

STANDARD OPERATING PROCEDURES

Standard Operating Procedures – administration

SOP 01	Managing Handbook and SOP updates
SOP 02	Administration of examinations
SOP 03	Code of conduct for examinations
SOP 04	Cost sheet of examinations
SOP 05	Equal opportunities and special needs
SOP 06	Mitigating circumstances
SOP 07	Appeals

Standard Operating Procedures – instruction packs

SOP 21	Chief Examiners' instruction pack
SOP 22	Compilers, Markers and Moderators instruction pack
SOP 23	Project Markers pack
SOP 24	Examiners in practical examinations instruction pack
SOP 25	Invigilators instruction pack

Standard Operating Procedures – examination structures

SOP 41	Background Knowledge Paper: Content and question categories
SOP 42	Chief Examiner's Report Templates

Standard Operating Procedures – policies

SOP 61	Policy on Blue Badge Tourist Guide candidates
SOP 62	Policy on tutors taking examinations
SOP 63	Policy on post-examination feedback to candidates (note this SOP will be added during 2021)
SOP 64	Policy on advertising and appointing Chief Examiners, Examiners, Compilers and Moderators
SOP 65	Language Examination Policies