staff	Support students who are late for an exam; remain calm and reassure them; establish their name, exam and circumstances; prevent unnecessary contact with others; and contact the Exams Team for advice.
Exams Team	Take the lead when a student is late; advise staff on the appropriate action; determine how the student should be managed and admitted to the examination; and manage cases where a student is very late.
Invigilator	Receive the late student into the examination room and supervise their examination in accordance with examination regulations.
Curriculum Managers (CMs)	Ensure mock examinations are appropriately organised and arrange JCQ invigilation training with the Senior Exams Officer at least one month before mocks where required.
Exams Manager	Provide JCQ invigilation training for mock examinations and, where required, be involved in decisions regarding whether a very late candidate can undertake the examination.
Student/Candidate	Make every effort to arrive at least 15 minutes before the examination; if delayed, follow instructions to protect exam security, including switching off electronic devices and avoiding communication with others after the official start time.

7. Related Documents

7.1. This document should be read with:

7.1.1. JCQ ICE booklet

8. Document Access

8.1. This document can be found on the College Group's website and on the Document Control SharePoint.

9. Review and Continuous Improvement

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9.1. The College Group is committed to actively periodically reviewing its documents in line with legislation and best practice, to ensure they remain accurate, transparent, compliant, inclusive, effective, and supportive.

10. Change Log

Date	Version	Details of Change	Reviewer
27/08/26	1.1	Change of template. Wording reviewed and updated	Lisa Hatton
07/09/26	1.2	Document formatted and language updated	Michelle Hopkins

Appendix 1

Appendix

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