



## Cyber Contingency Plan (examinations)

Centre name	The Roundhill Academy
Centre number	25327
Date policy reviewed	31 October 2025
Policy approved by	Natalie Teece
Policy reviewed by	Julia Rann
Date of next review	30 September 2026

### Key staff involved in the policy

Role	Names
Head of Centre	Natalie Teece
SLT Member with responsibility for Exams	Julia Rann
Examinations Manager	Tania Taylor
IT Development Manager	

This policy is reviewed annually to ensure compliance with current regulations.

## Introduction

This plan is to be enacted when requested by the Cyber response team in the event of a cyber incident occurring that may affect an examination.

Any serious interruption to IT at the following critical stages may cause a problem to the exams process:

- Exam entries to be submitted to exam boards (start of October and during January and February)
- BTEC registrations to be submitted (start of November)
- Access Arrangement to be applied for by the SENCO throughout the academic year
- Exam entry amendments / withdrawals to be submitted (February until end of June)
- Internal assessments (NEA) marks to be uploaded by teachers onto exam board secure websites during April and May
- Exam rooms and seating exercise to produce exam timetables for students October and March onwards
- The weeks prior to exams start of January and all of May and June
- On the day of the exams (November, January and May and June)
- Special Consideration applications to be submitted to exam boards (November, January and May-July)
- Results times (January, March and mid to end of August)
- Post Results Services applications to be submitted to exam boards (January, March and August and September)

These are the critical systems for access to be maintained (throughout the academic year):

- Arbor
- A2C
- Printing
- Email
- Awarding body websites (including their various secure websites)

Below are the contact details for the Examination Boards:

Exam Board	Contact
<b>AQA</b>	AQA Customer Services team / Exams Officers enquiries: Email: <a href="mailto:eos@aqa.org.uk">eos@aqa.org.uk</a> Tel: <a href="tel:08001977162">0800 197 7162</a>  Website: <a href="https://www.aqa.org.uk">https://www.aqa.org.uk</a> Opening hours: 08:00–17:00 Mon to Fri
<b>OCR</b>	OCR Customer Support Centre: Email: <a href="mailto:support@ocr.org.uk">support@ocr.org.uk</a> Tel: <a href="tel:01223553998">01223 553998</a> Website: <a href="https://ocr.org.uk">https://ocr.org.uk</a> Opening hours: Mon to Fri 08:00–17:00 (closed Tues and Thurs - 12:00–13:00 for staff training).

<b>Pearson</b>	Pearson Helpdesk / Support Centre: Email: <a href="mailto:examsofficers@pearson.com">examsofficers@pearson.com</a> Tel: <a href="tel:03444632535">0344 463 2535</a> Website: <a href="https://qualifications.pearson.com/en/home.html">https://qualifications.pearson.com/en/home.html</a> Opening hours: 08:00–17:00 Mon to Fri.
<b>WJEC / Eduqas</b>	WJEC Helpdesk / Support Centre: Email: <a href="mailto:WJEC:info@wjec.co.uk">WJEC: info@wjec.co.uk</a> - <a href="mailto:Eduqas:info@eduqas.co.uk">Eduqas: info@eduqas.co.uk</a> Tel: <a href="tel:WJEC:02920265000">WJEC: 029 2026 5000</a> - <a href="tel:Eduqas:02920265465">Eduqas: 029 2026 5465</a> Websites <a href="https://www.wjec.co.uk/home/about-us/useful-contacts/">(WJEC): https://www.wjec.co.uk/home/about-us/useful-contacts/</a> <a href="https://www.eduqas.co.uk/home/about-us/useful-contacts/">(Eduqas): https://www.eduqas.co.uk/home/about-us/useful-contacts/</a> Opening hours: 08:00–17:00 Mon to Fri.

Upon being made aware of a possible cyber attack, the Examinations Manager should inform the awarding body(ies) and ensure, whenever possible, that the exams can go ahead.

## **Exam entries, BTEC Registrations, Entry Amendments/Withdrawals and Results:**

Arbor is required at all times.

Use of A2C software is also required. A2C will be installed on more than one member of staff's PC (Exams Officer and Julia Rann) and on one of the contingency "Clean" laptops.

### **Prior to exams:**

Access arrangements to be applied for by the SENDCO. If the internet is not available, where possible, this exercise can be carried out at the sister secondary school (Wreake Valley Academy).

Teachers need to submit Internal Assessment Marks to exam boards. If the internet is not available, where possible, this procedure can be carried out at Wreake Valley Academy.

Student lists are downloaded from Arbor for exams. If the internet is not available, then the clean laptop and 4G dongle can be used.

Exam timetables are printed out and given to students. Printing will be available either on a standalone USB printer or, where possible, at Wreake Valley Academy.

Reminders are emailed to students and parents. If email is down, these can be printed and handed out.

### **On the day of the exam:**

Some students require laptops, these are offline devices so will be unaffected by any Cyber incident.

On screen exams may need to be moved to Wreake Academy, or The Cedars Academy or cancelled. A decision will need to be made by Head of Centre and IT Manager, depending on the exact nature of the cyber incident. Awarding body(ies) will need to be informed by the Examinations Manager.

Listening exam audio files for Modern Foreign Language and Music need to be downloaded on the morning of the exam. This can be done on any computer with internet access. The files can then be distributed to run on the exam laptops using a clean memory stick. In an event of a total internet unavailability, CDs / DVDs (where provided by exam boards) can be used on standalone laptops. Where these are not available, Examinations Manager will contact awarding body

Printing of exams on coloured paper can either be done on a standalone USB printer or, where possible, at Wreake Valley Academy. Eastfield Primary School has agreed to allowing the use of their facilities in the event of both secondary schools being affected.

### **Post exams:**

If the internet is not available, where possible, the procedures listed below can be carried out at Wreake Valley Academy.

- Special Consideration applications
- Downloading Results and printing
- Post Results Services

In case of internet failure at both secondary schools the Headteacher at Eastfield Primary School, a local school in the BEP Trust has agreed to support with internet access. In the event of a Trust-wide issue The Cedars Academy has agreed to support with internet access.

### **Best practices to mitigate the risk cyber attacks**

The Examinations Manager and senior link responsible for exams will:

- Use strong password management such as **three random words** to create secure passwords
- Use different passwords for each site
- Keep all account details secret
- Activate two-step verification (2SV)/two-factor verification (2FA) or multi-factor authentication (MFA) wherever available
- Update any passwords that may have been exposed
- Review and manage account users of services that no longer require access to accounts regularly
- Stay alert for all types of social engineering/phishing attempts and not open any suspicious emails or provide account information on phone calls
- Suspicious emails will be forwarded to IT or notified to awarding bodies
- Attend training annually as directed by the Bradgate Education Partnership for cyber security