



GREENE'S EDUCATIONAL SERVICES
Oxford

TERMS AND CONDITIONS FOR EXAMINATIONS

1. General

- a. These Terms and Conditions for Examinations are additional to and should be read in conjunction with the General Terms and Conditions of Greene's Educational Services (hereafter "the Centre"). The Terms and Conditions for Examinations do not replace the Centre's General Terms and Conditions.
- b. Definitions:
 - i. Public Examinations: A Public Examination is any examination held by the Centre under the accreditation conditions of an official examination board (awarding body). Coursework, oral examinations, science practicals and portfolios can all be Public Examinations.
 - ii. Proctored Examinations: A Proctored Examination is any examination administered by the Centre on behalf of and according to the regulations of another educational establishment, such as a university or professional association.
 - iii. Candidate: A person registered to take an Examination at the Centre
- c. All Examinations are provided at the discretion of the Centre. Public Examinations are conducted in accordance with both the Joint Council for Qualifications (JCQ) and the individual awarding body regulations, or other regulations as appropriate. In the very unlikely event that the Centre did not adhere to such regulations in any particularity, the issue would be resolved in accordance with the procedures for doing so laid down by JCQ or the equivalent body.
- d. All Examination Candidates agree to be bound by these terms and conditions.
- e. All examination entries are made and services provided on the basis of information provided by candidates, students, and clients. The Centre cannot be held responsible if this information should prove incomplete or erroneous.
- f. The dates and times of each Candidate's Examinations will be communicated through their Greene's Online profile. It is the responsibility of each Candidate and/or their parent/guardian to be aware of them.
- g. On occasions when a given Examination is available on one or more dates within an examination series, such as oral examinations or science practical tests, the actual date will be decided and set by the Centre.
- h. Students and their Parents including guardians and/or Clients have accepted these Terms and Conditions which supersede any previous versions. Headings are for ease of reading only and are not otherwise part of the Terms and Conditions.
- i. If any provision of these Terms and Conditions is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions shall continue in full force and effect as if the Terms and Conditions had been executed with the invalid, illegal, or unenforceable provision eliminated.

2. Registration & Confirmation

- a. Registration for an Examination is complete when payment for it has been received by the Centre. The Centre cannot guarantee that an Examination place will be available if payment has not been received.
- b. Public Examination entries are only made following the payment of Examination fees. If fees are paid after the entry deadlines stated on the Centre's website, additional late fees will be incurred.
- c. Proctored Examination arrangements are only made after fees have been paid, and cannot be made with less than five working days' notice.
- d. Once paid, all examination fees are non-refundable.
- e. It is the responsibility of Candidates and/or their parents/guardians to check that their examination registration information on Greene's Online is accurate, correct, and complete. Any errors or omissions must be reported to the Centre immediately.

3. Identification

- a. Candidates must be able to establish their identity on the day of each of their examinations. Candidates must provide valid and official photographic ID that is in good condition and where the photograph clearly identifies the Candidate; if unable to do so, their work may not be accepted by the examination board or institution.

4. Special Arrangements & Consideration in Public Examinations

- a. Consideration of an application for special examination (access) arrangements is entirely at the sole discretion of the Centre.

- b. Applications for special examination (access) arrangements such as extra time, a scribe, or a reader, must be made to the Centre Registrar well in advance (generally several months in advance) of the Candidate's Examinations, and well in advance of the examination boards' stipulated deadlines. Applications should reflect the candidate's normal way of working, and provide evidence of need. Late applications will not be accepted. The granting of access arrangements to any candidate will be subject to the submission of appropriate supporting documentary evidence and to formal approval by JCQ or equivalent awarding body, whose decision will be final.
- c. Applications for special consideration based on factors such as illness during an examination or reasons leading to the candidate not attending an examination must be made to the Head of Centre in writing as quickly as possible following the incident. They must include a description of the incident and full supporting evidence, such as a doctor's note. Special consideration will be subject to the timely submission of the appropriate supporting documentary evidence and to formal approval by JCQ or equivalent awarding body, whose decision will be final. Applications for special consideration made after the examination boards' deadline will not be accepted.

5. Attendance

- a. Candidates must be on time for all examinations. This means that candidates must arrive at their examination venue no later than 20 minutes before the examination start time according to their Greene's Online timetable. Access to the examination venue is only available from 20 minutes before the examination start time.
- b. Candidates arriving up to one hour late may, at the sole discretion of the Centre, be entitled to sit their examination, provided there is no disruption to other candidates. Persistently late candidates may be turned away from examinations at the sole discretion of the Centre. Candidates who arrive more than one hour after the published starting time for an examination will not be allowed to take it.

6. Regulations

- a. Candidates must not become involved in any unfair or dishonest practice in any part of the examination. Candidates who try to use any unfair practice or break the rules in any way will be reported to the examination board or institution concerned, and could be disqualified from all their examinations.
- b. Whilst in the examination room, candidates must listen to the invigilator at all times and do what they are asked to do. They must not talk to or otherwise communicate with or disturb other candidates at any time.
- c. Candidates may take into the examination room only the materials and equipment which are both permitted and necessary for the examination they are taking. They must not take into the examination room any unauthorised materials or equipment which might give an unfair advantage, such as notes, calculator cases/instruction leaflets, or digital, audio, or electronic devices of any kind including mobile telephones, tablets, or MP3 players. Possession of unauthorised materials is breaking the rules, even if there is no intention to use it, and candidates will be subject to penalty and possible disqualification from the examination in question and all future public examinations.
- d. Candidates must write in black ink, unless the examination paper specifies otherwise, or the candidate has prior approval to use a word processor. In the majority of cases, pencils may be used only for diagrams, graphs, maps etc. if stated in the instructions printed on the front of the question paper. Candidates must not use correcting fluid/pens, and highlighters may only be used on printed questions and not in written answers. Pencil cases must be transparent.
- e. Candidates must bring with them equipment such as pens, pencils, mathematical instruments, and set texts. They may use a calculator unless their examination specifies otherwise, and are responsible for ensuring it is in good working condition and has nothing stored on it. Candidates must not use a dictionary of any kind unless previously informed that they may do so. They must not borrow anything from another candidate during the examination. Failure to bring the appropriate materials or set texts to an examination does not constitute grounds for an application for special consideration. Invigilators may check candidates' texts and calculators at any point during an examination to ensure they do not contain unauthorised notes or other forbidden materials.
- f. Mathematics and scientific formulae books are provided by the Centre, and must not be written in or removed.
- g. The only food and drink permitted in the examination room is still water in a sealed, clear bottle. Chewing gum or sweets are not permitted.
- h. Candidates must tell the invigilator at once if they think that they have not been given the correct question paper or the examination materials listed on the front of the paper, and/or if the question paper is incomplete or badly printed.
- i. Candidates must read and carefully follow the instructions printed on the question paper and/or answer booklet. They must fill in all the details required on the front of the question paper and/or answer booklet before starting the examination. Extra time will not be provided at the end of any examination to complete this task.
- j. During the examination, candidates must put up their hand if they have a problem and are in doubt about what to do, or if they feel ill, or if they require more paper. They must wait until the invigilator comes over, and then speak to the invigilator quietly. They must not ask for, and will not be given, any explanation of the questions or other content of the examination paper.

- k. Candidates must do all their work on the official examination stationery provided. Work that is not to be marked should be neatly crossed through and handed in at the end. If the stationery provided is filled up, additional paper should be requested. There is no such thing as ‘scrap paper’ for public examinations; all written work, however rough, must be handed in at the end of an examination.
- l. No candidate may leave the examination room unsupervised before the end of any ‘key time’ as defined by the examination boards and institutions providing the examinations. Moreover, Greene’s Tutorial College candidates must stay until the end of their allotted examination time. Candidates must not leave the examination room until permitted to do so by the invigilator. Having left the examination room, they will not be allowed to return. Candidates must leave the examination room in silence, and must not take from it any examination stationery including the question paper.
- m. Candidates must bring any issues or concerns that arise before, during, or after any examination which they believe may affect their examination performance to the immediate attention of the invigilator or Centre staff so that appropriate action can be taken. Any delay in doing so will make taking such action either difficult or impossible.

7. Non-Examination Assessments for Public Examinations

- a. The work that candidates submit as part of their non-examination assessment (hereafter referred to as “coursework”) must be their own. The responsibilities of a supervising tutor when a candidate prepares coursework do not differ from when the candidate prepares for a written examination. In both cases the quality and integrity of the work produced must be the sole work of the candidate. Any extra guidance that a candidate has received should be recorded.
- b. All coursework must be appropriately supervised and authenticated by a Greene’s tutor, or by a tutor from an accepted Distance Learning Organisation. Any coursework completed outside of these arrangements will not be accepted for marking and will not be submitted to the examination board.
- c. Candidates submitting coursework must familiarise themselves with the requirements of the specification concerned. They must not engage in dishonest or unfair practices such as plagiarism, for which they would face penalties such as disqualification. They are responsible for understanding exactly what constitutes plagiarism and for acting on this understanding.
- d. Where a candidate’s work has been submitted and it has been found that they have broken the regulations, one of the following penalties will be applied:
 - i. The piece of work will be awarded zero marks;
 - ii. The candidate will be disqualified from that unit for that examination session;
 - iii. The candidate will be disqualified from the whole subject for that examination session; or
 - iv. The candidate will be disqualified and barred from entering again for a period of time.
- e. Finished coursework must be handed in by the deadline stated on the Centre’s website. Failure to meet this deadline will incur additional charges, and may result in the coursework not being submitted to the examination board. If applied for in writing at least two weeks before the published deadline, a short extension may exceptionally be granted. Retrospective extensions will not be granted. The examination boards’ own coursework deadlines apply to the Centre, not to the individual candidate, and the Centre’s published internal deadlines reflect this.
- f. Once marking has been completed, a tutor will assign a particular mark to coursework. The centre agrees to provide coursework marks to candidates in writing, as per the examination boards’ guidelines. Due to the complex administrative and statistical processes involved in the marking and moderation of coursework, over which the college has no control, this mark must be understood as provisional, and the Centre cannot be held responsible if the final grade should differ from this.

8. Speaking Tests for Public Examinations

- a. Speaking tests take place in April for May/June public examinations, in October for October/November public examinations, and in December for January public examinations. The examination windows are published on the Greene’s Educational Services for each academic year. Candidates will be informed at least two weeks in advance of the exact date and time of their speaking test. Candidates will not receive any tuition or coaching in the format or requirements of their test unless separately arranged.

9. Certificates for Public Examinations

- a. Certificates are awarded to candidates who have either completed a linear qualification such as IGCSEs, reformed GCSEs, reformed A levels, and Pre-Us, or who have cashed in a modular qualification such as legacy GCSEs and legacy A levels. They are normally issued by the examination boards three months after results have been released. Candidates may either collect the certificates in person from the college, giving at least 24 hours’ notice and bringing photographic ID with them, or provide a stamped and self-addressed A4 envelope in which they can be posted to them, or pay the published rate for the Centre to arrange appropriate postage and packaging.
- b. After two years following the release of certificates by examination boards, the original hard copies will be destroyed and a digital copy will be retained by the Centre.

10. Conduct

- a. Students are expected to treat Greene's staff, invigilators, and other candidates with courtesy and respect, and complete all work with conscientiousness and integrity. Candidates are expected to be punctual, well-organised, and well-prepared for all examinations.

11. Fees

- a. Fees are as published on the Centre website.
- b. Subject to statutory requirements, all examination fees are non-refundable.
- c. Fees paid cover only the examinations stipulated on the relevant invoice; any further services requested such as additional examinations, an application for access arrangements, trial examinations, or tuition will be charged as per the Centre's published rates, including any late fees incurred.

12. Personal Data

- a. **General:** The collection, use, sharing and erasure of personal data, other than the specific areas outlined below, follows the provisions of the Greene's Data Protection Policy and Procedures.
- b. **Use:** The personal data of candidates and clients is used by the Centre to establish examination requirements, communicate relevant information, and make examination entries.
- c. **Access:** The staff and management of Greene's Education and its affiliate organisations Greene's Tutorial College and Greene's Educational Services have access to all information provided on an application form or in other written formats such as e-mail. Coursework supervising tutors and internal examiners engaged by Greene's have access to basic personal and subject information only insofar as it is required to successfully deliver supervision or examinations. Students and Clients have a right to access their own data in accordance with the Data Protection Act 2018; on completion of a registration form, Students will immediately receive a copy of the information provided. Following registration, all data can be found on Greene's Online.
- d. **Retention of examination data:** Examination results and digital copies of certificates are retained by the Centre indefinitely for the sole purpose of providing future verification of qualifications to prospective employers, further education establishments, or other legitimate organisations making such requests. The Centre will confirm the validity of any requests received. Candidates grant permission to the Centre for the retention of such information to be used only for this purpose.

Last reviewed: June 2019