



Communication with awarding body policy

Policy Reviewed By **Lynne Duffy**
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1. Purpose

The purpose of this policy is to ensure that all communication between Gloverspiece School and awarding bodies is conducted professionally, consistently, and in compliance with regulatory requirements. This includes communication related to registrations, assessments, certification, enquiries, appeals, and incidents.

2. Scope

This policy applies to all staff involved in any aspect of assessment and examination administration, including but not limited to:

- The Examinations Officer
- SENCo
- Senior Leadership Team (SLT)
- Teaching staff involved in delivery of externally accredited qualifications

3. Key Principles

- Communication with awarding bodies must be **clear, accurate, timely, and documented**.
- Only **authorised personnel** may communicate with awarding bodies.
- All communications will be managed in accordance with **GDPR** and the policies of each individual awarding body.

4. Responsibilities

a. Examinations Officer

- Acts as the primary point of contact for all awarding bodies.
- Ensures that deadlines for registration, entries, and submissions are met.
- Maintains up-to-date records of all communications and actions taken.
- Coordinates responses to requests for information or actions from awarding bodies.
- Notifies awarding bodies of any special considerations, access arrangements, or suspected malpractice.

b. Headteacher / Senior Leadership Team

- Oversees the communication strategy with awarding bodies.
- Supports the Exams Officer in ensuring compliance and timely responses.
- Escalates concerns to awarding bodies when appropriate.

c. SENCo

- Coordinates access arrangements and communicates relevant needs to awarding bodies through the Exams Officer.



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d. Teaching Staff / Heads of Department

- Provide accurate and timely information to the Exams Officer regarding internal assessment, controlled assessment, and student progress relevant to external qualifications.
- Communicate any concerns regarding assessment materials or procedures to the Exams Officer.

5. Methods of Communication

- **Email:** All official communications with awarding bodies should be conducted using the school's designated email accounts and must be saved for future reference.
- **Telephone:** May be used for urgent matters. A record of the conversation, including date, time, and summary, must be logged.
- **Portal/Online Systems:** Communications via awarding bodies' secure portals must be logged, and relevant documentation saved.
- **Written Letters:** Where necessary, formal letters may be sent and copies retained by the Exams Officer.

6. Record Keeping

- All communication with awarding bodies must be logged and stored securely by the Exams Officer.
- Records will be kept for the length of time specified by the awarding body.
- These records may include:
 - Emails
 - Letters
 - Assessment records and appeals
 - Incident reports

7. Confidentiality and Data Protection

- All communication must adhere to **data protection laws** and **confidentiality agreements**.
- Personal data shared with awarding bodies must be handled securely and only where necessary for assessment or administrative purposes.

8. Malpractice and Appeals

- Any suspected malpractice must be reported immediately to the Exams Officer, who will liaise with the appropriate awarding body.
- The school will cooperate fully with any awarding body investigation.
- Appeals must follow the awarding body's published procedures and be coordinated by the Exams Officer in collaboration with the Headteacher.