

Thriftwood College



FREQUENTLY ASKED QUESTIONS 2026

EXAM DAY - find out what to expect on the day, including guidance and advice on dealing with any unexpected issues that may come up.

Q What do I need to bring?

College will provide the examination scripts i.e. question papers, as well as the answer sheets and any additional exam materials supplied by the examination board.

College will provide a clear pencil case with permitted stationary such as black pens, pencils, eraser, ruler which will be issued to students in the exam room. Calculators and dictionaries will also be provided.

You may bring a plain clear water bottle with no label or printing on it. No food is allowed in the exam room.

Q What is an invigilator?

An invigilator is a member of staff who is trained to run, oversee and supervise an exam as per the secure guidelines and conditions set out by the examining board's regulators.

Q On the day, before an exam starts, what should I do?

Aim to be at college 30 minutes before the start of an exam. When you arrive, do not wait outside reception or in the yard, come straight inside. A member of staff will take you into the hall to give further instructions – you will be told where to leave bags, coats and any smart devices such as a mobile phone, headphone, earbuds plus any kind of watch (you will be penalised if you're found to have these items with you during an exam regardless of whether you have used them). Listen carefully to the teacher/invigilator's instructions.

Q If I am late for an exam, what happens?

Try your very best to be at college 30 minutes before your exam start time. This might mean arranging alternative transport that day. However, if you are unavoidably late, you **may** be able to sit the exam. If so, you will be allowed the full time to complete the exam.

You should make yourself known to the reception team as soon as you arrive and someone will walk you to the exam room. In this situation, the college must inform the exam board and it is possible they will not accept your work but we will not know until after the completed paper has been submitted. Where possible, contact college on 01245 262779 option 3 to let us know that you are running late.

Q What if I feel unwell at home on the morning of an exam?

If you feel unwell on the day of an exam and cannot attend, please contact the college office as soon as possible (01245 262779). If you feel unwell but decide to come in and sit the exam, we can apply for special consideration.

Q If I come to college but change my mind on the day and don't sit an exam?

You will be declared as absent on the examining board's register, you will not complete the exam and as such, a grade/mark will not be issued.

Q What happens if I miss an exam?

If you miss an exam due to an unprecedented event such as illness, there are systems in place to attempt to obtain a grade but only for certain exams and only if you meet certain criteria. This is not within our control and is decided by the examining body.

However, if you miss the exam due to something within your control such as waking up late, you will not get a result at all. If you miss the exam due to travel disruption, this is within your control as you should have allowed additional travel time but you might be eligible for special consideration.

Q What should I do if I feel unwell or need to use the toilet during an exam?

If you feel unwell or need to use the toilet during an exam, put your hand up to let an invigilator know. Wait for the invigilator to come to your desk and they will help you. If you can continue the exam, then do so.

Whether you can complete the exam or not, your illness might be considered when the results are decided. If you require sanitary products, there will be a supply available in the designated toilet.

Q What happens if I miss some of the exam because I am unwell or need to use the toilet?

If you are supervised and remain under exam conditions, you can be escorted to the toilet or step outside the exam room/gym and still be permitted to return to the exam room to continue the exam paper. This will be recorded and the examining body will be informed. Additional time is granted at the discretion of the college together with advice from the examining body.

Q What happens if I leave the exam room?

You will not be allowed to leave the exam room until the official end of the exam, regardless of whether you finish earlier. If you leave the exam room/gym unaccompanied by an invigilator and are not supervised under exam conditions, you will not be allowed to return to finish the exam.

Q I don't feel great because of something that has happened outside of college.

We can apply to the exam board in some cases for special consideration. Special consideration is a post examination adjustment to a mark or grade to reflect a temporary personal injury or illness at the time of the exam. Other examples include travel disruption, accident, illness, bereavement or other external circumstances affecting the conditions under which a student takes an exam.

Q When and how do I get my results?

Thursday 20th August 2026

Results can only be given to the candidate/student who took the exam.

We would prefer to send the results digitally to the student via email and ask that you please provide a personal email address for each student (the student's college email address will not be accessible).

If you do not provide an email address, a provisional statement of results will be posted that day marked for the attention of the student, at the address we hold on Arbor, our Management Information System.

It is important to keep student contact details up-to-date via the Arbor app or by email to the college office (admin@thriftwoodcollege.com).

If you would prefer to be informed of the outcome by telephone on results day, a member of staff will be available to take your call between 10.00-12.00.

A confirmed statement of results will be ready in December – students remaining in college will be issued their certificate/s in a Celebration Assembly and for those students who have moved on, certificates will be presented during our Presentation Evening (details to follow in the Autumn term).

Good luck - we wish you every success!