

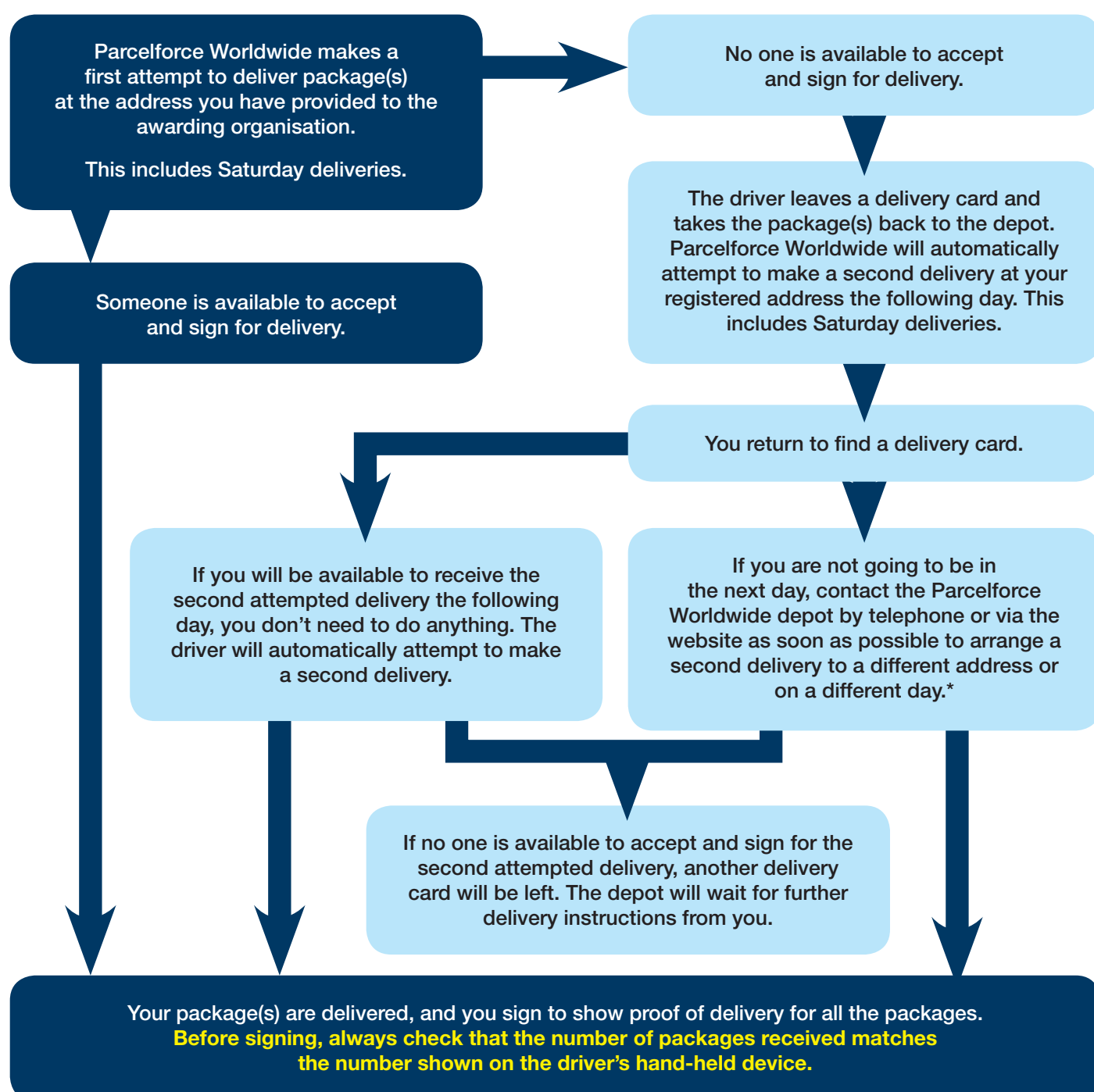


# Secure delivery of exam scripts

## Information for examiners

The Standards and Testing Agency works with awarding organisations and Parcelforce Worldwide to deliver exam scripts to you quickly and securely. A signature is always required when exam script packages are delivered. This enables us to track exam script packages at every stage and to know that they have been delivered safely.

### How the delivery process works



\* For requests made late in the day, a next-day redelivery to an alternative address cannot be guaranteed.

## Registered exam script delivery address

You will have agreed a registered delivery address in your exam script-marking contract with the awarding organisation. You are unable to change this once the exam series has started.

Packages will normally be delivered to the address held on the awarding organisation's records, in most cases your permanent home address. Someone else at your home can accept and sign for the packages on your behalf. However, you can also provide your awarding organisation with an alternative delivery address so that packages can be signed for when you are not at home. This may be a neighbour or friend. All deliveries will then be made to this address and must all be signed for.

Deliveries will take place on Monday to Saturday, and you can expect packages to begin to arrive within 48 hours of the exam being sat. Remember to take these factors into account when providing an alternative delivery address. Whether packages are delivered to your home or to another address, you are responsible for them as soon as they have been signed for on your behalf.

## Arranging a redelivery

If there is nobody in, the driver will leave a delivery card. Parcelforce Worldwide will attempt another delivery to the same address the following day unless you contact them with different instructions. If there is a second unsuccessful delivery attempt, packages will be held, but will be available for collection, for up to 16 days before being returned to the awarding organisation.

The easiest way to arrange a redelivery is via the website ([www.parcelforce.com/education/dfe](http://www.parcelforce.com/education/dfe)), the dedicated exams helpdesk on 0344 561 7998, or you can follow the information supplied on the delivery card to use the Parcelforce Worldwide voice-activated telephone service. You will need to quote your name and postcode.

If you wish to arrange a redelivery to another address, you will need to contact Parcelforce Worldwide after each first attempted delivery to organise this. You can arrange for redeliveries to be sent to your home, a neighbour, a Post Office, or if you have no other options, your place of work. You can also specify a particular delivery date. You will not be charged for this service.

To have the second attempted delivery made to a different address, please contact Parcelforce Worldwide as early as possible on the day the delivery was attempted. If your request is made late in the day, a next-day redelivery to an alternative address cannot be guaranteed.

If you choose to collect packages from your local Parcelforce Worldwide depot, you should contact the depot the day before you want to collect your packages to advise them of your intentions. Otherwise the packages may already be on a van for an automatic second attempted delivery.

## Redeliveries to a post office

Parcelforce Worldwide may be able to deliver your packages to a nominated Post Office at your request. However, Post Offices often do not have the secure storage capacity to hold large numbers of exam script packages. You will need to check if your nominated Post Office will accept Parcelforce Worldwide deliveries and has the facility to securely store them. Contact Parcelforce Worldwide or the Post Office helpline to find out, or go to your local Post Office branch to discuss what arrangements can be made.

Once you have contacted them to arrange the delivery, it can be useful to give the Post Office your telephone number in case they need to contact you. You will be asked to sign for the packages when you collect them and may be charged per package, which you can then claim back from the awarding organisation.

## Checking your delivery

Check that the number of packages matches the number displayed on the driver's hand-held device. Your signature is proof that the packages have all been delivered, so it is very important to check how many packages you are signing for. You don't need to sign for each separate package as you are signing to show you've received the whole delivery.

If anyone else signs for packages on your behalf, make sure they also check the number of packages every time. If the driver does not give you time to count the packages, please refuse delivery and notify the Parcelforce Worldwide Exams Helpdesk.

If the number of packages does not match the number shown on the hand-held device, you should ask the driver to rescan the packages and check that the right number is displayed before signing.

## Late deliveries

If you have not received any packages or delivery cards from your centre allocation within 5 working days of the exam, you should contact the awarding organisation and check whether your allocation has been changed. If it has not been changed, the awarding organisation should be able to tell you if the packages are in the delivery system and take the appropriate action if they are not. You should not contact the centre concerned.

If you do not receive your full allocation of packages (or any delivery cards) from your centre allocation within 7 to 10 working days of the exam, refer to the awarding organisation instructions, and check whether your allocation has been changed. If it has not been changed, the awarding organisation should be able to tell you if the packages are in the delivery system and take the appropriate action if they are not. Again, you should not contact the centre concerned.

## Exceptional circumstances

If you move house during the exam marking period, contact the awarding organisation, giving precise details of your new address. They will provide new pre-addressed yellow labels to centres if packages have not yet been sent. If packages have already been sent, and the first attempted delivery has failed, they can arrange for a package to be delivered to a different address.

You have specific obligations as a contracted examiner. However, if you have to give up marking before the end of an exam session:

- Contact the awarding organisation and inform them that you have had to give up marking. They will tell you how to return any exam scripts you have already received.
- Do not accept delivery of any more packages. Tell the driver that you can no longer accept them and do not sign for them - Parcelforce Worldwide will then return them to the awarding organisation.

## Contacts

For any problems or questions regarding the packages you are expecting, please contact:

**Parcelforce Worldwide Exams Helpdesk** Telephone: 0344 561 7998

Website: [www.parcelforce.com/education/dfe](http://www.parcelforce.com/education/dfe)

You can also call your local depot to arrange redeliveries using the phone number on the Parcelforce Worldwide delivery card. When contacting Parcelforce Worldwide, please mention that you are calling about the DfE pre-addressed yellow label secure dispatch of exam scripts service.

Awarding organisation	Telephone	Email address
Post office helpline	0345 722 3344	website: <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>
AQA	0800 1977 162	Email: <a href="mailto:examinerlabels@aqa.org.uk">examinerlabels@aqa.org.uk</a>
Cambridge International	01223 553 554	Email: <a href="mailto:info@cambridgeinternational.org">info@cambridgeinternational.org</a>
OCR & Cambridge Technicals	01223 553 998	Email: <a href="mailto:general.qualifications@ocr.org.uk">general.qualifications@ocr.org.uk</a>
Pearson	0344 463 2535	Email: <a href="mailto:examsofficers@pearson.com">examsofficers@pearson.com</a>
WJEC	029 2026 5089	Email: <a href="mailto:yellowlabels@wjec.co.uk">yellowlabels@wjec.co.uk</a>

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