

Frequently Asked Questions (FAQs) For Exams

How will I know when my exam will take place?

You can access your Statement of Entry from your student page on ProMonitor, this will list all your exam entries with the dates and time they will take place.

How will I know where my exam will take place?

The exam rooming timetable will be displayed electronically on the Examinations section of the VLE. If an exam is to be held in more than one venue rooming lists are produced.

What do I need to bring with me?

You will need to bring the following to your exam:

- Photo ID, this can be your NC card, bus pass, driving licence or passport.
- Black pens, pencils and any other equipment required in a clear pencil case. **PLEASE NOTE** the exams department does not supply equipment.

You should not bring and they are not permitted in the exam room:

- Mobile phones, mp3/mp4 players, memory sticks, watches or any other electrical device.
- Bags/handbags coats, hats, scarves etc.
- Drinks or food
- Unauthorised material (notes/books)
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PLEASE NOTE the college cannot be held responsible for the loss or damage to any items left outside the exam venue. Please do not bring any valuable items, including mobile phones to exams. If you are found to have any unauthorised items in your possession you will be disqualified from the exam.

What do I do if I am ill or late?

If you are unwell and unable to attend or know that you are going to be unavoidably late please telephone the college as early as possible to let us know. If you are late please report straight to the exam venue.

What if I have an exam that clashes with a teaching session?

If you find that you have an exam and it clashes with one of your lessons the priority is to attend the exam. To ensure that your teacher is aware that you will be absent from the lesson you should complete a Notified Absence Form, as soon as possible before the exam. Notified Absence Forms are available from the Absence Desk, Student Services or your course teacher.

I had extra time or other arrangements at school will I get the same at New College?

If you had any exam arrangements at school you will not automatically receive them at New College. You will need to make an appointment with the Additional Learning Support team and bring with you any evidence you already have to support your assessment for access arrangements. Access Arrangements should be your normal way of working.

What happens if I have a clash?

If you have a clash you will be supervised between exams. You will receive information directly from the Exams Office telling you which order your exams will be and if any exams are changed from morning to afternoon or afternoon to morning. You should remain in your seat until an invigilator collects you. If your exams straddle lunchtime you must bring in a packed lunch as you will be unable to go to the restaurant to buy anything.

What happens if I am on holiday on Results day?

You can either view your results on ProMonitor, or alternatively you can nominate another person to collect them for you. You will need to write a letter of authorisation for the person collecting your results and they must bring this along with proof of their identity on results day. If your results are not collected they will be sent out via Royal mail after 1pm on results day

How do I pay for a resit?

If you are studying at Queens Drive your resit form can be printed off from your student details page on ProMonitor. Complete the details and then take the form with payment to the cash office. Once you have a receipt take the form to the Exams Office (BG20)

If you are studying at North Star you can make payment for your resit directly at the exams office.

How do I request a copy of my script back?

The Exams Office has a form for all post result enquiries which includes photocopied scripts. Details of prices and deadlines can be found on the VLE. Payment must be made with the request.

Certificates

Certificates from exams taken in the Summer are available from 1st December. They **are not** routinely sent out by post. Certificates should be requested by email giving your student ID and date of birth. Certificates will then be available for collection 48hours later at reception.