

## STANDARD OPERATING PROCEDURES

### Standard Operating Procedures – administration

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|------------------------|---|
| <a href="#">SOP 01</a> | Managing Handbook and SOP updates                 |
| <a href="#">SOP 02</a> | Administration of examinations                    |
| <a href="#">SOP 03</a> | Code of conduct for examinations                  |
| <a href="#">SOP 04</a> | Cost sheet of examinations                        |
| <a href="#">SOP 05</a> | Equal opportunities and special needs             |
| <a href="#">SOP 06</a> | Mitigating circumstances (Special Considerations) |
| <a href="#">SOP 07</a> | Appeals   |

### Standard Operating Procedures – instruction packs

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|------------------------|--|
| <a href="#">SOP 21</a> | Chief Examiners' instruction pack                    |
| <a href="#">SOP 22</a> | Compilers, Markers and Moderators instruction pack   |
| <a href="#">SOP 23</a> | Project Markers pack                                 |
| <a href="#">SOP 24</a> | Examiners in practical examinations instruction pack |
| <a href="#">SOP 25</a> | Invigilators instruction pack                        |

### Standard Operating Procedures – examination structures

|                        |   |
|------------------------|---|
| <a href="#">SOP 41</a> | Background Knowledge Paper: Content and question categories |
| <a href="#">SOP 42</a> | Chief Examiner's Report Templates                           |

### Standard Operating Procedures – policies

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