



Anglia Examination Syndicate Ltd

ADMINISTRATIVE HANDBOOK

Policies and Procedures
2006

TABLE OF CONTENTS

	Page number	
1	Introduction	3
2	Centre instructions for the conduct of examinations	6
3	Instructions for invigilators	14
4	Guidance, support and training for centres	17
5	Withdrawals	19
6	Retention of documents	19
7	Reports procedures	20
8	Procedures for dealing with malpractice	23
9	Appeals procedure	27
10	Access and fair assessment policies and procedures	29
11	Equality and diversity policy statement	34
12	Customer service statement	35

Appendices

A	List of contacts	38
B	Setting up the database	39
C	Examination entry form	41
D	Ethnic group code numbers	42
E	Centre application form	43
F	Centre codes	44
G	Enquiries form	45
H	Enquiries log	46
I	Grade boundaries	47
J	Country codes	48
K	Centre inspection report form	49
L	Sample certificate	51

1. INTRODUCTION

This handbook provides centres with guidelines to the administrative policies and procedures of the Anglia Examination Syndicate. The aim of these policies and procedures is to ensure that the running of the examinations is at all times successful and fair.

1.1 The Anglia Representative and Examination Centres

All centres must be authorised by Anglia Examination Syndicate. Centres are usually identified by 'Anglia Representatives'. The job of the Anglia Representative is to provide the formal communication link between the centres and Anglia Examination Syndicate.

If applying to be an independent centre, the centre must ensure it has in place the necessary resources and systems to support the qualifications, as defined on the Centre Application Form. By signing the Centre Application Form, the centre agrees to this.

Anglia Examination Syndicate requires details of numbers of candidates at each level 6 weeks before the published examination date. The Anglia Representatives in negotiation with individual centres decide their own closing date for entries prior to the Anglia Examination Syndicate deadline for entry numbers.

Once numbers of candidates have been received by Anglia Examination Syndicate there is limited scope to change them, but this is at the discretion of the Chief Administrative Co-ordinator. Each case is processed on an individual basis, and contact should be made via the Centre Administrator as much in advance as possible.

Candidate entry lists should be sent to Anglia Examination Syndicate so that they are received no later than 28 days before the published examination date. The entries must be sent in the form of a Microsoft Access database and in the correct format as set out in the '*Setting up the Database*' document.

Candidates who withdraw on medical grounds are usually entitled to a refund. Any application for a refund must be supported by a certificate from a registered medical practitioner.

The Anglia Representative, as outlined in the '*Access and Fair Assessment Policies and Procedures*' document, should make applications for Special Circumstances.

Centres are required to make their own arrangements for the provision of examinations. These arrangements should be made in conjunction with the regulations and requirements as set out by Anglia Examination Syndicate.

1.2 The Examination

Examinations should be run according to the '*Centre Instructions for the Conduct of Examinations*'.

The Anglia Representative is responsible for ensuring that all instructions are met and carried out. Centres may be subject to inspection during any examination period by a member of staff from Anglia Examination Syndicate to ensure all regulations are being adhered to.

1.3 Post-Examination

Fully completed Attendance Registers must be enclosed in the envelope containing candidate examination papers. Each centre should also keep a copy.

Examination papers should be packed, sealed and returned to Anglia Examination Syndicate immediately after the examination. Any unused examination papers and examination materials should also be returned to Anglia Examination Syndicate or destroyed. Where they are destroyed, a certificate of destruction must be produced.

All examination papers and other examination materials remain the property of Anglia Examination Syndicate. Under no circumstances are examination papers - used or unused - or any other examination materials to be re-produced in any form.

1.4 Results and Certificates

A results list is issued to the Anglia Representative approximately 6-8 weeks after the date of examination depending on the size of the cohort. The results are provisional and may change due to routine administrative checks or as the result of an enquiry.

All enquiries must be made within 28 days of the issuing of the results list and it is therefore vital for centres to pass on the results list to candidates straight away.

For full details of how to make an enquiry, see '*Appeals Procedure*'. A fixed fee is charged (see page 52) when a request is made for a re-mark. This fee is refunded if the outcome of the examination is changed as a result of the appeal.

Certificates are issued approximately 6 weeks after the results list has been issued. Certificates are normally sent to the Anglia Representative, who is responsible for dispatching the certificates to candidates.

AESL certificates have a number of security features in them in order to make it difficult for forged copies to be produced

Certificates are issued in the name of the candidate according to the name provided to Anglia Examination Syndicate by the candidate's centre. It is therefore essential that the name given is spelt correctly, and as the candidate wants it to appear on their certificate.

A replacement certificate will only be issued on the following conditions: if the original certificate has been accidentally damaged; the original certificate is returned; less than 5 years has elapsed since the original certificate was issued; a duplicate certificate fee is paid.

All replacement certificates have the word 'duplicate' printed across the bottom edge.

Replacement certificates will not be issued to accommodate name changes (such as by marriage or by Deed Poll).

2. CENTRE INSTRUCTIONS FOR THE CONDUCT OF EXAMINATIONS

The Anglia Representative is responsible for ensuring that all instructions in this document are adhered to.

For any situation arising that is not covered by the following regulations, guidance should be sought direct from Anglia Examination Syndicate.

2.1 Security of Examination Papers and Other Examination Materials

Examination papers and other examination materials will be dispatched by Anglia Examination Syndicate in sealed packages marked 'Confidential'. They will be sent to the Anglia Representative.

Examination papers and other examination materials must be stored and locked in a secure place at all times. Access should only be made available to authorised personnel.

Examination packages should be checked on receipt for the following:

- Examination paper packets and other examination materials match up to the requirements
- Damage to any package contents
- Any apparent breach of security e.g. tampering with sealed packets

Examination papers and other examination materials must not be opened until the scheduled examination time.

Where cassettes, CDs or other listening materials are used, testing of these materials is permitted when instructed to do so by Anglia Examination Syndicate. Any deficiencies should be reported immediately to Anglia Examination Syndicate so that appropriate measures can be taken.

2.2 Examination Hall

All candidates must sit the examination at the designated centre.

Under special circumstances provisions can be made to sit an examination at a different venue. Anglia Examination Syndicate must be notified at least 4 weeks prior to the date of the examination. Where this is not possible, notice should be given as soon as it becomes available.

Any hall in which an examination is sat must comply with the following regulations (*Summary of Centre Requirements*):

- The room must be arranged so that candidates face in the same direction. Desks should be 1.25m apart so that the invigilator can walk between them.

- Writing surfaces should be as flat and smooth as possible, since holes and cracks in the surface make it difficult for candidates to write clearly.
- The temperature should be appropriate for the season and at the right temperature **before** the candidate arrives.
- Lighting must be adequate for reading and completing the examination scripts.
- The room should be located in a quiet area away from external noise.
- The room should have a clock and a board on which to record the start and finish times of the examination. These should be positioned so that all candidates can see them without having to turn around.
- Listening equipment must be in good working order and the cassette or CD audible to every candidate.
- Any display material that may be of assistance to candidates must be removed prior to candidates entering the hall.
- The *Instructions for Candidates* notice must be displayed both inside and outside the hall.
- Candidates should be seated in candidate number order where possible.
- If more than one written exam is held in the same room, where possible, examinations of differing lengths should be held in separate rooms.

2.3 Invigilators

The Anglia Representative is responsible for appointing invigilators.

There must be at least one invigilator present per 30 candidates. Where there are less than 30 candidates and a sole invigilator, assistance must be available for the invigilator without them having to leave the room or disturb the candidates.

Where a sole invigilator exists, he/she cannot be a relative of a candidate, or a teacher who has prepared students for the examination being taken.

All candidates in the room must be able to be seen by an invigilator at all times.

Invigilators must be aware of '*Instructions for Invigilators*' and '*Instructions for Candidates*' and have a copy to hand at all times during the examination.

2.4 The Examination

Anglia Examination Syndicate reserves the right to visit any hall at any time during examinations to ensure all procedures are being correctly adhered to.

Only authorised personnel are to be allowed access to the examination hall.

Candidates are under examination regulations of Anglia Examination Syndicate from the moment they enter the room. They remain under these examination regulations until all examination papers have been collected and the candidates have left the room.

2.5 Before the Examination - Important Information

Invigilators must confirm and be satisfied with the identity of all candidates sitting the examination. Do they match that of the attendance list?

Invigilators must ensure that candidates only bring into the room permitted stationery/equipment, as stated on the exam paper.

Invigilators must remove any unauthorised items and place them out of reach of the candidates.

Where applicable, the invigilator must ensure that candidates are sitting in the right seats.

Beginning the Examination

Before candidates commence work they must be reminded of certain things:

- Candidates should be informed that they are subject to the examination regulations of Anglia Examination Syndicate.
- Remind candidates of the '*Instructions for Candidates*' (suggested speech in *Instructions for Invigilators*).
- Check that candidates do not have any unauthorised items - warn them that failure to hand these items in could result in disqualification.
- Check that candidates have the correct materials (examination papers, pens etc) to complete the exam.
- The invigilator must draw the candidate's attention to instructions printed on the front of the exam paper.
- Tell candidates to enter name/centre number, stick on label etc.
- Clearly inform candidates when they are to begin and finish writing. Again remind candidates of regulations for leaving the exam room during the exam.

- Tell candidates they **MAY BEGIN WRITING**.

During the examination

Candidates must be supervised at all times throughout the examination - from when they enter the room until all examination papers have been collected.

Any candidate arriving late will be admitted to the exam room within the first half-hour of the exam commencing. Late arrivals will not have extra time in order for them to get the full time allowed for the paper.

Latecomers who arrive after the first half-hour will not be admitted to take the examination.

The invigilator must complete the Attendance Register. Candidates who have been formally withdrawn prior to the examination should be marked with a *W*. Candidates who are entered but not present for the examination should be marked with an *A*. Candidates who failed to provide satisfactory identification should be marked with an *I*.

For candidates who failed to provide satisfactory identification but were allowed to sit the examination, an accompanying letter should be sent with details regarding what (if any) identification was provided, or how the candidate was identified (via teacher etc).

2.6 Leaving the examination hall before the end of the examination

Candidates may only leave the examination hall under the following circumstances:

- In the first half hour - with the permission of the invigilator, in extreme circumstances.
- Temporarily - only if accompanied by an Invigilator or Assistant
- After the first half hour has elapsed, but not during the final 10 minutes. The candidate must get permission from the invigilator, have their paper taken from them by the invigilator, and not be re-admitted to the examination hall.
- When ordered to do so by an invigilator.
- In an emergency.

2.7 At the End of the Examination

Once the permitted time has elapsed candidates must be told to stop writing.

The Invigilator must tell candidates to check that all personal details have been correctly entered or candidates labels attached.

Ensure candidates secure any extra sheets used to their examination papers.

Invigilators should collect all examination papers before the candidates leave. Papers should be checked during collection to ensure personal details have all been filled in correctly.

Tell candidates they may leave the examination hall. Make sure they do not take any examination papers or other materials with them. Make sure they take all personal belongings with them.

Papers should be checked to ensure they match up with the attendance list.

The papers should be collated as per the attendance list (usually by candidate number).

Examination papers and attendance lists must be packed by the invigilator in the envelope provided and the envelope sealed. This envelope must be signed by the invigilator to confirm that all examination procedures have been adhered to. A witness who remains within sight of the examination papers from when they are collected to when they are sealed in the envelopes must also sign it.

Any unused examination papers and other examination materials must be returned to Anglia Examination Syndicate. All examination papers and other examination materials remain the property of Anglia Examination Syndicate at all times. Copying of used or unused papers and listening materials is strictly prohibited.

Sealed envelopes must be sent back at the earliest available opportunity to Anglia Examination Syndicate (preferably on the day taken). Where this is not possible, papers must be secured and locked in the same way as storing papers before the exam.

Consignments **MUST** be sent recorded/registered delivery.

Applications for Special Consideration

Where a candidate has sat an exam under extreme adverse circumstances then an application for Special Consideration can be made.

All applications for Special Consideration must be made to the Quality Assurance Officer, Anglia Examination Syndicate.

This application should be in the form of a detailed report outlining the reasons for application. The chief invigilator should make the report. The Anglia Representative should also sign it. Anglia Examination Syndicate must receive applications for Special Consideration no later than 14 days after the examination.

Emergency Procedures

In the event of an emergency it is the invigilator's responsibility to:

Ensure as the main priority the safe evacuation of the examination hall in accordance with local emergency evacuation procedures.

Ensure, where possible that all examination papers and any other examination materials remain in the examination hall.

Ensure that candidates are supervised so that minimal contact between them is made.

Ensure that on return to the building candidates are allowed the full remaining time from when the room was evacuated.

Make a report of the incident including details of time, reason, supervisory details, how long the students were out of the exam hall etc and send this report to Anglia Examination Syndicate.



SUMMARY OF CENTRE REQUIREMENTS

The following conditions will be implemented by centres offering Anglia Examinations.

1. Examination papers and cassettes/CDs must be kept in a secure environment until the time of the examination. They must be taken into the exam room in sealed packages and opened by the invigilation staff at the appointed time.
2. The room must be arranged so that candidates face in the same direction. Desks should be 1.25m apart so that the invigilator can walk between them.
3. Writing surfaces should be as flat and smooth as possible, since holes and cracks in the surface make it difficult for candidates to write clearly.
4. The temperature in the room should be appropriate for the season and at the right temperature **before** the candidates arrive.
5. Lighting must be adequate for reading and completing the examination scripts.
6. The room should be located in a quiet area away from external noise.
7. The room should have a clock and a board on which to record the start and finish times of the examination. These should be positioned so that candidates can see them without having to turn round.
8. The listening equipment must be in good working order and the cassette tape/CD audible to every candidate.

SignedCentre Manager



CONDUCT OF ANGLIA EXAMINATIONS
INSTRUCTIONS FOR CANDIDATES

1. You must provide proof of your identity.
2. You must not bring into the exam room: bags, mobile phones, books, notes, dictionaries (including electronic).
3. You must not turn over the question paper until you are instructed to do so.
4. You must not lend anything to, borrow from, or communicate in any way with other candidates during the exam.
5. Do read the instructions on the front of the question paper very carefully and follow instructions. If you do not do so you will **LOSE MARKS**.
6. Please do not write in pencil. You must use a PEN.
7. During the exam, if you need something, raise your hand and an invigilator will come to you but do not ask the invigilator to explain the meaning of a question.
8. You may not leave the exam room in the first half hour. If you finish before the end of the examination raise your hand. The invigilator will take your answer paper from you and then give you permission to leave the room quietly.
9. You may not leave the room during the last ten minutes.
10. When the invigilator tells you that it is the end of the examination you must stop writing immediately.
11. Stay in your seat and wait until all the scripts and unused stationery have been collected. Then the invigilator will give you permission to leave.

This notice must be displayed outside the Examination Room and a copy given to every student at enrolment.

3. INSTRUCTIONS FOR INVIGILATORS

3.1 To the Invigilator

Please read the following instructions immediately and make sure you understand them.

As well as these instructions, you should be familiar with the *Centre Instructions for the Conduct of Examinations*, the *Summary of Centre Requirements* and the *Instructions for Candidates*.

All invigilators must arrive at the examination room no later than 30 minutes before the published start time.

For the duration of the examination, an invigilator must not be engaged in any other activities.

You may not be the sole/chief invigilator if you are a relative of a candidate, or a teacher who has prepared the candidates for the examination.

3.2 Before the Examination

Ensure that the examination room set-up is as set out in the *Summary of Centre Requirements*. If you are not satisfied that the criteria is met and it cannot be dealt with by the invigilators, please contact your Anglia Representative immediately.

Open the examination pack. It should contain a question/answer paper for each candidate; tape/CD for a listening examination; extra answer sheets; an attendance sheet; a sheet with any additional information; an envelope for the return of question/answer papers and the attendance sheet.

If you feel there has been any breach of security with the examination pack please contact the Anglia Representative immediately.

The front of the examination paper details all authorised materials that candidates can have in their possession. Any special provisions will be detailed on the additional information sheet.

Examination papers should be placed face-up on the desks before the candidates enter the room.

Candidates should be admitted to the exam room no more than 15 minutes before the scheduled start time.

Candidates should enter the room silently, only bringing in with them materials allowed to sit the examination. Any bags and other materials must be left outside or at the back or front of the room, out of reach of the candidates and in view of the invigilators.

Candidates must be reminded that they are under the examination regulations of Anglia Examination Syndicate from when they enter the room until they leave or until ALL papers have been collected.

Candidates must be reminded that they are not to be in possession of any unauthorised materials or equipment, including dictionaries, notes, calculators, mobile phones or any other communicative device.

The following is a suggested script to read to candidates:

*“You are now subject to the examination regulations of Anglia Examination Syndicate. **Only material listed on the front of the examination paper is permitted in the exam room. No other material is permitted.** If you are found to have any other material, even if you did not intend to use it, then you are in breach of the examination regulations and will be reported to Anglia Examination Syndicate. Normal practice in these circumstances is to disqualify you from the examination. Check now that you are not in possession of any unauthorised materials, such as notes, books, dictionaries, calculators, mobile telephones or any other communicative device. Please ensure that **all mobile phones are switched off.** Please hand in now any unauthorised items you may have. Check that you have the **right examination paper** on the desk in front of you. Stick your candidate label in the correct place or fill in your personal details on the front of the paper. Place your **identity card on your desk** so invigilators can check it during the examination without disturbing you. All answers must be **written in pen only.** Do not use pencils, except for colouring in. You may **not communicate** in any way with another candidate. Should you require any assistance, raise your hand and an invigilator will come and help you. No explanation can be given as to the meaning of the question. You may **not leave the room** in the first half hour of the examination. You will be told when you have 10 minutes of the examination left. During this **last 10 minutes** you must remain in the room. The examination lasts for hours, and will **finish at** Good Luck. You may **begin writing.**”*

3.3 During the Examination

Complete the Attendance Sheet, checking that each candidate identification is correct.

Only allow late candidates access to the examination room in the first half hour of the exam.

Ensure that students do not communicate with each other.

Do not give any information to candidates on the meaning of, or how to answer a question; or suspected errors in the question paper.

Ensure that no candidate leaves the room in the first half hour or the last 10 minutes of the examination.

Ensure that if a student leaves the room temporarily they are supervised by a member of staff (preferably of the same sex).

Ensure that no examination paper is removed from the room.

Instruct candidates to stop writing and remain seated at the end of the examination. Remind candidates that they are still under examination regulations until all papers have been collected and they have left the examination room.

3.4 After the Examination

Ask candidates to check that all the required information has been entered on their examination papers, including any additional answer sheets they may have used. If additional sheets have been used, they should be fastened securely to the candidate's examination paper.

Collect all examination papers before the candidates leave the room.

Once all examination papers have been collected, tell candidates they are free to leave.

Check that all examination papers match up with the attendance sheet, and collate the examination papers as per the attendance sheet.

Once satisfied that the examination papers and attendance sheet match up, sign the attendance sheet. Seal it in the envelope provided along with all the examination papers - used and unused.

Complete any further paperwork (Applications for Special Consideration, Emergency Report etc) as per *Centre Instructions for the Conduct of Examinations*, in consultation with the Anglia Representative.

4. GUIDANCE, SUPPORT AND TRAINING FOR CENTRES

Guidance, support and training for centres is available on an administration basis and also for teachers.

4.1 Administration

Support and advice from Anglia Examination Syndicate on administrative queries not dealt with in this handbook is also available. This can include help with general administration procedures and practical sessions in how to set up the database and collect candidate information to meet the Anglia Examination Syndicate requirements. Appointments can always be made with the Administrative Co-ordinator or other members of staff. Contact information can be found at the end of this handbook in the Customer Service Statement.

4.2 Teaching

A wide range of literature is available as part of the guidance, support and training for centres.

The Teachers Handbook contains a detailed explanation of the syllabus and examination specifications for each of the 10 levels.

The information pack gives guidance on the recommended minimum hours of study for each level. It also contains a recommended list of appropriate teaching material for each of the 10 levels.

Sample papers at all levels are always available on request.

All the above information is also available at www.anglia-examinations.co.uk.

A placement test is available both on the website and in hard copy on request from the Administrative Co-ordinator.

All documents on the website are available to download free of charge.

4.3 Teacher Training

Teacher training is available from designated members of staff from Anglia Examination Syndicate. Anglia Examination Syndicate provide teacher training and support for all teachers preparing their students for the examinations either on a regular basis with an agreed annual schedule, in a particular region or country, or on request as the need arises.

Examination officers and teacher trainers give presentations, hold seminars and lead workshops both in the UK and in all the countries where the examinations are taken.

Forthcoming events are advertised and posted on the news link of the Anglia Examinations website.

Schools and groups of schools may make requests for visits from Anglia Examination officers through their Anglia representative. These requests are met wherever possible.

Teachers who are members of the Anglia Network supported and subsidised by Euro School and the European Platform also make regular residential study visits to Chichester College.

5. WITHDRAWALS

If a candidate is unable to sit an examination for which they have entered on medical grounds, Anglia Examination Syndicate will consider requests in writing from centres/representatives for a full refund of the examination fee.

Refunds are only normally agreed to when accompanied by a statement from a registered medical practitioner confirming that the candidate was unable to sit the examination for medical reasons.

Refunds will not be issued until after the examinations.

6. RETENTION OF DOCUMENTS

All examination scripts are archived for one year from the date of the examination after which they are disposed of via a secure operator who issues a certificate of destruction.

Sampling of materials:

For the largest sittings of papers (10,000+) 3/5 papers are kept at each grade level for each level of examination.

For moderate sized sittings (1,000+) 1 paper at each grade level for each level of examination is retained.

Marksheets are retained for three years.

Results sheets are retained for three years.

The databases remain live on the computer system for 5 years. They are then permanently stored.

7. REPORTS PROCEDURES

After each examination session a number of reports are produced. The main reports produced are the Moderator's Report and the Data Analysis Report. A report on any enquiries made is also produced, on an annual basis.

7.1 Moderator's Report

The Marking Moderator prepares the Moderator's Report once all moderation for a session has been completed. It details all the practices that go on in the moderating process. It includes:

- Administrative practices related to all moderating procedures.
- Details of the marking process.
- An analysis of individual papers based upon what the markers and moderators picked up during the moderating process based on informal discussions, and regular feedback and evaluation sessions.
- Recommendations of changes for future moderating sessions.

7.2 Data Analysis Report

The Data Analyst prepares the Data Analysis Report. The report is based on data collected during the moderating process. The aim of the Data Analysis Report is to help maintain standards of examinations over both time and set. It includes:

- Analysis of overall results.
- Analysis of individual levels, including:
 - Comparison of sets (different papers);
 - Comparison of boundaries (different grades);
 - Comparison of sets and boundaries (grades within papers).
 - Analysis of markers performance.
 - Time analysis of results.

7.3 Maintaining Standards

It is imperative for Anglia Examination Syndicate to maintain standards over both time and set. The production of the Moderator's Report and the Data Analysis Report helps to enable this.

Moderators are responsible for ensuring that marking standards remain at the highest level of consistency throughout. This is achieved through a variety of measures.

Markers are required to submit around 10% of scripts per batch to be moderated. These scripts should contain a range of marks where possible. Markers are also required to

submit any scripts that are borderline cases i.e. on the refer/pass, pass/credit or credit/distinction boundary. This is to ensure that candidates are not awarded a grade that does not reflect their capabilities.

When marks are transferred on to the entry sheets, all referrals are checked for addition of marks. Random checks of addition are also carried out on between 10% and 20% of all other papers.

In conjunction with the Data Analyst, moderators can also request information on markers for any given period. This is usually done on randomly selected days, where the data sheets produced by the markers on that day are processed. This then leads to consistency checks comparing individual markers with each other, and with the overall standard of marking.

At times during the moderating process an alternative answer to that given on the marking scheme is found. When this occurs, moderators discuss whether or not it is a viable alternative answer. At times consultation with the Quality Assurance Officer is necessary. Where a viable alternative answer is found, all markers are informed of this and it is added to their marking schemes.

A de-briefing meeting is held at the end of each marking session to identify additions to marking procedures, improvements to advice over mark-schemes etc.

In order to maintain standards over an extended period of time and over set, statistical data is collected for every examination paper taken. The data collected contains the level of paper, the set of the paper, the marker, and the mark awarded for each section of the paper.

The data is entered on spreadsheets and results produced which range from general analysis of a centre, to how everyone who got a credit on Paper C at Pre-Intermediate level did in each section, for example.

Collecting and analysing data enables the Quality Assurance Officer to ensure standards are maintained from year to year, across different papers and across markers. If results appear to be out of sync with a particular trend, then steps can be taken to ensure that this does not happen again.

Provisions are also in place for a candidate's marks to be adjusted should analysis strongly suggest that for unforeseen reasons a particular paper appears significantly harder or easier.

If results appear to be significantly higher or lower than comparative sets or years, it is important to distinguish as far as possible between variations in average candidate performance over years and variations in paper level. Statistics on performance of candidates from area, school, paper and section within paper are taken and analysed to assess this.

7.4 Use of reports

The Moderator's Report is published for the Quality Assurance Officer, the Chief Administrative Co-ordinator and the Data Analyst. Copies are available for centres at their request.

The Data Analysis Report is published for the Quality Assurance Officer and the Moderators. Copies are available for centres at their request.

An evaluation meeting between the Quality Assurance Officer, the Moderator and the Data Analyst takes place to go through the reports. The aim of the evaluation meeting is to ensure that high, consistent standards are present. Any areas of inconsistency can be flagged up. Areas of concern identified during the moderated session can be checked to see whether they produced irregular results statistically.

Irregular statistical results can be looked at to see if there was a particular reason why these results were obtained. The areas of inconsistency can be looked at by the Quality Assurance Officer and the Moderator, and an explanation for any inconsistency can be derived.

From this meeting and from the Moderator's recommendations of changes for future moderating sessions, Anglia Examination Syndicate can look to implement suggestions to improve the overall service offered in order to maintain and exceed the exceptionally high standards desired.

Anglia Examination Syndicate is willing and committed to co-operating with other Examination Boards to ensure standardised levels.

8. PROCEDURES FOR DEALING WITH MALPRACTICE

Anglia Examination Syndicate Ltd takes very seriously the issue of malpractice on the part of candidates, centre staff, and any other persons involved in providing the qualification.

8.1 Defining Malpractice

Malpractice is any action or practice that is contrary to the regulations set out by Anglia Examination Syndicate in relation to the provision of qualifications. These regulations can be found in the “Centre Instructions for the Conduct of Examinations”, the “Instructions for Candidates” and the “Invigilator Instructions”.

It is up to the centre to ensure that all persons involved with the examinations - candidates, centre staff and any others - are made aware of the rules and regulations.

Examples of candidate malpractice may include:

- Misuse of examination material.
- Bringing unauthorised material into the examination room.
- Obtaining or passing on exam related information through talking or passing notes.
- Copying from another candidate.
- Disruptive behaviour during the examination.
- Impersonation - pretending to be someone else, or arranging for someone else to take the examination in your place.
- Breaching security of examination materials.
- Failing to follow instructions provided by an invigilator.
- Changing result statements or certificates.
- Undermining the integrity of the examination.

Examples of centre staff malpractice may include:

- Failure to keep examination materials secure before the scheduled start time.
- Breaching security of examination materials before the examination.
- Moving the time or date of the examination without permission of Anglia Examination Syndicate.
- Failure to supervise the examination properly.
- Helping candidates answer questions during the examination.

8.2 Reporting Malpractice

Allegations of malpractice can be reported to Anglia Examination Syndicate by examiners, moderators, invigilators, centres, candidates and members of the public.

If Anglia Examination Syndicate discovers malpractice, the centre will be made fully aware of the details, and the Anglia Representative will be required to conduct a full investigation into the alleged malpractice, and submit a written report.

If a centre discovers malpractice, the Anglia Representative must submit a written report at the earliest opportunity.

If an anonymous report of malpractice is made, it will only be investigated if sufficient evidence is provided, or if it is serious enough to warrant investigation on the claim alone. The centre will be made fully aware of the details, and the Anglia Representative will be required to conduct a full investigation into the alleged malpractice, and submit a written report.

8.3 Investigating Malpractice

Normally the Anglia Representative will carry out an investigation of malpractice on behalf of Anglia Examination Syndicate. The Anglia Representative must submit a full written report detailing the finding of any investigation made.

Candidates or members of staff being investigated for alleged malpractice should be informed of this in writing at the earliest possible opportunity. This notification should detail the nature of the malpractice for which they are being investigated and the possible consequences they may face should they be found guilty.

If the Anglia Representative is accused of malpractice, a member of staff from Anglia Examination Syndicate will carry out the investigation.

Candidates or members of staff accused of malpractice must be given the opportunity to respond to any allegations made against them.

Candidates or members of staff accused of malpractice must be made aware of the opportunity to appeal should they be found guilty of malpractice.

8.4 Report of Findings

It is the responsibility of the Anglia Representative to provide a full written report. The report must contain, where appropriate:

Details of all the facts, details of any circumstances, and details of the investigation carried out by the centre.

Written statement(s) from the person under investigation.

Written statement(s) from all other persons involved.

Details of any mitigating circumstances.

Details of the centre's procedures for providing candidates and staff with details of Anglia Examination Syndicate's regulations.

Details/copies of unauthorised materials found in the examination room.

8.5 Response to the Findings

Anglia Examination Syndicate will appoint a panel to decide upon cases of alleged malpractice.

After reviewing the report the panel will firstly decide whether the correct procedures have been adhered to in conducting the investigation. They will ensure that the accused has had a fair chance to explain themselves.

After fully reviewing the report, the panel will decide:

Whether the regulations of Anglia Examination Syndicate have been broken.

Who is responsible for the regulations being broken.

The penalty to be applied to the person(s) who broke the regulations.

Channels to be taken to ensure that the integrity of the examinations remains, and that future breaches do not occur.

Each case will be considered on an individual basis dependant on all the information given in the report from the Anglia Representative.

Anglia Examination Syndicate will impose penalties on any person(s) who are found to have broken the regulations in order to:

Prevent the person(s) from gaining an unfair advantage.

Maintain the integrity of the examination and the confidence in the public of the awarding procedures.

Deter any others from attempting to do the same in the future.

8.6 Sanctions against those found Guilty of Malpractice

If a member of staff from a centre is found guilty of malpractice it is up to the Governing Body of the centre to provide appropriate disciplinary action against that member, and report this action to Anglia Examination Syndicate. Anglia Examination Syndicate will advise on disciplinary action if requested.

If a centre as a whole is found to be guilty of malpractice, Anglia Examination Syndicate may refuse to accept any future entries from the centre, and take away its centre recognition.

Any centre failing to co-operate with an investigation will automatically lose its recognition as an Anglia Centre. Failure to co-operate will also lead to the suspension of certificates being issued.

Anglia Examination Syndicate will decide the appropriate sanction to impose on any candidates found guilty of malpractice. The sanction imposed will reflect the severity of the malpractice. The following sanctions may be imposed on candidates:

An official warning

Loss of part of the marks gained for the examination

Loss of all the marks gained for the examination

Disqualification from the whole qualification

Disqualification from all qualifications taken in that series

Barred from entering any Anglia examinations for a given period of time

Centres may apply further disciplinary action on the candidate if they feel it appropriate.

In the case of significant malpractice, Anglia Examination Syndicate will report it to the regulatory authorities immediately. If necessary, Anglia Examination Syndicate may also report the case to other Awarding Bodies and the police.

Anglia Examination Syndicate will report to the regulatory authorities any cases of malpractice where evidence suggests that certificates may be invalid. Anglia Examination Syndicate agrees to co-operate with any regulatory authority investigation, and will abide by implementing any remedial actions laid down by the regulatory authorities.

8.7 Appeals

Anglia Examination Syndicate has an established appeals procedure. This contains details of procedures for making an appeal against any penalties arising from malpractice. For further details of how to make an appeal, please refer to the '*Appeals Procedure*' following.

9. APPEALS PROCEDURE

Enquiries must be made on behalf of candidates or institutes through the Anglia Representative, or where applicable, through the Head of Centre, within 28 days of the results sheet being issued. An enquiry may not be made directly to the board from an individual candidate. Anglia Representatives or Heads of Centre shall make their enquiries through the Enquiry Form, an example of which can be found on Page 45 of this handbook. The form may be photocopied or scanned. It can also be obtained via email or post from the Anglia Examination Syndicate office. An appeal can be either for an administration check, or for a re-mark.

A fixed fee is charged when a request is made for a re-mark. This fee is refunded if the outcome of the examination is changed as a result of the appeal. (See the fee sheet for 2005 on page 51)

Candidates should note that results are unlikely to change as borderline cases are subject to moderating.

The Enquiry Panel is made up of the Chief Executive, the Quality Assurance Officer, a Marking Moderator, the Chief Administrative Co-ordinator (or a member of the administration team) and an independent member. Not all members are needed for every enquiry.

Once an enquiry has been made, the following procedures are followed:

Acknowledgement of the enquiry will be sent to the centre making the enquiry along with the period in which the enquiry will be considered.

An administration check will be carried out by staff of Anglia Examination Syndicate. An administration check will involve: a check to ensure the mark has been added correctly; a check that all sections have been marked; and that the final grade has been calculated properly.

Where a re-mark has been asked for, the paper will be copied and marked separately by 2 members of the enquiry panel. Once the examination papers have been re-marked, a final grade is decided upon. In the rare event that a wide discrepancy exists, consultation will take place between 3 members of the panel (including one independent member). The final decision rests with the Chief Executive.

The result of any enquiry will be the awarding of a grade either higher, the same or lower.

Formal notification of any enquiry will be forwarded to the Anglia Representative or Head of Centre once a decision has been reached. A revised results sheet will also be issued.

Where a certificate has already been issued, a revised certificate will only be issued once the original certificate has been returned.

Copy scripts can be requested at an additional fee after the enquiry procedure above has been followed.

An appeal regarding the enquiry decision can be made within 7 days.

If the result of an enquiry brings into question the accuracy of other results then actions will be taken as deemed necessary to protect the interests of the candidates, the integrity of the final results and the integrity of the National Qualifications Framework.

Should the results of an appeal call into question the validity or accuracy of a large number of candidates, a full review of the whole cohort takes place and all candidates similarly affected will be identified and reviewed.

If a very large number of papers are involved, marking moderators and assistant markers are recalled for a full in-house re-mark of any full set, section or range of papers which are believed to be in need of further scrutiny.

If a smaller number of papers are involved, the marking moderators alone will conduct the re-marking.

A meeting of all the Anglia officers involved in awarding grades is convened to make a final judgement.

Grades will be adjusted to take account of the new information.

If results sheets have already been issued, these will be recalled and re-issued with the new results.

A report of all enquiries is produced annually and is available at request.

10. ACCESS AND FAIR ASSESSMENT POLICIES AND PROCEDURES

Being owned by Chichester College, Anglia Examination Syndicate follows the College Equality and Diversity Policy.

In accordance with the Disability Discrimination Act (1995) and the Special Educational Needs and Disability Act (2001), Anglia Examination Syndicate will not discriminate against a person on the grounds of a person's disability or special educational needs.

A Disability or Special Educational Need may include, but is not exclusive to:

Permanent long-term disability, such as visual, hearing or speech impairment;

Special Educational needs, such as dyslexia;

Long-term illness, such as cancer or diabetes;

Short-term medical conditions, such as glandular fever;

Short-term physical impairment, such as fractured limbs.

Anglia Examination Syndicate will make every effort to cater for the requirements of any candidates with special needs sitting the examination in order to help them understand what is required of them, to convey their answers and to demonstrate their English to the best of their ability. This can be done by providing a modified version of the examination paper (e.g. Braille), the provision of administrative arrangements (e.g. extra time), or the exemption from certain sections of the examination (e.g. no listening test).

Applications for Reasonable Adjustments must be submitted to the Chief Administrative Co-ordinator.

6 months notice must be given for applications for modified versions of the examination papers (e.g. Braille, lip-reading versions). All other applications for Reasonable Adjustments must reach Anglia Examination Syndicate no later than the date of entry, except in cases of temporary disability which only become known after the date of entry.

A centre may only make Reasonable Adjustments for candidates with permanent disabilities where prior approval has been granted beforehand by Anglia Examination Syndicate. For a candidate with a temporary disability, such as a broken arm, which only becomes known about shortly before the examination, centres should contact Anglia Examination Syndicate immediately to obtain authorisation to make Reasonable Adjustments. If this is not possible, a centre may make Reasonable Adjustments at their own discretion and in accordance to the regulations for Reasonable Adjustments. A report containing details of any such arrangements made, and the reason why Anglia Examination Syndicate was not informed beforehand must be submitted immediately after the examination.

Applications for Reasonable Adjustments must be accompanied by a note detailing any such Disability or Special Educational Need. This note must be from a registered medical practitioner. This note must be translated into English otherwise it will not be accepted.

The different types of provision available to a candidate requiring Reasonable Adjustments are as follows:

1. Additional time and/or supervised breaks
2. Modified examinations
 - Modified question papers
 - Modified listening components
 - Modified speaking tests
3. Exemption Certificates / Special Endorsements
4. Reading of question papers
5. Recording of answers
6. Transcript production

1 - Candidates may require additional time to read their papers or write their answers. Extra time may be granted for such difficulties including dyslexia, visual difficulties or writing difficulties.

Normally additional time of up to 25% will be granted. If a centre feels this is not adequate and a candidate will require more than this then they should state so clearly on the application for Reasonable Adjustments.

Some candidates may require supervised breaks during the examination. This would be appropriate for those who have difficulty concentrating for long periods of time. A candidate allowed supervised breaks may or may not also be allowed additional time.

2 - A range of modified examinations are available. Reading/writing question papers, listening components and speaking tests can all be modified in order to give the candidate the chance to perform to achieve their potential no matter what their circumstances may be.

Modified question papers - Candidates with severe visual difficulties may require modified reading/writing papers. Anglia Examination Syndicate has provisions in place to provide for this service. When doing so, we may seek help from outside organisations who have a specialist skill in this area.

Braille versions of question papers can be provided for most examinations. Braille papers may be modified for content, particularly for papers that contain lots of graphics. If Braille papers are required please state whether they are required in contracted or non-contracted Braille.

For visually impaired candidates an enlarged print version of the question papers can usually be provided.

Modified listening components - Candidates may require a modified listening component due to hearing difficulties, visual difficulties or difficulties in writing answers.

Modified listening components for candidates with hearing difficulties will vary depending on the severity of the loss. For some candidates amplification through headphones or other hearing aids may be satisfactory. For some candidates an extended version of the listening test, where a supervisor has instructions to pause the test to give the candidate

time to assimilate what they have heard may be satisfactory. Where the impairment is more severe and candidates are able to lip-read in English, a lip-reading version of the listening component can usually be provided and may be satisfactory.

Modified listening components for candidates with visual difficulties can be provided. Copies of the exam paper in Braille or enlarged print may be provided. An extended version of the listening test, where a supervisor has instructions to pause may also be appropriate.

Modified listening components for candidates with writing difficulties can be provided. This is done using the extended version of the listening test, allowing candidates who are unable to write at the same time as listening the opportunity to record their answers.

Modified speaking tests - Candidates with hearing, speech or visual difficulties may require a modified version of the speaking test. Candidates with hearing or speech difficulties are expected to take the speaking test where it is possible for them to demonstrate positive achievement.

Generally the speaking test is taken with 2 candidates and an invigilator present. If a candidate's difficulty may affect either their or their partner's performance then the centre should seek permission to use a dummy partner.

For blind and visually impaired candidates the speaking test materials can be provided in Braille or in enlarged print.

Anglia Examination Syndicate will not make any extra charge for the provision of modified examination papers or any other administrative arrangements.

3 - Exemption Certificates and Special Endorsements can be provided for candidates who do not sit all parts of the examination for certain reasons.

Candidates with severe hearing or speech impairments may apply to be exempt for the listening or speaking components of the test. If an exemption is authorised a special certificate will be issued stating such exemption. If a candidate misses any part of an examination for medical reasons, and proof is provided from a registered medical practitioner then the student may be eligible to receive an Exemption Certificate. Each case is looked at on an individual basis.

Candidates with learning difficulties may apply for Special Endorsements. Typically this relates to candidates with severe dyslexia who can request their paper to be marked separately with spelling mistakes being overlooked. Allowances for any other errors will not be permitted. A note detailing any such endorsements will be added to the candidate's certificate.

Special Endorsements will not be issued for candidates who have been granted Reasonable Adjustments such as enlarged question papers, Braille papers, the aid of a writer etc, but whose performance was assessed according to standard criteria.

4 - Candidates are normally expected to be able to read question papers. For those who are visually impaired but not proficient in Braille or cannot read enlarged text, the candidate may be allowed to take the examination with the use of a reader.

5 - Recording of answers in a way other than on the given question/answer papers is an option for candidates who are not able to do so in the standard way. Answers that are not recorded on the question/answer sheets provided should be typed clearly, with candidate details appearing on EVERY page.

Candidates may record their answers in the following ways:

Candidates who have writing difficulties can either dictate their answers to an amanuensis or they can use a typewriter or word processor **if this is their normal way of writing.**

Blind candidates can dictate their answers to an amanuensis, use a Braille machine or use a typewriter or word processor. If a candidate produces their answer in Braille, a transcript of the candidate's answers must be provided by the centre, along with the original Braille answers.

As well as supplying visually impaired candidates with enlarged question papers, they can also request to be have enlarged answer sheets supplied.

6 - A transcript of a candidate's answers may be produced if the appearance of the answers given is likely to prove a problem for the examiners to mark (e.g. illegible writing). A transcript must be provided for any candidate who produces their answer in Braille.

Whenever a transcript is produced it must also be accompanied by the original documents when sent back to Anglia Examination Syndicate.

Special Consideration

Any candidate who is disadvantaged either immediately before, or during the examination, may be entitled to Special Consideration. The centre must make applications for Special Consideration and only if they fully support the application. Anglia Examination Syndicate must receive any request no later than 14 days after the date of the examination. Applications can be submitted either by letter or fax. Applications by email will not be accepted. Applications from individuals or schools will not be accepted. If the application is based on medical grounds, it must be supported by a medical certificate from a registered medical practitioner.

Possible reasons as to why Special Consideration may be given include:

A candidate becoming ill immediately prior to, or during the examination.

A candidate suffering from stress due to factors such as death of a close friend or relative or severe family/domestic problems.

Disturbance during an exam e.g. an emergency evacuation.

Poor quality listening materials or equipment.

Unsuitable or unsatisfactory conditions for candidates who have been granted Reasonable Adjustments.

A candidate missing part of an examination due to circumstances completely outside their control, such as illness, injury, unavoidable transport failures or the death or funeral of a relative or close friend.

The reasons stated above are not exhaustive. Other reasons may be acceptable - each case is administered on an individual basis.

Once an application for Special Consideration has been received, Anglia Examination Syndicate will notify the centre which made the application. If a request is not considered acceptable the Anglia Representative will be notified of this in writing.

A letter will be sent to the centre detailing any candidates who are given Special Consideration but fail, in order to confirm that Special Consideration was taken into account. Candidates who have been given Special Consideration and pass will not receive any further notification.

Anglia aims to help students by giving everyone a fair chance to demonstrate their ability. Such provisions are in place for this. Instances may arise where this is not possible due to short time-scales, or where centres are not compliant with Anglia regulations and procedures.'

11. EQUALITY AND DIVERSITY

11.1 Policy Statement

11.1.1 Anglia Examination Syndicate Ltd is fully bound by the Equality and Diversity Policy of Chichester College with regard to its Statutory Responsibilities, Scope, Key Principles, Responsibilities, Monitoring, Positive Action, Publicising the College Policy and Progress, Complaints and Review.

11.2 Specific Responsibilities of Anglia Examination Syndicate Ltd.

11.2.1 Anglia Examination Syndicate ensures access and equality of opportunity while safeguarding the integrity of the qualifications. This commitment is to the language and content of the examinations, and to the language and content of all information services related to the examinations.

11.2.2 Anglia Examination Syndicate will not create unnecessary barriers to achievements.

11.2.3 Anglia Examination Syndicate is committed to using plain and unbiased language in all its documentation.

11.2.4 Anglia Examination Syndicate guarantees fair assessment for all candidates, including those with particular assessment requirements.

11.2.5 Anglia Examination Syndicate will take account of all current legislation in relation to equality of opportunity.

11.3 General

11.3.1 This policy is supported by the Chichester College Equality and Diversity Policy and the Anglia Examination Syndicate Access and Fair Assessment Policies and Procedures.

12. CUSTOMER SERVICE STATEMENT

12.1 Registration and Examination Services

The Information Pack for Centres contains a range of documents that provide a detailed guidance to centres on the operation of its examinations and the registration procedures for centres entering candidates for examinations. The pack contains

- The Administrative Handbook
- The Teachers Handbook (including the exam syllabuses)
- Level descriptors
- Recommended hours of study
- Recommended book list
- List of universities which accept Anglia Proficiency
- A4 leaflet
- A3 poster

12.2 Fees

The fees for candidate examination are published in the Anglia Examination Syndicate Limited (AESL) fee sheet that is circulated to all centres. Further copies of the current fee sheet can be obtained from Head Office.

12.3 Support Services

AESL's Customer Services Department can be contacted between the hours of 0900 and 1600, Monday to Friday on +44 (0) 1243 536294. Outside these hours a message can be left on the answerphone.

The customer services team may also be contacted by e-mail at [intunit @chichester.ac.uk](mailto:intunit@chichester.ac.uk) or by fax on +44 (0) 1243 775783.

Information may also be obtained from AESL's website at www.anglia-examinations.co.uk

AESL endeavours to answer all verbal enquiries immediately. All enquiries are logged and answered within five working days.

The Chief Administrative Co-ordinator will acknowledge more complex enquiries or issues within 10 working days and, if the matter cannot be resolved within 28 days, will ensure that progress on the matter is communicated within 28 days.

The Chief Administrative Co-ordinator monitors customer enquiries on a regular basis and undertakes an annual customer service satisfaction survey.

12.4 Complaints and Appeals Procedures

Anglia Examination Syndicate has an established customer complaints procedure. Whenever we receive a complaint, we aim to resolve the issue as quickly as possible. We also hope to use the information provided to help improve our services.

If you wish to make a complaint about our services, you can do so via telephone, fax or email. In many cases, telephone complaints can be dealt with immediately,

If you are not satisfied with the result of a telephone complaint, you can address your complaint to the Chief Executive. The Chief Executive will also deal with any written complaint.

The Chief Executive will investigate any complaints made and then provide a written response of his decision. If you are not satisfied with the response then you can request for your case to be referred to the Examination Board.

All written complaints will be replied to within 5 working days of receiving them. If a full response cannot be given within this time scale, we will write to explain why a decision has not yet been reached, and give details of when a full reply should be expected.

Anglia Examination Syndicate aim to provide a high quality customer service. We are always looking to improve our standards, and any comments about our services will be received with pleasure.

Appeals in respect of examination results should be submitted in accordance with the procedure laid out in the *Appeals Procedure*.

12.5 Candidates with Special Requirements

Centres should refer to the *Access and Fair Assessment Policies and Procedures* section for guidance.

12.6 Contact

Chief Administrative Co-ordinator
Anglia Examination Syndicate Limited
Westgate Fields
Chichester
West Sussex
PO19 1SB

APPENDICES

A. LIST OF CONTACTS

Full postal address

Anglia Examination Syndicate
International Operations
Chichester College
Westgate Fields
Chichester
West Sussex
PO19 1SB

Telephone

00 44 (0) 1243 536 294

Email

intunit@chichester.ac.uk

Chief Administrative Officer

01243 536 294

Email

gill.watson@chichester.ac.uk

Quality Assurance Officer

Qualifications Manager

01243 536 294

Email

liz.bangs-jones@chichester.ac.uk

Website

www.anglia-examinations.co.uk

Anglia Network

(Netherlands) web site

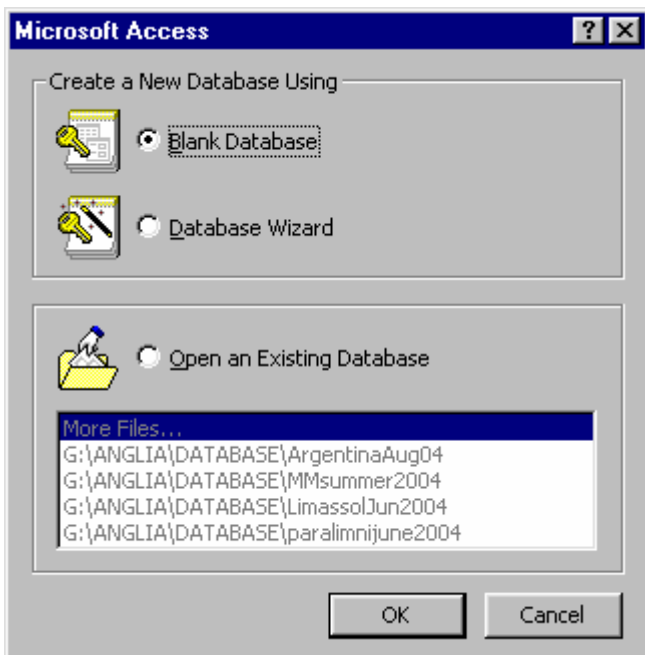
www.anglia.nl

B. SETTING UP THE DATABASE

The following guidelines are designed to assist Anglia Representatives and Heads of Centres with setting up the database.

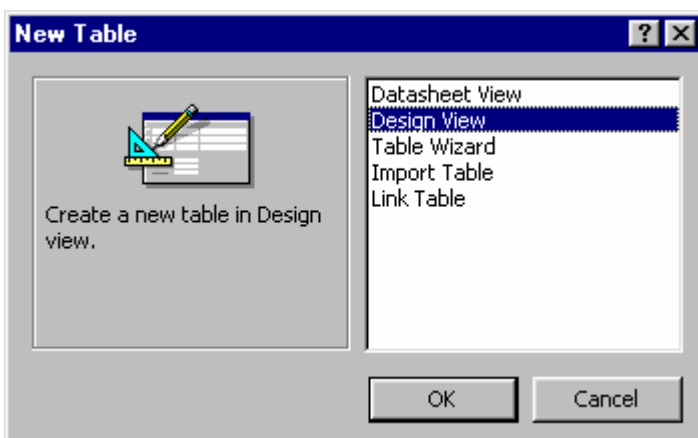
The database must be in Microsoft Access.

Start off by creating a blank database.



Specify a file path and give it a name.

On the tables tab, click 'new'.



Create a new table in Design View. Click 'OK'.

Begin typing in the required fields.

C. EXAMINATION ENTRY FORM

FOR OFFICE USE ONLY

Amount Paid: _____ Receipt No: _____

Date Received: _____ Date Processed: _____

Staff Initials _____



TO BE COMPLETED BY THE CANDIDATE (BLOCK CAPITALS PLEASE)

Surname: _____ Gender M / F Ethnic Group: _____
 (Family Name) (Circle) (Enter code from list over)

Forename(s): _____ Date of Birth: _____
 (The names given will appear on any certificates) (dd/mm/yyyy)

Home Address: _____
 (Where certificate will be sent)

Post Code: _____ Country: _____

EXAMINATIONS TO BE ENTERED

EXAM TITLE	CODE (if applicable)	EXAM DATE	LECTURER'S NAME		FEE
TOTAL					

**Please tick here if you require any special arrangements for your examination(s)
 And contact your Centre to discuss the arrangements required.**

I apply for entry to the above examination(s). I am aware that I need to bring proof of identity bearing my Photograph to each examination. I also understand that in the event of non attendance (other than for approved Reasons) I will not be entitled to a refund.

Student Signature: _____ **Date:** _____

D. ETHNIC GROUP CODE NUMBERS

Exam Entry Notes

1. It is your responsibility to make sure you know where the exams are taking place, and to be there at least 20 minutes before they start.
2. Candidates are required to provide some form of photograph identification - either a school/college identity card or a form of official identity (e.g. passport, photo driving licence, work ID).
3. Please note the name used on the reverse of this form is the exact name that will appear on any certificates from Anglia Examinations Syndicate. You should use your full name. It is not suggested that you shorten your name.
4. Those students who may require special arrangements for the examination(s) should discuss their individual needs with their centres (e.g. Dyslexia support, Visual/Hearing impairment). This should be done at the earliest possible date to allow staff to contact Anglia Examinations Syndicate.

Ethnic Group Classifications

CODE	Description
White	
01	British
02	Irish
03	Any other white background
Mixed	
04	White and black Caribbean
05	White and black African
06	White and Asian
07	Any other mixed background
Asian or Asian British	
08	Indian
09	Pakistani
10	Bangladeshi
11	Any other Asian background
Black or Black British	
12	Caribbean
13	African
14	Any other black background
Chinese or other ethnic group	
15	Chinese
16	Any other please write in

E. CENTRE APPLICATION FORM

Centre Application Form



TO BE COMPLETED IN FULL IN BLOCK CAPITALS

Centre Name: _____

Centre Address: _____

Post Code: _____ Country: _____

Centre Telephone No: _____ Centre Type: _____
(Including International Code) (Enter number from list over)

Contact Name: _____

Contact Telephone No: _____ Fax No: _____

Email Address: _____

In applying to become a centre for Anglia Examination Syndicate, I agree to:

- a) identify a single named point of accountability (Contact Name, above) for the quality assurance and management of the qualifications;
- b) have the resources and systems necessary to support the qualifications; accordance with legislation;
- d) undertake to use staff and/or associates who have the necessary competence in the subject matter of the qualifications, assessment procedures and language(s) used for assessment; and has the systems that ensure consistency of standards and support equality of opportunity
- e) document the respective roles, responsibilities and accountabilities of each partner, with clear lines of communication between the partners, where a centre is a partnership arrangement between organisations;
- f) agree to provide the awarding body and the regulatory authorities with access to premises, people and records, and to co-operate with the awarding body's monitoring activities.

HEAD OF CENTRE: _____ CONTACT: _____
(Print Name) (Print Name)

SIGNATURE: _____ SIGNATURE: _____

DATE: _____ DATE: _____

F. CENTRE CODES

Centre Type Codes

Code	Description
01	Community, Voluntary Aided or Controlled Secondary Comprehensive or Middle School
02	Community, Voluntary Aided or Controlled Secondary Selective School
03	Community, Voluntary Aided or Controlled Secondary Modern School
04	Foundation Secondary Comprehensive or Middle School
05	Foundation Secondary Selective School
06	Foundation Secondary Modern School
07	Independent School
08	FE College/Tertiary College
09	Sixth Form College
10	Adult Education Centre
11	University or other HE Centre
12	Private Training Provider
13	Local/Central Government/NHS
14	Voluntary Organisation
15	Employer
16	HM Prison/Youth Offenders Institution
17	Armed Forces
18	Overseas Centre
19	Other

For Office Use Only

Date Received: _____ Received By: _____

Approved: YES / NO (circle) Centre Number: _____

G. ENQUIRIES FORM

Enquiries Form



Candidate Name: _____ Candidate Number: _____

Centre Name: _____ Centre Number: _____

Date of Exam: _____ Date Enquiry Received: _____

Nature of Enquiry: Admin Check / Re-Mark / Copy Script / Other
(Circle - If other, please state):

Enquiry Passed to: _____ Level: _____

Original Mark – Written: _____ Original Mark - Listening: _____

Original Mark – Combined: _____ Original Grade: _____

Marked By: _____

Marking Grids:

(Fill in relevant boxes)

Written	A	B	C	Summary	D	E	F	G	TOTAL
Original									
New Mark									

Listening	Part 1	Part 2	Part 3	Part 4	TOTAL
Original					
New Mark					

New Combined Mark: _____

New Grade:
(Delete as
appropriate)

REFER
PASS
CREDIT
DISTINCTION

Any other notes: _____

Signed by checker: _____ Date: _____

Sent to Centre by: _____ Date: _____

I. GRADE BOUNDARIES

Grade Boundaries

	Refer	Pass	Credit	Distinction
First Step	<50%	50 - 69%	70 - 84%	85% +
Junior	<50%	50 - 69%	70 - 84%	85% +
Primary	<50%	50 - 69%	70 - 84%	85% +
Preliminary	<50%	50 - 69%	70 - 84%	85% +
Elementary	<50%	50 - 64%	65 - 79%	80% +
Pre-Intermediate	<50%	50 - 64%	65 - 79%	80% +
Intermediate	<50%	50 - 64%	65 - 79%	80% +
Advanced	<50%	50 - 64%	65 - 79%	80% +
Proficiency	<50%	50 - 64%	65 - 79%	80% +
Masters	<50%	50 - 64%	65 - 79%	80% +

	Refer	Pass	Credit	Distinction
Anglia Practical Business English	<50%	50 - 64%	65 - 79%	80% +
Anglia Intermediate Business English	<50%	50 - 64%	65 - 79%	80% +
Anglia Advanced Business English	<50%	50 - 64%	65 - 79%	80% +
Anglia Business English Plus	<50%	50 - 64%	65 - 79%	80% +

J. COUNTRY CODES

ANGLIA COUNTRY CODES FOR INCLUSION ON CERTIFICATES

101	UNITED KINGDOM
102	CYPRUS SOUTH
103	CYPRUS NORTH
104	BULGARIA
105	HOLLAND
106	ARGENTINA
107	ROMANIA
108	TURKEY
109	THAILAND
110	CHINA
111	LIBYA
112	CAMBODIA
113	HONG KONG

K. CENTRE INSPECTION REPORT FORM

ANGLIA EXAMINATION SYNDICATE

CENTRE INSPECTION REPORT

Centre name	
Centre number	
Person in charge	
Exams taken	
Date	

Procedure	1,2,3 or 4	Comment
Security of live materials		
Security of candidate identities		
Time-tabling and scheduling		
Layout of examination rooms (notices, desks correctly placed etc)		
Examination environment (light, noise, air con etc)		
Conduct of candidates (on time, no mobile phones, bags, notes etc)		
Listening test equipment and acoustics		
Conduct and number of invigilators		

KEY:

1 Completely satisfactory

2 Some minor infringements

3 Cause for concern

4 Unsatisfactory

Signed by inspector _____

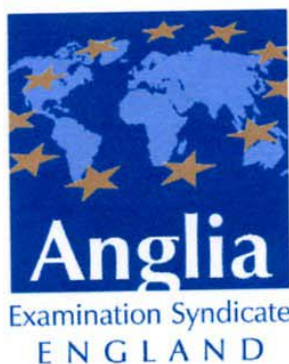
Printed Name of inspector _____

(External inspectors only) Contact details (telephone and/or email) _____

If you have any further comments please continue your notes on the other side of this page.

If you have any further comments on the centre you inspected, for example about specific rooms, please continue your notes below:

L. SAMPLE CERTIFICATE



ANGLIA CERTIFICATE OF
ENGLISH AS A FOREIGN LANGUAGE

This is to certify that
in the examination for the

ANGLIA
CERTIFICATE OF ENGLISH

MASTERS

Level

This examination consists of both Written and
Listening components

A. N. OTHER

was awarded a

DISTINCTION

Grade

in

November 2003

Peter Brown

13th November 2003

Peter Brown
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