

Frequently Asked Questions

Q. What do we do if there's a clash on my child's timetable?

NSG will re-schedule papers internally (on the same day if possible) where there is a clash of subjects. Candidates will normally sit one paper then have a break during which they will be supervised and must not have any communication with other candidates. They will then sit the second subject paper. The correct times will be on your child's individual candidate timetable. It may be necessary for them to bring a packed lunch if they have exams in the morning and afternoon as they will have to remain in isolation until both examinations are completed. If in doubt consult the Examinations Officer.

Q. What does my child do if they think they have the wrong paper?

Invigilators will ask them to check before the exam starts. If they think something is wrong, they need to put their hand up and tell the invigilator immediately.

Q. What do we do if my child has an accident or is ill before the exam?

Inform the school at the earliest opportunity so we can help or advise you. In the case of an accident that means you are unable to write it may be possible to provide you with a scribe to write your answers but we will need as much prior notice as possible.

You will need to obtain medical evidence (from your GP or hospital) if you wish NSG to make an appeal for Special Consideration on your behalf (see below).

Q. What is an Appeal for Special Consideration?

Special Consideration is an adjustment to the marks or grades of a candidate who is eligible for consideration. The allowance for Special Consideration is from 0% (consideration given but addition of marks considered inappropriate) to 5% (reserved for exceptional cases). Parents should be aware that any adjustment is likely to be small and no feedback is ever provided.

Candidates will only be eligible for Special Consideration if they have been fully prepared and covered the whole course but their performance in the examination or in the production of coursework was affected by adverse circumstances beyond their control. Examples of such circumstances may be illness, accident or injury, bereavement, domestic crisis.

The Examination Officer must be informed immediately, so that the necessary paperwork can be completed (within 7 days of the last exam session for each subject) and the candidate will be required to provide evidence to support such an application.

Q. What does my child do if they feel ill during the exam?

They must put their hand up and an invigilator will assist them. They must inform an invigilator if they feel ill before or during an exam and they feel this may have affected their performance.

Q. If my child is late; can they still sit the examination?

A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the examination. This is entirely at the discretion of the centre.

A candidate who arrives after the start of the examination may be allowed the full time for the examination, depending on the Centre's organisational arrangements and provided that adequate supervision arrangements are in place.

A candidate will be considered very late if they arrive: a) more than one hour after the awarding body's published starting time for an examination which lasts one hour or more, i.e. after 10.00am for a morning examination or after 2.30pm for an afternoon examination. For examinations that last less than one hour, a candidate will be considered very late if they arrive: a) after the awarding body's published finishing time for the examination.

Where a candidate arrives very late for an examination we will:

- a) Send the script to the awarding body/examiner in the normal way
- b) Warn the candidate that the awarding body may not accept their script
- c) Submit Form JCQ/VLA-Report on candidate admitted very late to examination room within seven days of the examination having taken place, providing the following information:

- The reason the candidate arrived late, including any details of special
- arrangements made for the candidate to reach the centre;
- The actual starting and finishing times of the examination
- The time the candidate started the examination;
- The time the candidate finished the examination.

Note: If a candidate arrives in the afternoon for a paper that had been re-arranged for a morning session, the candidate may be allowed to take the paper at the published time as long as he or she has not had any contact with candidates who sat the paper earlier. The awarding body will then decide whether or not to accept the script.

If a candidate is late they should advise the Exams Office as soon as they are aware of a problem occurring and report straight to the Exams Office as soon as they arrive at school.

Q. If my child misses the examination can they take it on another day?

No. Timetables are regulated by the exam boards and they must attend on the given date and time. You will be charged entry fees if an exam is missed without a good reason or not informing the school

Q. What items are not allowed into the examination room?

Only material that is listed on question papers (e.g. an anthology) is permitted in the examination room and candidates who are found to have any material with them that is not allowed will be reported to the appropriate examinations board. In such circumstances, a candidate would normally be disqualified from the paper or the subject concerned.

Bags and coats and any other items not permitted under examination regulations must be left in a student's locker or form room. NSG do not accept responsibility for any items left in bags so students are advised not to bring any valuables with them when they attend for an examination. No food is allowed in the exam room. Candidates may bring water in a transparent bottle without a label.

Mobile telephones, MP3, ipads, watches or other internet-enabled devices must not be brought into the exam room even if they are turned off.

Q. How do we know how long the exam is?

The length of the examination is shown in minutes on the candidate's individual timetable under the heading 'duration'. Invigilators will tell the candidates when to start and finish the exam. The Invigilators will write the finish time of the exam on flip chart or board at the front of the exam room. There will be a clock in all examination rooms.

Q. Can my child leave the exam early?

It is a requirement of the exam boards that all candidates must stay in the examination room for at least one hour after the published start time of the exam (or for the duration of the exam if it is less than one hour). It is not our standard procedure to allow candidates to leave the exam room early, as this is disruptive to other candidates. A candidate may not leave the examination room without the permission of the Invigilators.

Q. Can my child go to the toilet during the exam?

Ideally toilet visits should be avoided as this will impact on the candidate's time in the exam. We encourage candidates to ensure they have visited the toilet prior to entering the exam room. However, if it is absolutely necessary, they will be escorted by an invigilator.

Q. Why do candidates need to check the details on Timetable?

The details on your timetable will be used when certificates are printed. If the name or date of birth on your certificates does not match your birth certificate it could cause your child problems if they are asked to show their certificates to a potential employer or college/university at some time in the future. You must also check that the subjects and tiers of entry they are entered for are correct and that no subjects are missing. All students are required to sign to confirm that the details on their statement of entry and timetable are correct