



CANDIDATE EXAM HANDBOOK

2025/26

This handbook is reviewed and updated annually

Produced/reviewed by	
The Exams Office Team	
Date of next review	October 2026

Contents

Introduction	4
Purpose of this handbook	4
Malpractice	4
Personal data	5
Copyright	5
Coursework assessments/non-examination assessments	5
Written timetabled exams	5
Contingency sessions - Summer 2026	5
On-screen tests	5
What to do if you identify you have two or more exam papers timetabled at the same time (a timetable clash)	6
Where you will take your exams	6
What time your exams will start and finish	6
Supervision during your exams	6
Exam room conditions	6
Where you will sit in the exam room	7
How your identity is confirmed in the exam room	7
What equipment you need to bring to your exams	7
Using calculators	7
What you should not bring into the exam room	7
Food and drink in exam rooms	7
Bathroom Breaks during an Exam	7
What you should wear for your exams	8
Where your personal belongings will be stored during your exam	8
What to do if you arrive late for your exam	8
What to do if you are unwell on the day of your exam	8
What happens if you have an unauthorised absence from your exam	8
What happens in the event of an emergency in the exam room	8
Candidates with access arrangements/reasonable adjustments	9
Results	9
Post-results services	9
Certificates	9
Internal appeals procedure	10
Complaints policy	10
APPENDIX 1	11
JCQ Information for candidates - coursework	11
APPENDIX 2	12
JCQ Information for candidates – non-examination assessments	12
APPENDIX 3	13
JCQ Information for candidates – on-screen tests	13

APPENDIX 4	14
JCQ Information for candidates – written exams	14
APPENDIX 5	15
JCQ Information for candidates – Privacy Notice	15
APPENDIX 6	16
JCQ <i>Social Media</i> poster – Also shown on the Exams page of the KA website	16
APPENDIX 7	17
JCQ <i>Unauthorised items</i> poster – Also shown on the Exams page of the KA website	17
APPENDIX 8	18
JCQ <i>Warning to candidates'</i> poster – Also shown on the Exams page of the KA website	18
APPENDIX 9	19
JCQ AI and Assessments – a quick guide for students	19

Introduction

King Alfred's is committed to ensuring that candidates are fully briefed on the examination and assessment process in place in the centre and are made aware of the required JCQ/awarding body instructions and information for candidates.

Purpose of this handbook

The purpose of this handbook is:

- *To support candidate assemblies*
- *To inform candidates about malpractice in examinations and assessments*
- *To inform candidates about the use of their personal data and copyright*
- *To ensure candidates are provided with all relevant information about their exams and assessments in advance of any exams or assessments being taken*
- *To ensure copies of relevant JCQ information for candidates documents and exam room posters are provided in advance of any exams or assessment being taken*
- *To answer questions candidates may have.*
- *To inform candidates and relevant parents/carers of any exams-related policies/procedures that they need to be made aware of*

Malpractice

To ensure candidates are aware of what malpractice is and the possible consequences.

- *To maintain the integrity of qualifications, strict Regulations are in place*
- *Malpractice means any act or practice which is in breach of the Regulations*
- *Any alleged, suspected or actual incidents of malpractice will be investigated and reported to the relevant awarding body/bodies*
- *Teaching staff will discuss the requirements of coursework, or non-examination assessment components, which includes AI misuses as well as plagiarism, prior to the start of said work.*
 - *The JCQ "AI and Assessments – a quick guide for students" publication is attached as an Appendix to this document for candidates to review.*
 - *The JCQ "AI Use in Assessments" will provide candidates of clear details of what type of coursework or non-examination assessment components that AI may be used in. This can be found here: [AI-Use-in-Assessments Feb24 v6.pdf](#)*
- *JCQ provides information regarding what constitutes malpractice:*
 - *Introduction of unauthorised material into the examination room*
 - *Breaches of examination conditions*
 - *Exchanging, obtaining, receiving, or passing on information which could be examination related (or the attempt to)*
 - *Offences relating to the content of candidates' work*
 - *Undermining the integrity of examinations/assessments*
- *Things **not to do on social media**:*
 - *Buy/ask for/share exam content*
 - *Pass on rumours of what's in exams*
 - *Share your work*
 - *Work with others so that your coursework is not your own independent work*
- *Key areas to avoid malpractice during non-examination assessments and coursework:*
 - **Research and using references**
 - *Where computer-generated content is authorised during non-examination assessments or coursework and has been used (such as an AI Chatbot), your reference must show the name of the AI bot used and should show the date the content was generated.*
 - *For example: ChatGPT 3.5 (<https://openai.com/blog/chatgpt/>), 25/01/2024.*
 - *You should retain a copy of the computer-generated content for reference and authentication purposes.*

○ **Plagiarism**

- Plagiarism involves taking someone else's words, thoughts, ideas or outputs and trying to pass them off as your own. It is a form of cheating which is taken very seriously.

Personal data

- *The awarding bodies collect information about exam candidates*
- *To understand what information is collected and how it is used, you must read the JCQ Information for candidates – Privacy Notice*

Copyright

- *The copyright of any form of work created by a candidate that is submitted to an awarding body for assessment (referred to as Assessment Materials) belongs to the candidate*
- *By submitting this work, a candidate is granting the awarding body a non-exclusive, royalty-free licence to use their assessment materials (referred to as Assessment Licence)*
- *If a candidate wishes to terminate the awarding body's rights for anything other than assessing his/her work, the awarding body must be notified by the centre and it is at the discretion of the awarding body whether or not to terminate such rights*

Coursework assessments/non-examination assessments

- *Relevant JCQ information for candidates documents - coursework, non-examination assessments, social media is available on the King Alfred's website- Exams section*
- *Assessments dates are shown on the King Alfred's calendar.*
- *Subject teachers advise of relevant deadlines that must be met (dependent on the assessment type) and how the work is marked*
- *Candidates are informed of their centre assessed marks (please refer to the internal appeals procedure if requesting a review of the centre assessed marks)*
- *Candidates conducting coursework/non-examination assessments will have the JCQ Unauthorised items and Warning to Candidates posters in the entrance to exam rooms.*
- *Subject teachers advise which NEA work is externally marked/assessed etc.*

Written timetabled exams

- *Candidates will receive a statement of entry (to check that personal details and exam entries are correct)*
- *If an entry is not correct, the candidate should discuss with their subject teacher*
- *Candidate will receive an exam timetable (to ensure candidates know the date and time of all their exams/assessments), and all relevant information regarding seating arrangements, exam rooms, etc.*
- *The JCQ information for candidates documents – written examinations, social media are available on the King Alfred's website- Exam section. Candidates must be familiar with the documents*
- *Exam room posters – Warning to candidates, Unauthorised items are available on the King Alfred's website- Exam section*

Contingency sessions - Summer 2026

- *Candidates should remain available until June 24th in the event that the exam boards require any contingency sessions.*

On-screen tests

Please see the JCQ's website for [Information for candidates – on-screen tests](#)

What to do if you identify you have two or more exam papers timetabled at the same time (a timetable clash)

- *Two exams at the same time constitutes a timetable clash*
- *The centre will manage a timetable clash within the same session (where one paper will be taken, followed immediately/after a short, supervised break by the next paper(s) in the same session and formal examination conditions will remain in place at all times in the exam room)*
- *The centre will manage a timetable clash over exam sessions (where one paper will be taken in the AM exam session and one taken in another PM exam session) with centre supervision arrangements remaining in place. The candidate will remain incommunicado for this time.*
- *Candidates should ensure that any revision they plan to do during the centre supervision time is available to them on paper. Electronic devices are not allowed to be used when a candidate is incommunicado.*

Where you will take your exams

The venues for the exams will be shown on the seated timetable. Room codes are as follows:

- *"C Hall" (Centre Hall)*
- *"Bcn" (The Beacon)*
- *"BC" rooms (rooms at the Baptist Church)*
- *"C6" rooms (rooms in the 6th form)*
- *"CP.01" (Drama Studio on Centre Site)*
- *"XTR" indicates the small room directly beneath the Exams Office*
- *Any other exam rooms used on Centre Site will be noted on the Canteen notice area where daily schedules are posted*

What time your exams will start and finish

- *The start times of your exams will be shown on your seated timetable. Please ensure that you arrive 15 minutes prior to this time to find your seat.*
- *Candidates must remain in the room until the end of the exam.*

Supervision during your exams

- *Exams are supervised by a team of external invigilators. Please ensure that you follow the instructions of the invigilators inside your exam venue at all times.*
- *Invigilators must follow strict rules and regulations when conducting exams as directed by JCQ, awarding bodies, etc.*

Exam room conditions

- *Candidates should be outside their exam room 15 minutes before the start of the exam. Candidates are invited into the exam room by the invigilators.*
- *Candidates are under formal exam conditions from the moment they enter the exam room until they are given permission to leave by the invigilator. Candidates must remain silent when in the exam room.*
- *Candidates must listen to and follow the instructions of the invigilator at all times in the exam room.*
- *Candidates must not communicate with or disturb other candidates.*
- *Information is displayed in the exam room (centre number, subject title, paper number and the actual starting and finishing times, and date, of each exam).*
- *Candidate must complete all relevant information relating to the completion of the front of the answer books (first name and surname that matches their entry information, candidate number etc.) but they must only do this when the invigilator's announcement instructs them to do so.*
- *Candidates must adhere to any relevant information regarding the use of additional answer sheets/answer books, etc.*
- *Candidates must not open the question paper until the examination begins.*

Where you will sit in the exam room

The seating arrangements are displayed outside the exam room.

- *The Exam desks are identified by the column and row (e.g. A1, A2, B1, B2 etc.)*
- *Candidates are allocated a seat number for each exam.*
- *If you cannot find your desk, please ask the invigilator who will help you.*
- *Do not sit at any other empty desk. Candidates must only sit in the desk allocated to you by the seating plan, or invigilators.*

How your identity is confirmed in the exam room

You must place your Photo ID on the desk so that the invigilators can identify you and complete an accurate register. *If you are sitting in the wrong desk, you will be marked as absent for your exam.*

- *If you have forgotten or lost your Photo ID, you **must** obtain a replacement from your student reception office prior to the start of your exam.*
- *If you do not have a Photo ID, the start time of your exam will be delayed.*

What equipment you need to bring to your exams

JCQ information regarding authorised equipment that should be brought by the candidate:

- *You must bring a black pen, and any other exam equipment required for the exam, including a calculator unless the exam states "no calculators".*
- *Your equipment must be in a clear pencil case or plastic bag.*
- *Any water bottle brought into the exam room must be clear and contain no symbols or logos on the outside. If a bottle is not clear or has symbols/logos it will be confiscated for the duration of the exam.*

Using calculators

- *Calculators may be used in every exam unless it states otherwise (e.g. the non-calculator GCSE Maths paper and Computer Science).*
- *You must be aware of JCQ awarding body instructions regarding the use of calculators in your exams.*

What you should not bring into the exam room

JCQ information regarding unauthorised items including mobile phones, watches, etc

- *If you bring any unauthorised material into the exam room, this will be reported to the board, and they may disqualify you from the exam.*

Food and drink in exam rooms

- *You may bring a clear bottle of water, without symbols or logos, into the exam. The bottle must be kept on the floor to avoid spoiling your exam paper. Any coloured, opaque bottles or bottles with writing will be removed from the exam room.*
- *Food is not allowed in the exam room.*

Bathroom Breaks during an Exam

- *Bathroom breaks will only be allowed in Emergencies, as you will not be given time back for the time you spend outside of the exam room for a bathroom break. Please plan to avoid bathroom breaks wherever possible in your exams.*
- Procedure for Bathroom Breaks:
 - *In the case that you require an emergency bathroom break, you will need to continue working while you wait for someone to arrive as the Invigilators in the room will not*

be taking you to the bathroom. Continue working until you are notified that you may leave for the bathroom break.

- The bathroom will be checked before you enter by Exams Staff, and you will have to turn out your pockets to ensure that you are not carrying anything to the bathroom.*
- The bathroom will then be checked by Exams Staff after you leave, and you will have to turn out your pockets again to ensure that you have not obtained anything from the bathroom.*
- No bathroom breaks will be allowed in the last 15 minutes of an exam as Invigilators are preparing for the end of the exam.*

What you should wear for your exams

- You must wear school uniform for your exams.*

Where your personal belongings will be stored during your exam

- Candidates should avoid bringing valuables (such as phones, watches, or earphones) to school on exam days as their belongings will be unattended during exams.*
- Your personal belongings including your bags, coats and Yondr pouches should be left in the designated bag storage room for that day. The bag storage room will be locked for the duration of the exam, but the school does not assume responsibility for any valuables left in personal bags.*

What to do if you arrive late for your exam

- If you think that you will be late for your exam, you should phone the Exams Office to advise what has happened. If you arrive late, you should go to the Exams Office, where you will be advised what to do.*
- The Exams Office is located in the Central Building above student reception on Centre Site.*
- If you arrive very late this will be reported to the exam board who will decide whether your paper will be accepted.*

What to do if you are unwell on the day of your exam

- If you are unwell and absent on the day of the exam, you must phone the Exams Officer who will advise you what to do.*
- If you are unwell but manage to attend the exam, you should go to the Exams Office at the end of the exam so that provision may be made for special consideration, if applicable.*
- If you feel unwell during the exam, raise your hand and tell the invigilator.*
- If you are absent from exams for illness or other acceptable reason, the Exams Office may be able to apply for special consideration.*
- You may need to provide any relevant information and evidence to support an application for special consideration, etc.*

What happens if you have an unauthorised absence from your exam

- If you have an unauthorised absence from an exam, you must contact the Exams Office and arrange to pay the cost for the exam entry for the affected subject.*

What happens in the event of an emergency in the exam room

- In the event of an emergency evacuation the candidates must follow all of the instructions from the invigilator.*
 - Follow the Invigilator instructions to the examination assembly point for registration.*
 - Line up in the examination group as per your seating plan from your exam venue.*
- **Candidates must:***
 - stop writing and put all pens and materials down on the desk. Close the exam paper and leave it on the desk.*
 - follow all Invigilator instructions on how to leave the exam venue.*

- remain silent so that they do not compromise the integrity of the exam.
- Examination conditions will apply throughout this process. Any candidate found to be communicating with teachers or other students, during this time will be reported to the relevant Exam Board for malpractice. The Board will then decide whether or not to accept that candidate's script or any resulting penalty.

Candidates with access arrangements/reasonable adjustments

Access Arrangements are provisions made before the exam in order to ensure that candidates are not disadvantaged.

A candidate should raise any concerns, prior to the start of their GCE/GCSE courses, with the SENCO who will investigate their concerns. If appropriate the student may be tested by an assessor.

- Parents of candidates are informed in writing of the approved arrangements that are in place for the candidate.
- The candidates seated timetable shows where their exams will take place, etc.

Results

- Provisional statements of results will be available for collection on results days. The results are provisional as there is a window for applications for reviews. The outcome of the review may affect the grade and therefore change the provisional result.
- Candidates will be advised what time they may collect their results.
- Senior members of centre staff will be available on the Summer results days, immediately after the publication of results, in order to advise candidates.
- Results will also be emailed during the afternoon of results day to candidates' KA email address.
- **If the candidate is unable to collect their results**, they may give a written and signed note to a relation or friend authorising them to collect on their behalf. The individual who is collecting results must bring a Photo ID and the authorisation note signed by the candidate.

Post-results services

- Candidates may request Access to their scripts, Reviews of results and Appeals, if appropriate. They should seek advice from the centre and ensure that the appropriate authorisation Form is completed and returned to the Exams Office.
- Forms authorising Access to Scripts or Requests for Reviews can only be completed after you have received your results. Any forms completed prior to Results Day are not valid and will not be actioned.
- Requests for all post-results services must be made through the centre.
- Candidates should discuss their requests with the Exams Office, complete the required forms, and pay any fees prior to their request being actioned.
- Candidates are informed about the deadlines, fees and charges for these services in their results envelope.

Certificates

- Certificates are available/distributed in the sixth form on the Wednesday during the last week of term in December. Students should sign and collect their certificates and keep them safe.
- If candidates are still at school, they may collect during the lunch break that day. All candidates who have left should collect certificates between 15:30 and 18:00.
- **If the candidate is unable to collect their certificates**, they may give a written and signed note to a relation or friend authorising them to collect on their behalf. The individual who is collecting results must bring a Photo ID and the authorisation note signed by the candidate.
- If certificates are not collected, they will be held by the centre for 12 months. After that candidates will need to contact the boards and purchase a copy themselves.

Internal appeals procedure

King Alfred's **Internal Appeals Procedure.**

- *The centre's internal appeals procedure for exam related issues is available from the Exams Office, and online via the Exams Page of the KAs Website.*
- *The procedure covers what the student should do if they are not happy with the teacher mark for their internally assessed work. Teachers will give students their mark and a timescale to raise any concerns. Students must raise a formal concern before the mark is submitted to the exam board in order to allow for the mark to be reviewed.*
- *The student must submit the form in a given timescale before the marks are sent to the board.*

Complaints policy

The King Alfred's Complaints policy relating to exams is available from the Exams Office.

JCQ Information for candidates - coursework

You **must** read this information if you are undertaking qualifications that contain elements of coursework assessment.

Information for candidates - Coursework 2025-2026

<http://www.jcq.org.uk/exams-office/information-for-candidates-documents>

Please see the JCQ Information for Candidates link on the Exams page on the KA website

JCQ Information for candidates – non-examination assessments

You **must** read this information if you are undertaking qualifications that contain components of non-examination assessment.

Information for candidates – non-examination assessments 2025-2026

<http://www.jcq.org.uk/exams-office/information-for-candidates-documents>

Please see the JCQ Information for Candidates link on the Exams page on the KA website

JCQ Information for candidates – on-screen tests

You **must** read this information if you will be taking any externally assessed on-screen tests as part of your qualification(s).

Information for candidates – on-screen 2025-2026

<http://www.jcq.org.uk/exams-office/information-for-candidates-documents>

Please see the JCQ Information for Candidates link on the Exams page on the KA website

JCQ Information for candidates – written exams

You **must** read this information before you take any externally assessed timetabled written exams.

Information for candidates – written exams 2025-2026

<http://www.jcq.org.uk/exams-office/information-for-candidates-documents>

Please see the JCQ Information for Candidates link on the Exams page on the KA website

JCQ Information for candidates – Privacy Notice

You **must** read this notice as it contains "*Information About You and How We Use It*"

Information for candidates – Privacy Notice

<http://www.jcq.org.uk/exams-office/information-for-candidates-documents>

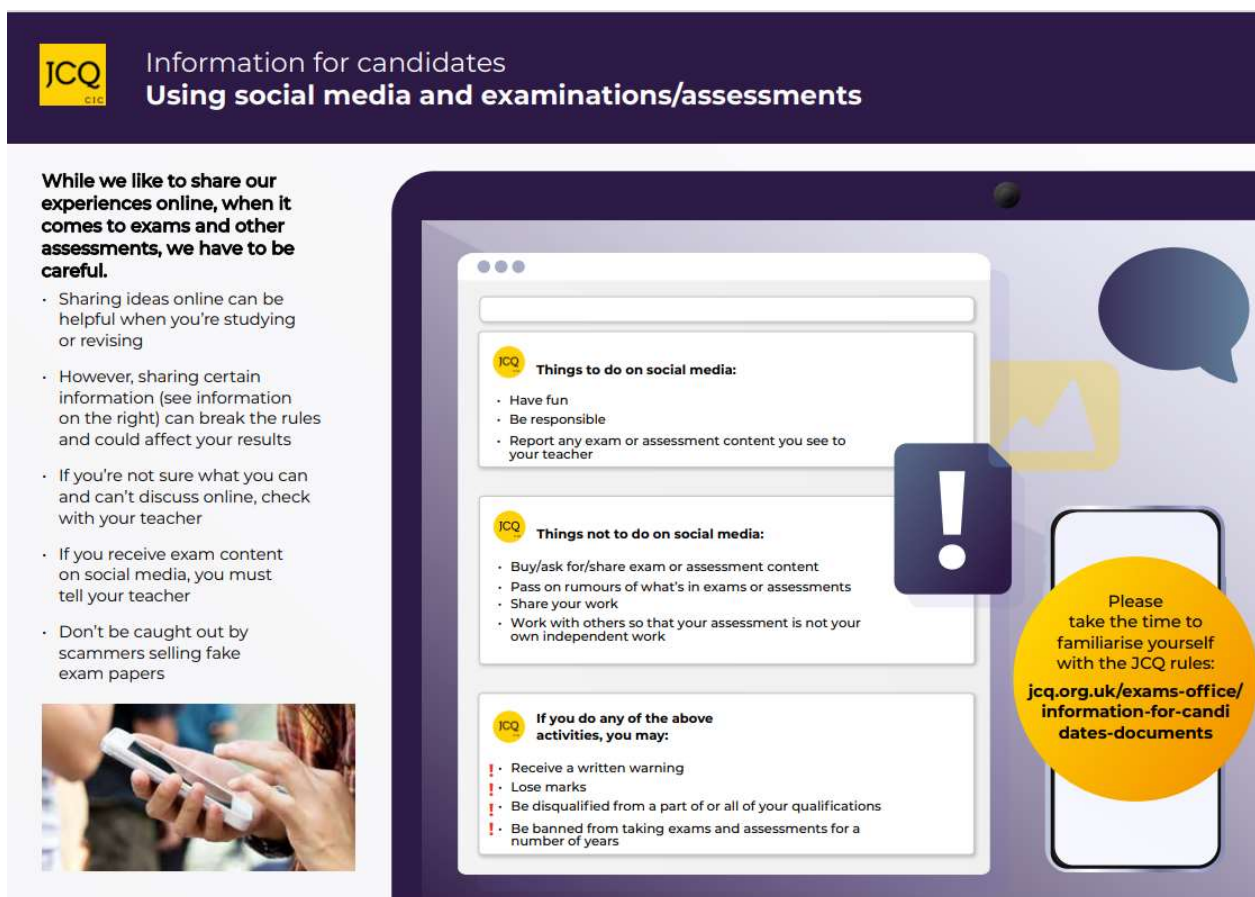
Please see the JCQ Information for Candidates link on the Exams page on the KA website

JCQ *Social Media* poster – Also shown on the Exams page of the KA website

You **must** read this information to help you stay within examination/assessment regulations when using social media.

This poster will be displayed in the common areas of your school. You **must** note all the warnings.

<https://www.jcq.org.uk/wp-content/uploads/2024/05/JCQ-Social-Media-Infographic-v6.pdf>



The infographic poster is titled "Information for candidates Using social media and examinations/assessments". It features the JCQ logo and a list of guidelines for using social media during exams. The poster is divided into three main sections: "Things to do on social media", "Things not to do on social media", and "If you do any of the above activities, you may:". A large exclamation mark icon is placed next to the "Things not to do" section. A yellow circle on the right side of the poster contains the text: "Please take the time to familiarise yourself with the JCQ rules: [jqc.org.uk/exams-office/information-for-candidates-documents](https://www.jcq.org.uk/exams-office/information-for-candidates-documents)".

Information for candidates
Using social media and examinations/assessments

While we like to share our experiences online, when it comes to exams and other assessments, we have to be careful.

- Sharing ideas online can be helpful when you're studying or revising
- However, sharing certain information (see information on the right) can break the rules and could affect your results
- If you're not sure what you can and can't discuss online, check with your teacher
- If you receive exam content on social media, you must tell your teacher
- Don't be caught out by scammers selling fake exam papers

Things to do on social media:

- Have fun
- Be responsible
- Report any exam or assessment content you see to your teacher

Things not to do on social media:

- Buy/ask for/share exam or assessment content
- Pass on rumours of what's in exams or assessments
- Share your work
- Work with others so that your assessment is not your own independent work

If you do any of the above activities, you may:

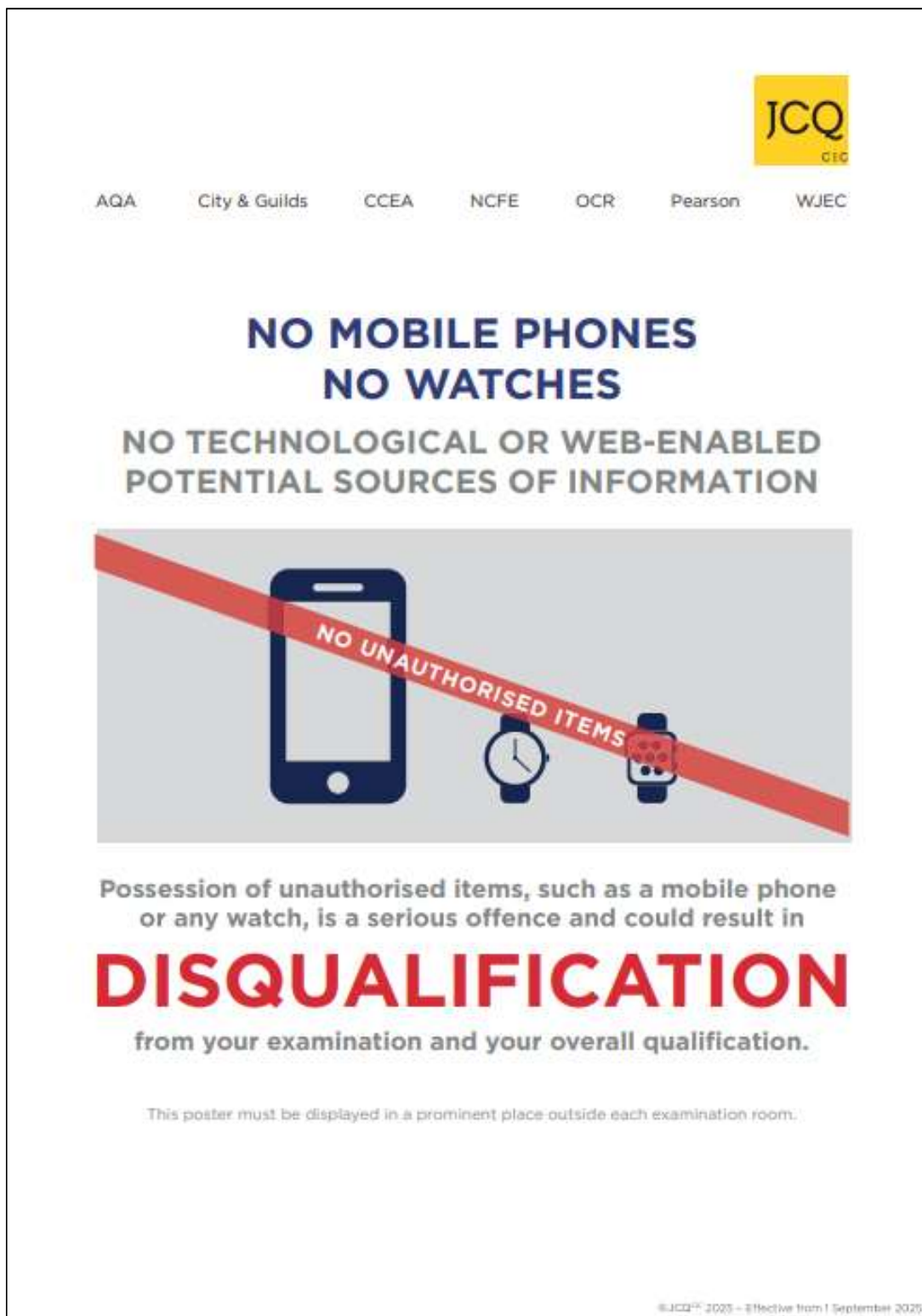
- ! • Receive a written warning
- ! • Lose marks
- ! • Be disqualified from a part of or all of your qualifications
- ! • Be banned from taking exams and assessments for a number of years

Please take the time to familiarise yourself with the JCQ rules:
[jqc.org.uk/exams-office/information-for-candidates-documents](https://www.jcq.org.uk/exams-office/information-for-candidates-documents)

JCQ *Unauthorised items* poster – Also shown on the Exams page of the KA website

This poster will be displayed outside each exam room. You **must** note that "*Possession of unauthorised items, such as a mobile phone or any watch, is a serious offence and could result in **DISQUALIFICATION** from your examination and your overall qualification.*"

<http://www.jcq.org.uk/exams-office/exam-room-posters>



JCQ *Warning to candidates*' poster – Also shown on the Exams page of the KA website

This poster will be displayed outside each exam room. You **must** note all the warnings.

<http://www.jcq.org.uk/exams-office/exam-room-posters>

Warning to candidates




AQA


City & Guilds


CCEA


NCFE


OCR


Pearson


WJEC



- 1**
You **must** be on time for all your examinations.
- 2**
Possession of a mobile phone or other unauthorised material **is not allowed** even if you do not intend to use it. You will be subject to penalty and possible disqualification from the examination or qualification.
- 3**
You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.
- 4**
You **must** follow the instructions of the invigilator.
- 5**
You **must not** sit an examination in the name of another candidate.
- 6**
You **must not** become involved in any unfair or dishonest practice in any part of the examination.
- 7**
If you are confused about anything, only speak to an invigilator.

The *Warning to candidates* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.

JCQ AI and Assessments – a quick guide for students

This poster is available on the Exams page of the KA website along with a JCQ "AI Guidance for Students" presentation. You **must** note all the warnings on the below poster as well as the presentation.

<https://www.jcq.org.uk/exams-office/malpractice/>



Information for candidates AI (Artificial Intelligence and assessments)

What is AI?



AI stands for artificial intelligence and can be used to create text, images, videos, music and artwork based on instructions given to an AI tool.

What is an AI tool?



AI tools are applications, such as ChatGPT, Snapchat My AI, Google and Google translate. There are many more!

*The list of certain suppliers of AI-related products is for information purposes only and does not constitute an endorsement by JCQ and awarding bodies. It is each centre's responsibility to investigate and verify any suppliers they use, including any terms and conditions which govern the sale or use of the supplier's products. The list provided is not exhaustive.

When can I use AI?



- Your teachers may use it in class when teaching the course, but remember teaching in the classroom is not an exam!
- There are some assessments where you can use AI – your teachers will tell you if you can or cannot use an AI tool.
- Remember, the rules are different for different assessments and subjects, so always check with your teachers first!
- When an AI tool is allowed, **you must acknowledge**** the AI tools and the material produced by the AI tool that you have used in your work. If you do not acknowledge AI use, it will be **considered as cheating**.

When can I not use an AI tool?



- AI tools cannot be used in an exam or any other assessment where exam rules apply.
- This is what exam boards call **AI misuse and is a form of cheating**.

**Acknowledgment – When producing a piece of work, if you use the same wording as a published source, you must place quotation marks around the passage and state where it came from. This is known as referencing. You must make sure that you give detailed references for everything. In your work which is not in your own words, for example, ChatGPT 1.5 (<https://openai.com/blog/chatgpt/>), 25/01/2023.

IF YOU USE AN AI TOOL, YOU CANNOT GET MARKS FOR WHAT THE AI TOOL HAS PRODUCED, AS IT IS NOT YOUR OWN WORK

If I'm allowed to use AI, how is this breaking the rules?



- AI misuse is when you use an AI tool in an exam or assessment where you are not allowed to, and/or
- Where you use an AI tool to create work and then say it's your own.

How to make sure you don't misuse AI

DECLARE

- Remember to sign your declaration form when handing in your work for final assessment.
- Your signature on the declaration form tells your teacher and the exam board that you are saying all the work you're handing in is your own.
- If you have used an AI tool, **you must declare***** that you have used it before signing the declaration form!

***Declare – this means that when you submit your work for marking, the awarding body will normally require you to sign an authentication statement confirming that you have read and followed the regulations.

ACKNOWLEDGE

If you are allowed to use an AI tool in your assessment (remember to check!), you must do the following:

- reference the AI tool you have used
- give the date of when the AI tool generated the content
- give details of how you used it
- save screenshots of what you have asked or instructed the AI tool to do and what answer the AI gave you, and include this with the work submitted.

LAST CHECKS


Know the rules


Check with your teachers


ACKNOWLEDGE and DECLARE


EFFECTIVE FROM 1 SEPTEMBER 2025