Reference Number: *P105*

Word Processing Policy

Policy Review					
Author/Owner	**Position**	**Approved by:**	**Approval Date**	**Review Cycle Review Date**	**Published on Website Y/N**
Donna Short /SENDCo	Vice Principal	Karl Tucker, Corporation Chair 	06 November 2026	Annually or as per JCQ changes	Y

Document Control – Revision History (Policies only)			
Author/Owner	**Summary of Changes**	**Revision Date**	**Version**
Donna Shorth	JCQ ICE 2026/27, effective 1 September 2026		V1

Initial Equality Impact Screening
Has anyone else been consulted on this policy and/or procedure? **SEND Team** **EDI Group representative**
What evidence has been used for this impact screening (e.g. related policies, publications)? Equality Act 2010; JCQ Access Arrangements and Reasonable Adjustments guidance; JCQ Access Arrangements, Reasonable Adjustments and Special Consideration guidance; College access arrangements processes; and evidence relating to learners' individual needs and normal way of working

Declaration (please tick one statement and indicate any negative impacts)

☐ I am satisfied that an initial screening has been carried out on this Policy and/or Procedure and a full Equality Impact Assessment is not required. There are no specific negative impacts on any of the Protected Characteristics groups.

☐ I recommend that an Equality Impact Assessment is required by the Equality and Diversity group, as possible negative impacts have been identified for one or more of the Protected Characteristics groups as follows:

- ☐ Age
- ☐ Disability
- ☐ Gender Reassignment
- ☐ Race
- ☐ Religion or belief
- ☐ Sex
- ☐ Sexual orientation
- ☐ Marriage & civil partnership
- ☐ Pregnancy & maternity

Completed by:		**Position:**		**Date:**	

Reviewed by Equality & Diversity Group: YES/NO If Yes: Date:

I confirm that any recommended amendments have been made

Summary of Comments including Recommendations from Equality & Diversity Group Review:

Amended by Author:		**Position:**		**Date:**	

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1. PURPOSE

Yeovil College is committed to ensuring that candidates who require the use of a word processor can access examinations and assessments fairly, while preserving the integrity, confidentiality and security of the assessment process. This policy sets out the College criteria for awarding and allocating word processors and the controls that apply before, during and after an examination or assessment. It must be read alongside current Joint Council for Qualifications (JCQ) and awarding body regulations.

2. SCOPE

2.1 This policy applies to:

2.1.1 written examinations and externally assessed components conducted under examination conditions;

2.1.2 internal examinations and mock examinations where external examination conditions are applied;

2.1.3 supervised or controlled assessments where the awarding body permits the use of a word processor;

2.1.4 all candidates, staff, invigilators and IT staff involved in providing or supporting word processors.

2.2 For non-examination assessments, use of a word processor is standard practice unless the relevant specification prohibits it. Awarding body instructions take precedence where they impose additional or different requirements

3. RESPONSIBILITY & AUTHORITY

3.1 Head of Centre

3.1.1 retains overall accountability for compliance with JCQ and awarding body regulations;

3.1.2 ensures sufficient staffing, accommodation, equipment and secure processes are available;

3.1.3 ensures this policy is reviewed annually and is available for inspection.

3.2 **Vice Principal Quality of Education**

3.2.1 provides senior leadership oversight of the policy;

3.2.2 ensures identified compliance actions are completed and monitored;

3.2.3 approves material changes before submission through the College policy process.

3.3 **Examinations Officer**

3.3.1 coordinates the allocation and operational delivery of word processors;

3.3.2 ensures the correct candidate, paper, room, device and permitted functions are identified;

3.3.3 briefs invigilators and retains required records;

3.3.4 ensures completed scripts are printed, checked, packaged and dispatched securely;

3.3.5 reports incidents or suspected malpractice in line with College and JCQ procedures.

3.4 **Deputy SENDco/EAA Co-ordinator/Exam Access Arrangements team**

3.4.1 determines and records the candidate's entitlement and normal way of working;

3.4.2 considers the arrangement by subject and assessment type;

3.4.3 communicates approved arrangements to the Examinations Officer by the published internal deadline;

3.4.4 reviews temporary arrangements and changes in need.

3.5 **IT Manager**

3.5.1 provides devices that are reliable, appropriately configured and tested;

3.5.2 ensures internet access, artificial intelligence tools, communication functions and unauthorised applications are disabled or inaccessible;

3.5.3 ensures spelling and grammar check, predictive text and other assistive functions are disabled unless separately permitted;

3.5.4 provides a secure print route and technical support that does not compromise examination security;

3.5.5 supports secure deletion of examination files after the script has been verified and transferred.

3.6 **Invigilators**

3.6.1 check that the candidate is seated at the allocated device and that the required settings are in place;

3.6.2 maintain examination conditions and monitor the candidate's use of the device;

3.6.3 Record and report incidents, interruptions, technical problems or deviations; Supervise the saving, printing and handover of the completed script.

3.7 **Candidates**

3.7.1 use only the permitted software and functions;

3.7.3 enter the required candidate and examination details, but not their name, on the script;

3.7.4 save work regularly using the instructed file name and location;

3.7.5 immediately report technical problems to the invigilator;

3.7.6 must not attempt to access the internet, AI tools, stored files, communication functions or unauthorised software.

4 PROCEDURE

4.1 A word processor is an access arrangement or reasonable adjustment. It must remove a barrier without changing the assessment objectives or giving the candidate an unfair advantage.

4.2 The arrangement must reflect the candidate's normal way of working within the College, except where a temporary injury or other exceptional circumstance requires a temporary arrangement.

4.2.1 A candidate will not be granted a word processor solely because they prefer to type, type faster than they write, use a laptop at home, or believe their work looks neater when typed.

4.2.2 The need for a word processor will be considered by subject and assessment type. A candidate may type extended responses while handwriting shorter answers where this is appropriate.

4.2.3 The College will use only equipment and software configured to meet current JCQ and awarding body requirements.

5. Criteria for awarding and allocating a word processor

5.1 The SENDCo, Deputy SENDCo or suitably delegated member of the Exam Access Arrangements team, will determine whether a word processor is appropriate. The decision will be based on the candidate's needs, the assessment objectives and the candidate's normal way of working in lessons, internal tests and mock examinations.

5.2 A word processor may be appropriate where a candidate has;

5.2.1 a learning difficulty with a substantial and long-term adverse effect on the ability to write legibly;

5.2.2 a medical condition or temporary injury affecting handwriting;

5.2.3 a physical disability;

5.2.4 a sensory impairment;

5.2.5 planning or organisational difficulties when writing by hand;

5.2.6 handwriting which is sufficiently poor or illegible to create a barrier to

5.2.7 demonstrating knowledge and understanding;

5.2.8 Another evidenced need where typing removes a substantial barrier and is permitted by the specification.

5.3 A word processor will not normally be awarded where;

5.3.1 the candidate simply prefers to type;

5.3.2 the candidate types faster than they write but has no identified barrier;

5.2.3 the candidate uses a laptop only at home;

5.2.4 the arrangement would compromise the assessment objectives;

5.2.5 the candidate has not developed sufficient keyboard competence to use the arrangement effectively;

5.2.6 The request is made for convenience rather than need.

5.4 JCQ does not require an Access Arrangements Online application for a standard word processor without assistive functions. The College will nevertheless maintain an auditable internal record of the decision, allocation and normal way of working.

5.5 Preparation before an examination or assessment

5.5.1 The Examinations Officer will obtain the final list of approved candidates and confirm the relevant examinations and components.

5.5.2 Devices will be allocated, configured and tested before use. A device must be used in a standalone configuration unless a secure network arrangement is explicitly approved and controlled by the College.

5.5.3 Internet access, email, messaging, cloud synchronisation, generative AI tools, stored personal files, revision materials, translation tools and any unauthorised applications must be disabled or inaccessible.

5.5.4 Spelling and grammar checking, predictive text, automatic correction and thesaurus functions must be disabled unless the candidate has a separately approved arrangement which permits the function.

5.5.5 The device must not contain unauthorised files. Access to local drives, shared drives, removable media and previous candidate work must be prevented except for the secure examination location required for saving the current script.

5.5.6 The battery and power supply must be checked. Where proportionate, a spare configured device must be available.

5.5.7 The candidate should be familiar with the device and save/print process through their normal way of working. Examination time will not be extended solely because the candidate is unfamiliar with the equipment.

5.5.8 Any subject-specific software or assistive technology must be authorised in advance and used strictly in accordance with JCQ and awarding body requirements.

5.6 Conduct during the examination or assessment

5.6.1 The invigilator will verify the candidate and the approved arrangement against the seating plan or access arrangement record.

5.6.2 The candidate will create a new file using the naming convention instructed by the Examinations Officer. The file name must identify the centre/candidate and component without displaying the candidate’s name.

5.6.3 The candidate must include their centre number, candidate number and unit/component code in the header or footer where instructed.

5.6.4 The script should be produced in a clear, legible format. Unless the awarding body states otherwise, the College will use a minimum 12-point font and appropriate line spacing, with pages numbered.

5.6.5 The candidate may type extended responses and handwrite other answers where permitted. The invigilator must ensure all parts of the response are clearly identified for dispatch.

5.6.6 The candidate must save regularly. Autosave may be used only where it saves to the approved secure location and does not connect to a cloud service.

5.6.7 If a technical fault occurs, the invigilator will record the time and nature of the incident, summon the Examinations Officer/authorised IT support, and preserve examination conditions. Any additional time or other response will be determined under current JCQ or awarding body rules.

5.6.8 IT support must not view, amend, interpret or comment on the candidate's answers beyond what is strictly necessary to resolve the technical issue.

5.7 Secure saving, printing and handling completed work

5.7.1 This section addresses the specific action arising from the JCQ inspection. Completed word-processed work is live assessment material and must remain secure from the point it is created until it is dispatched or otherwise transferred in accordance with awarding body instructions.

6. Saving

6.1 Work must be saved only to the approved examination folder, encrypted removable media, or other secure location controlled by authorised staff.

6.2 Candidates must not save work to personal drives, OneDrive, email, Teams, cloud storage or an unrestricted shared drive.

6.3 Access to the saved file must be restricted to the candidate during the session and to authorised Exams/IT staff for the minimum operational purpose.

6.4 If removable media is used, it must be supplied by the College, uniquely identified, retained by the invigilator or authorised member of staff, and never left with the candidate.

7. Printing

7.1 Printing must take place immediately after the examination, where practicable, while the candidate remains under examination conditions.

7.2 The script must be printed using a designated secure printer in an area controlled by authorised staff. It must not be sent to an open-access or unattended printer.

7.3 Where the printer is outside the examination room, the file or College-supplied removable media must be transferred by an authorised member of staff. The candidate must not accompany or handle the transfer unless instructed and supervised.

7.4 No examination scripts may remain in a print queue. Failed, duplicate or test prints must be collected immediately and treated as confidential waste.

7.5 An authorised member of staff must collect the printout directly from the printer and return it to the examination room or secure Exams area without delay.

8. Verification and packaging

8.1 The candidate must be given the opportunity to verify that all pages have printed, are legible, are in the correct order and correspond to the work submitted. The candidate must not be permitted to amend answers after the examination has ended.

8.2 The invigilator will check that the Centre number, candidate number, component details and page numbering are present, and that no candidate name appears unless specifically required by the awarding body.

8.3 The candidate will sign or initial the printed pages where required by the awarding body or College procedure.

8.4 The script will be attached to any handwritten answer booklet and relevant cover sheet in accordance with awarding body instructions.

8.5 The completed script will be handed directly to the Examinations Officer or placed in the approved secure script collection process. It must never be left unattended.

9. Deletion and audit trail

9.1 After the printed script has been checked and securely transferred, all electronic copies, temporary files and print spool files will be deleted from the device, removable media and examination folder in accordance with the College's approved deletion process.

9.2 Deletion must not take place before the Examinations Officer is satisfied that the complete script has been printed and secured.

9.3 The College will retain an operational record of device allocation, printing, incidents and secure transfer, but will not retain an electronic copy of the candidate's script unless an awarding body expressly requires or authorises this.

10. Temporary arrangements

10.1 A word processor may be provided temporarily, for example following an injury affecting handwriting. The SENDCo/Deputy SENDCo, Exam Access Arrangements team and Examinations Officer will record the reason, period and examinations affected. The same security and conduct controls in this policy apply. Where the requested arrangement or timing falls outside Centre-delegated authority, the relevant awarding body will be consulted.

10.2 Malpractice, incidents and contingency

10.2.1 Any attempt to access unauthorised files, internet services, AI tools, communication functions or prohibited software will be stopped and reported immediately under the College Malpractice and Maladministration Policy and current JCQ procedures.

10.2.3 Technical incidents, power loss, printing failures, incorrect settings, loss of work or suspected breaches of confidentiality must be recorded on the examination room incident log and escalated to the Examinations Officer.

10.2.4 Where the device or secure print route fails, the Examinations Officer will use the approved examination contingency arrangements and seek awarding body advice where required.

10.2.5 No member of staff may recreate, amend or retype a candidate's response after the examination.

10.3 Training, monitoring and review

10.3.1 Relevant Exams, SEND, invigilation and IT staff will receive role-appropriate briefing or training before each examination series.

10.3.2 The Examinations Officer will test a sample device and the secure print process before each major examination series and keep a record of the check.

10.3.3 Compliance with the policy may be sampled through internal examination audits, incident reviews and preparation for JCQ or awarding body inspection.

10.3.4 This policy will be reviewed annually following publication of updated JCQ regulations and sooner where an incident, inspection action, awarding body instruction or technology change requires amendment.

Control	Owner
Candidate approved and subject/component confirmed	SENDCo /Assistant SENDCO/EAA coordinator/ Exams
Device allocated, tested and labelled	IT / Exams
Internet, AI, cloud and unauthorised applications disabled	IT
Spelling/grammar/predictive text setting confirmed	IT / Exams

Secure save location and file naming confirmed	Exams
Secure printer available and attended	Exams
Invigilator briefed and seating plan marked	Exams
Printed script checked, ordered and identified	Invigilator / Candidate
Cover sheet/handwritten pages attached where required	Exams
Electronic and temporary copies securely deleted	IT / Exams
Incident log completed where necessary	Invigilator / Exams

11. RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITIONS

Internal documents

- Examination, Assessment and Invigilation Policy & Procedure
- Learner Reasonable Adjustments and Special Considerations Policy
- Malpractice and Maladministration Policy
- Academic Misconduct Procedure
- Examinations Contingency Plan
- Acceptable Use of IT Policy
- Data Protection and Information Security policies

External requirements

- JCQ Access Arrangements and Reasonable Adjustments: Adjustments for candidates with disabilities and learning difficulties, current edition, particularly section 5.8.
- JCQ Instructions for Conducting Examinations, current edition, particularly the regulations governing word processors in written examinations.
- Relevant awarding body specifications, administrative guidance and word processor cover sheet requirements.
- Equality Act 2010.