



Examination and Invigilation Policy and Procedures



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Revisions and Amendment Register

Date of Issue	Section	Revision	Version
June 2024		New updated issue following policy review	24/1
July 2026	6.3	Additional paragraph to allow SFJ Awards to exempt the invigilation requirements in specified cases.	26/1
	7.1.4 and 7.3.2	Changed 'Smart watch' to 'Smart device'.	

1. Introduction

This document outlines the SFJ Awards Policy and Procedures for the administration and invigilation of examinations and controlled assessments for Regulated Qualifications and End-Point Assessments (EPA). The document covers paper-based invigilation, online examinations, and online examinations with remote invigilation.

For the purpose of End-Point Assessments, where this policy refers to Centre(s), these also include locations/sites. The use of 'learner' also refers to 'apprentice'.

The policy applies to all externally set SFJ Awards examinations, both paper-based and those administered electronically. This includes all types of assessments, including Long Answer based questions and Multiple-choice Questions.

It is the Centre's responsibility to make sure they have provided all requisite documentation at the appropriate stage. Where a Centre does not provide the required documents, we will formally request them. If the Centre fails to provide the required documents within 10 working days, SFJ Awards may invalidate results.

2. Secure administration of assessment materials

2.1 Examinations will only be provided to Centres by SFJ Awards in a secure manner. Once provided, it is the Centre's responsibility to ensure that the assessment material and any associated passwords to access that material, always remains confidential.

2.2 Centres can gain access to examination papers either via Odyssey download, via a secure SFJ Awards approved online testing platform, or post via recorded delivery. This is dependent on the examination and detailed in the qualification handbook and SFJ Awards guidance.

2.3 Examination papers must be stored securely by Centres at all times and must only be accessed by authorised individuals, as detailed by the Centre's own examination and invigilation policy. Examinations must be invigilated by an individual who has not prepared the learners for the examination, this includes the learners' Tutor/Trainer or Assessor. They must not be relatives/friends of the learners being examined and must not be the Head of Centre. These individuals must not be given access to examination papers for qualifications in which they deliver, unless this is a requirement stated in the qualification's specification.

2.4 Examinations are created and issued by SFJ Awards and examination papers and questions must not be amended or annotated in any way by Centre staff members. Examination papers or questions must also not be copied or used for training purposes (such as for mock examinations) under any circumstance.

2.5 For paper-based examinations, SFJ Awards will aim to ensure that examination materials are made available to Centres at least two (2) working days before the date of the first examination. Unless there are exceptional circumstances, SFJ Awards will not provide access to examination material outside of this period to protect the confidentiality of assessment materials. For online examinations, the electronic examination paper will be available at the date and time the examination has been booked for.

2.6 If an examination paper or question has been amended by a Centre or a learner has had access to a live assessment before their controlled examination, any linked examination

paper(s) will be voided by SFJ Awards, and the learner will receive an automatic fail result. The Centre will be investigated, which may result in a Sanction being applied.

2.7 The administration of examinations must be undertaken as follows:

Qualifications	End-Point Assessments
The Head of Centre must ensure that an appropriate member of Centre staff is responsible for the administration of the examination materials. The person in question must be authorised by SFJ Awards and named on the Odyssey Online Portal as the Exams Officer. This person will receive the papers on site or be a contact person for any online examinations. They will be responsible for ensuring that all aspects of the administration process are followed to maintain security of examinations and protect the integrity of the qualification.	For tests taken as part of an End-Point Assessment a Nominated Person will be appointed in agreement with the SFJ Awards EPA Co-ordination team. This information must be stored via ACE360 and the booking form process. This person will receive the papers on site or be a contact person for any online examinations. They will be responsible for ensuring that all aspects of the administration process are followed to maintain security of examinations and protect the integrity of the EPA.

Any person(s) with a vested interest in the outcome of an examination **must not** be permitted to complete examination administration, to mitigate any potential conflict of interest.

Those with vested interest include:

- Staff involved in the delivery of the qualification to be assessed, i.e. Tutors / Assessors / IQAs
- Head of Centre
- Friends / Family of a learner.

Should there be an unavoidable conflict of interest, the Head of Centre must notify SFJ Awards immediately and complete the SFJ Awards' Conflict of Interest Declaration Form.

2.8 The Exams Officer / Nominated Person is required to maintain logs demonstrating:

- Secure download of examination papers
- Secure movement of examination papers
- Secure storage of examination papers
- Secure destruction of examination papers
- Postage to SFJ Awards by trackable means

Please note, the Exams Officer/Nominated Person is ultimately responsible for the security and confidentiality of the examination papers and online examination logins. The Head of Centre has the overall Centre responsibility to ensure the correct processes are being followed. The Centre must adhere to this policy to ensure that examination contents remain confidential and secure. Failure to comply with these requirements may invalidate learners' examination results.

3. Paper-based Examinations

3.1. Papers delivered to Centres via a secure courier

The package containing the examination papers and supporting documentation will need to be signed for by a Centre representative upon receipt. Paper-based examinations are sent to the Centre's main site address, unless a specific (approved) site has been requested when the examinations are ordered.

The package containing the examination material must be taken to a secure room for checking by a Centre staff member, who has had prior authorisation from SFJ Awards to handle examination material. Centres must notify SFJ Awards if any issues are identified, including, but not limited to:

- If it appears that the parcel has been opened during transit or if the material has been damaged during transit. This may indicate a breach of security.
- There are discrepancies or errors with the assessment materials assigned (the individual must not review the actual content of the examination papers).

Once checks have been completed, Examination papers must be placed into the secure storage. It should be clearly labelled with the examination date, Class ID and examination paper title. It must be securely stored and not opened, to ensure confidentiality. Secure storage requirements must include the following considerations:

- Key holders for the secure storage should be limited to 2 – 3 authorised persons.
- Centres must not keep spare keys anywhere that can be accessed by unauthorised persons.
- The safe or cabinet used for secure storage must sit within a room which is also secured from non-authorised entry and locked when not attended by authorised persons.
- The windows and doors of the secure room must be kept locked when the room is unoccupied.

The sealed envelope must not be opened until the five-minute period before the start time of the examination.

Any unused papers must be securely destroyed by the Centre.

3.2. Downloading and printing examination papers

If examination papers are provided for downloading and printing in Centre, the papers will be shared from two (2) working days before the date of the examination and access will expire on the date of the examination. The papers will be shared securely via Odyssey with a named individual only.

Centres must consider the arrangements they have in place when printing hard copies of papers to ensure that the security of examination material is maintained. After each printing session, checks must be carried out to ensure that no master copies are left on the machine, all electronic copies have been deleted and all papers are removed from the printing room.

Centres must print the exact number of papers that are required for the specific examination sitting which must be in line with the number of learners registered. If there are any changes

to the learners that will be sitting the examination, the Centre must notify SFJ Awards urgently by emailing info@sfjawards.com, for authorisation.

If there is a period of less than 60 minutes between printing the papers and the examination time, the Exams Officer/Nominated Person must take charge of the examination papers. They must be kept under the direct supervision and in the possession of the Exams Officer/Nominated Person at all times.

If there is a period of more than 60 minutes between printing the papers and the examination time, the examinations must be placed into secure storage. SFJ stipulates that:

Any unused papers must be securely destroyed by the Centre.

3.3. Transportation of examination papers

The transportation of examination papers is permitted. However, the Centre must be able to demonstrate that the security of the papers is always maintained during the transportation. Papers must remain in their sealed package and be placed in a sealed unit during transit. The container must not be left unattended at any time during the transportation. The papers must be kept in a secure location at all other times. Centres must detail their own procedure for the secure transportation of papers within their examination and invigilation policy.

4. E-assessment

Where learners are assessed using our e-assessment platform, the general rules as set out in this policy will apply in addition to the following.

Please refer to SFJ Awards Online Assessments Guide for training providers for full process and technical guidance.

4.1 Learners Must:

- Understand how to use the e-assessment technology effectively and appropriately, SFJ Awards will provide access to familiarisation exercises for all e-assessment options offered by us.
- Be familiar with undertaking e-assessments and understand the differences between traditional paper-based assessment and e-assessment.
- Work with centre staff to identify any specific needs related to e-assessment that they may have, so that appropriate reasonable adjustments are made available. Please refer to the SFJ Awards Reasonable Adjustment policy to ensure requests are made in line with requirements.
- If using their own device to access the SFJ Awards e-Assessment platform, the device must meet with the minimum technical specification supplied by SFJ Awards. This is provided to centres and the Centre Head is responsible for ensuring that it is made known to learners.

4.2 Centre Staff must:

- Have a general understanding of the principles of fair e-assessment.

- Have an awareness of possible malpractice in the use of e-assessment and the precautions needed to mitigate and detect.
- Ensure learners have access to a device that meets with the minimum technical specification supplied by SFJ Awards.
- Comply with all policies and guidance around:
 - Invigilation
 - Exam Conditions and administration
 - Reasonable Adjustments

4.3 Invigilators must:

- Set up the e-assessment location to minimise distractions that may occur (for example when it is also being used for e-learning or other purposes) in line with section 5 of this document.
- Check learners' ID prior to sitting the e-assessment.
- Ensure learners are familiar with the centre procedures and SFJ Awards regulations for the e-assessment, and that they are logged on correctly prior to the start of the assessment.
- Invigilate the e-assessment session according to stated SFJ Awards requirements as laid out in this document and any technical guidance supplied by SFJ Awards.
- Promptly report any emergencies, technical failures or irregularities to the Head of Centre, and ensure that these are resolved appropriately for the learner.
- Document any such event, and notify SFJ Awards of the details, as necessary
- Supervise the conclusion of the e-assessment session, ensuring that the learner's responses and associated information have been submitted to SFJ Awards.
- Advise learners on next steps in relation to results release.

4.4 Internal Quality Assurers (IQAs) must:

- Ensure that consistent robust delivery, assessment and internal quality assurance systems and procedures are maintained.
- Carry out internal quality assurance checks specified by SFJ Awards in relation to e-assessment.

5. Examination Venue Requirements

5.1 All examination venues must comply with the policy, Standards, and regulations specified by the Joint Council for Qualification (JCQ): www.jcq.org.uk

5.2 Examinations must be conducted in an appropriate setting, which is conducive to examination conditions. The examination room must be one in which learners will not be disturbed throughout their examination and be of a sufficient size.

5.3 Each learner must have a separate desk or workstation for both paper-based and online examinations. Desks or workstations must be big enough to hold question papers and answer booklets and/or computer equipment. Learners who are not working at individual desks must be far enough apart so that their work cannot be seen by, and contact cannot be made with, other learners. For online examinations, sufficient workstations must be available, including at least one replacement computer in case of any technical issues.

5.4 Seating arrangements must prevent all learners from overlooking (intentionally or otherwise) the work of others. The minimum distance in all directions from Centre to Centre of learners' chairs must be 1.25 metres.

- For paper-based examinations, all learners must be facing in the same direction.
- For online examinations, learners are not required to be facing the same direction if the setup of workstations allows for the security of examination material to be upheld. Where learners are sitting at workstations to take online examinations, there must be sufficient space between each to prevent learners seeing the work of others.
- Each workstation must be isolated by a minimum space of 1.25 metres. Under certain circumstances 1.25 metres may prove to be an insufficient distance to prevent learners seeing, intentionally or otherwise, the work of others. The principal objective that the Invigilator must satisfy is to ensure that no learner's work can be overseen by another learner.
- The arrangement of desks/workstations and the position of the Invigilator's desk must facilitate the detection of any unauthorised activity by learners, for example, communication with others or use of unauthorised reference material.

Prior to each examination session, a seating plan must be created by the Centre.

A pro- forma document is available from SFJ Awards. This must be retained and provided to SFJ Awards upon request.

5.5 The Invigilator must ensure that any display materials which could assist the learner with the skills or knowledge being tested (such as maps, diagrams, wall charts and projected images etc.) are not visible in the examination room.

5.6 Relevant examination posters must be placed on the door prior to the learners' arrival. The following must be displayed, and all learners must have a clear view of the examination signage:

- Examination notices for learners, informing them that they are now under examination conditions. This must include information stating that mobile devices and other electronic equipment not required for the examination are switched off.
- 'Examination in Progress' notices outside of the examination room to ensure that individuals in the venue do not interrupt the examination session.

- A board/flipchart/whiteboard/screen showing the Centre number, subject/unit title of the examination(s), the examination paper number, the actual start and finish times of the examination(s) and the earliest time a learner can leave the examination room. Learners must be made aware of Reasonable Adjustments that have been approved for them well in advance of the examination. For those with extra time, the start and finish times must also be made clear.
- A reliable clock, analogue or digital must be placed so that all learners can clearly see the time (unless learners are completing an online examination where a clock is present on screen). A countdown clock is not permitted.

6. The Role of the Invigilator

6.1 The Invigilator is the appointed individual in the examination room who has the responsibility for overseeing an examination session in the presence of learners. Invigilators have a key role in upholding the integrity of the examination process and therefore must be suitably experienced adults who are not current learners at the Centre.

6.2 Examinations must be administered securely by Centres, using appropriately trained Invigilators. SFJ Awards provides formal training for invigilators which covers SFJ Awards invigilation requirements and best practice. Where agreed, SFJ Awards will provide invigilators for examinations; there may be a charge associated with this.

6.3 The Centre must manage any potential conflict of interest regarding their own Invigilators. Invigilation cannot be carried out by:

- Staff involved in the delivery of the qualification to be assessed i.e Tutors / Assessors / IQA (unless otherwise stated in the relevant qualification specification)
- Head of Centre.
- Friends / family of a learner.

Persons with a potential conflict of interest (see above) cannot be present in the examination room at the time of the examination.

SFJ Awards may make an exception to this clause on a qualification-by-qualification basis. One such example is the Level 3 Award in Counter Terrorism Protective Security and Preparedness qualification, where the examination acts as a 'knowledge check' prior to completing the final assessments.

Any exemptions to the invigilation requirements within this policy will be outlined in the relevant qualification handbook.

6.4 If an actual, or potential, Conflict of Interest is identified after a learner has completed an examination, the Centre must notify SFJ Awards immediately and complete the SFJ Awards' Conflict of Interest Declaration Form.

6.5 At least one Invigilator must be present for groups of up to 30 learners in examinations. Where only one Invigilator is present in an examination, they must be able to summon help, in case of an emergency, without leaving the room or disturbing learners. For this reason, a switched-off mobile phone, or other suitable communication device, may be taken into the examination room by the Invigilator. The mobile phone must only be turned on to summon assistance from a colleague, if required, (i.e., text message or telephone call) and must be switched off immediately after assistance has been received.

7. Conducting the Examinations

7.1 Before the Examination

7.1.1 Learners must be aware that they are under examination conditions from the time they enter the examination room until the point when they are permitted to leave. Learners must not communicate or disturb other learners once they have entered the examination room.

7.1.2 Prior to commencing an examination, Invigilator(s) must establish the identity of all learners who will be sitting the examination. The learner identification process should be completed by the Invigilator in line with the Centre's own learner identification policy and any assessment specific guidance/stipulations provided by SFJ Awards.

7.1.3 The Invigilator must ensure that only authorised individuals are present in the examination room prior to the opening of the sealed package containing examination materials. Any other persons must leave the examination room. This includes learners who will not be sitting the examination and any Tutors/Trainers or Assessors who have prepared the learner for the examination. Centres may allow teaching assistants/learning support assistants to support an Invigilator in enforcing examination conditions or in calming any learners with special educational needs.

7.1.4 Before commencing the start of the examination, the Invigilator must ensure that learners do not have any electronic equipment (including computers/laptops, mobile phones, smart devices, headphones and ear pods) on their possession, or near them, throughout their examination, besides any that are required for the specific examination being completed.

7.1.5 Where a laptop or computer is required for the examination, the Invigilator must ensure learners do not have unauthorised internet access or external communication channels with other users of electronic equipment. Invigilators must also ensure that learners do not access any unauthorised facilities on their electronic equipment such as a spellchecker or a calculator unless these facilities are specifically allowed in respect of the examination.

7.2 During the Examination

7.2.1 The Invigilator must monitor all learners in the examination room at all times. They should be invigilating the examination in line with SFJ Awards requirements. Invigilators are prohibited from carrying out any other activity (such as reading a book, using a computer or mobile phone) whilst invigilating an examination.

7.2.2 Invigilators must remain impartial throughout the process and must not respond to any queries from learners regarding the content of the examination paper. The contents of the examination paper and answer sheets must not be reviewed by the invigilator(s). They must ensure that they are vigilant and remain aware of emerging situations, looking out for suspected malpractice. It is the Invigilator's responsibility to ensure the confidentiality of assessment materials is maintained throughout the examination session. Any irregularities must be recorded on the Incident Log and for End Point Assessments on the Site checklist, which are within the Examination Invigilation pack. They must be stored at the Centre and provided to SFJ Awards upon the return of the completed examination papers.

7.2.3 For the duration of the examination, learners are only permitted to leave the examination room if they are directly supervised by a member of staff with no vested interest in the outcome of the examination. The accompanying member of staff must not communicate with the learner on any matters to do with the exam, questions or course and must log on the invigilation pack the details of who supervised the learner and the timing of the break. If learners leave without supervision, they are not permitted to return to the examination room under any circumstances. The learners' results will be invalidated.

7.2.4 The Invigilator must inform the Examination Contact immediately, and SFJ Awards must be contacted by the Centre, if they are suspicious about the security of examination papers, completed response sheets or any other issue that threatens the integrity of the examination process. Invigilators must not leave the examination room unattended for any reason and must have the facility to contact someone for immediate assistance without disturbing the learners.

7.3 Learners Arriving and Leaving

7.3.1 Learners who arrive once the examination has started, may, at the discretion of the Centre, be allowed to take the examination or they may be rescheduled to sit at another date. In making that determination Centres must take account of the potential disruption to other learners of allowing a learner to enter the examination room after an examination has started. Where a Centre determines that the learner should be allowed to sit the examination, they must be escorted to the examination room by the Exams Office. A record must be kept of any such decisions and made available to SFJ Awards.

7.3.2 Prior to entry, the identity of the learner must be checked and unauthorised materials (electronic devices / mobile phone / smart devices / bags / personal belongings / earphones / headphones) must be removed from the learner.

7.3.3 Where a late arriving learner is permitted to enter the examination room, the start and finish time for the late arriving learner must also be clearly displayed and recorded.

7.3.4 If the examination has finished and all learners have left the examination room, any learner who arrives late cannot take this examination. This is to preserve the integrity of the examination.

7.3.5 Learners are not permitted to leave the examination room until at least twenty minutes of examination time has elapsed and may not leave in the last ten minutes of the examination. For examinations which are 30 minutes in length or less, learners are not permitted to leave the examination room until the full examination time has elapsed.

7.3.6 Learners who have authorisation to leave the examination room temporarily must be accompanied by a member of Centre staff. Where learners have completed their examination, and are permitted to leave before the finish time, they must be instructed to do so quietly, without causing undue distraction to others. If learners leave the examination room unaccompanied by a member of Centre staff, they must not return to the examination room until the session has concluded.

7.4 Approved Reasonable Adjustments

7.4.1 Where SFJ Awards has approved an application for a learner to have a reader/scribe, the Centre must ensure that a separate room is provided to accommodate this adjustment. This also applies to learners taking an online assessment using adaptive software or plugins such as speech to text or text to speech

7.4.2 The examination must continue to take place at the same time and date as nominated by the Centre at the point of booking the examination. This must be at the same time and date as any remaining cohort taking the same examination.

7.4.3 Readers and scribes are required to be impartial and must have no vested interest in the outcome of the examination and must not be involved in the delivery of the qualification. An invigilator must also be present in the room to ensure that the reader/scribe remains impartial.

7.4.4 All approved Reasonable Adjustments must be logged on the exam day paperwork. Start and end times of learners with additional time must also be logged correctly.

7.5 Emergencies and Evacuation

7.5.1 Centres must ensure that they have their own written policy and procedure for dealing with an emergency evacuation of an examination room, which covers all of their examination sites. Centres must ensure that all Invigilators are trained in dealing with an emergency and evacuation of an examination room.

7.5.2 Where an evacuation is necessary, the Invigilator must follow the Centre's own procedure for safely evacuating all individuals from the examination room. Learners must be supervised and remain under examination conditions at all times during evacuation; learners must therefore not be permitted to converse with other examinees, other learners at the Centre or members of staff. This is to ensure that learners can continue their examination once they are permitted to return to the examination room.

7.5.3 Where exam conditions are not maintained, the learners should not be permitted to continue in their examination.

7.5.4 In each case of an emergency or an evacuation the Centre must keep a written record of the events, including a statement from the Invigilator of how the confidentiality of assessment materials was kept during the emergency or evacuation. The record of each incident must be shared with SFJ Awards within one working day.

7.6 Ending the Examination

When ending the examination, and at the discretion of the Centre, Invigilators may provide learners with a five-minute warning prior to the finish time of the examination. Provision of such warnings must, however, consider the impact of multiple finishing times within the same examination room (for example, those with extra time). Learners taking e-assessments will have visibility of a countdown clock on the e-assessment screen including any additional time granted via an approved reasonable adjustment request

The Invigilator must ensure that all examination material is collected and collated prior to allowing learners to leave the examination room.

7.7 Return of Examination Papers

7.7.1 For paper-based examinations, Centres must ensure that all examination papers and associated material are packaged appropriately or uploaded to Odyssey securely immediately after the examination session has concluded. This must be completed by an individual who has had prior authorisation from the Centre's Examination Contact to handle examination material.

7.7.2 For paper-based examinations, SFJ Awards, must receive, within two (2) working days of the final examination, the sealed package containing all used examination papers using a

traceable method such as recorded delivery or courier. The Centre must keep records of the courier and tracking numbers, in case of any issues with their return.

7.7.3 The authorised individual who packages the material must ensure that any unused examination papers are separated from completed papers/response sheets and that the unused papers and material are securely shredded within the Centre. Completed examination papers and material must be placed into a sealed package for return and the package must be stored securely.

7.8 Centre Invigilation of Online Examinations

7.8.1 Learners must be familiar with the online testing platform before the start of their examination. SFJ Awards will send login details directly to the learner via email, Centres must confirm with their learners they have received this email and followed its instructions. All learners will be able to access a practice test to familiarise themselves with the system; centres must stress the importance of accessing this with their learners. Learners must bring their login details to the examination, if a learner forgets their login details the Invigilator will have access to a pin code which will allow the learners direct access to the exam but not any practice tests.

7.8.2 Centres must ensure that technical support is available throughout all online examinations in case of malfunctioning equipment.

7.8.3 The Invigilator must monitor the learner's activity throughout the examination session. The Invigilator must ensure that learners do not exit the examination window(s) at any point or use their computer for any other purpose, such as accessing the internet.

7.9 Remote Invigilation of Examinations

7.9.1 Remote Invigilation is available for certain circumstances and will be permissible following written agreement from SFJ Awards, who will be able to provide specific information and guidance regarding the required examination conditions and regulations.

7.9.2 Learners who sit their examination using remote invigilation will still require to be able to provide photographic identification to allow them to sit their examination.

7.9.3 The use of remote invigilation will replace the need for an in-house invigilator and will allow individuals to sit examinations outside of SFJ Awards approved Centres. This will mean that some of the invigilation requirements of this policy and procedure will not apply.

7.9.4 All examinations using remote invigilation must still be completed in an environment which is conducive to examination conditions in terms of noise levels, privacy, absence of distractions and learning display materials for the avoidance of malpractice.

7.9.5 For remote invigilation of an examination, learners must have access to a strong and reliable internet connection throughout their examination session. For this reason, the use of hotspots is not recommended. Any device used by a learner for e-assessment must meet the technical specifications provided by SFJ Awards. The centre must verify the learners' device meets with the technical specifications issued by SFJ awards and their E-assessment provider; such verification must take place sufficiently in advance of the scheduled assessment to be certain that the device is suitable. Assessments undertaken on devices that do not meet the required technical specification may be deemed unsafe and the examination results may be voided. SFJ Awards reserve the right to charge for re-scheduled tests if the centre fails to comply with SFJ Awards' instruction.

7.9.6 Remote invigilation by SFJ Awards, or a third party acting on SFJ Awards' behalf, involves the examination being monitored remotely. In all cases, this will involve audio recording, video recording or a combination of both. Specific guidance will be provided by SFJ Awards upon examination booking.

7.10 Loss of Internet Connection or Power

7.10.1 To mitigate any risks regarding losing a learner's examination responses, individuals must ensure that their examination venue(s) have a strong and reliable internet connection.

7.10.2 Where a loss in internet connection or power occurs and the test platform has not been able to recover a learner's responses, the learner will not be able to complete their examination, and a new examination will need to be assigned. The Invigilator must confer with SFJ Awards before making any decision to discontinue an exam

7.10.3 SFJ Awards online testing platform is configured to attempt to save a learner's completed responses if there is a temporary loss of internet connection during their examination. Completed answers will be automatically uploaded once the internet connection is restored, however some functions may be limited during the outage.

7.11 Cancellation or Amendment of Examinations

7.11.1 Where a Centre is required to cancel an examination session, or amend the site or times of the examination, they must confirm this in writing to SFJ Awards as soon as they are able to and provide the rationale for the change or cancellation. This includes situations

where an examination session does not go ahead due to the absence of learners. SFJ Awards reserve the right to charge for re-scheduled tests if the centre fails to comply with SFJ Awards' instruction.

7.11.2 If cancelled, all Examination Papers that have been provided by SFJ Awards as paper-based or downloaded via Odyssey and printed must be returned to SFJ Awards via recorded delivery.

7.11.3 If the Examination date has been amended, all papers that have been provided by SFJ Awards as paper-based or downloaded via Odyssey and printed must be stored in the Centre's Secure Storage until the day of the exam. This must be authorised by SFJ Awards as you may be required to return the original papers if there is a long delay from the original exam date.

8. Regulatory criteria and conditions

Regulatory Body	Regulatory guidance document	Regulatory Condition or Criterion
Ofqual	General Conditions of Recognition	G8

9. Review of the Policy

This policy will be reviewed on a regular basis as part of SFJ Awards' self-evaluation arrangements and revised as necessary in response to lessons learnt, customer feedback, changes in legislation and guidance from the Qualifications Regulators.

If you have any queries about the content of the policy or you wish to give feedback then please contact SFJ Awards Tel: 01142 841970 or email info@sfjawards.com or epa@sfjawards.com.

10. Location of the Policy

A copy of this policy can be downloaded from Odyssey, ACE360 or from the SFJ Awards website: www.sfjawards.com/policies.

11. Copyright

The content of this document is, unless otherwise indicated, Copyright © SFJ Awards and may not be copied, revised,

reproduced or distributed, without prior written consent from SFJ Awards.



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Health

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People **1st**
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