

Information for Candidates and Parents

Examinations Centre

Centre	Excel Tutors (Centre 10488)
Address	161-163 Commercial Road, London, E1 2DA
Policy owner	Head of Centre
Operational lead	Exams Officer
Last reviewed	July 2026
Review cycle	Annually, on publication of updated JCQ regulations and guidance

This policy is aligned with:

- JCQ Information for candidates 2025-2026
- JCQ Instructions for Conducting Examinations 2025-2026

Reviewed annually on the publication of updated JCQ regulations and guidance (General Regulations for Approved Centres, Instructions for Conducting Examinations, and related documents).

Information for Parents

TABLE OF CONTENTS

[Accessing pupils' information \[1\]\(#accessing-pupils-information\)](#)

[Information that parents can access \[1\]\(#information-that-parents-can-access\)](#)

[As a parent, how can I access my child's educational record? \[1\]\(#as-a-parent-how-can-i-access-my-childs-educational-record\)](#)

[How long should this take? \[1\]\(#how-long-should-this-take\)](#)

[How much will it cost? \[1\]\(#how-much-will-it-cost\)](#)

As a parent, are there circumstances where I could be denied access to my child's educational record? [2](#as-a-parent-are-there-circumstances-where-i-could-be-denied-access-to-my-childs-educational-record)

As a pupil, what rights do I have to access my information? [2](#as-a-pupil-what-rights-do-i-have-to-access-my-information)

As a pupil, how should I request information and how long will it take? [2](#as-a-pupil-how-should-i-request-information-and-how-long-will-it-take)

As a pupil, how much will it cost? [2](#as-a-pupil-how-much-will-it-cost)

Providing a safe and secure teaching and learning environment at Excel Tutors [3](#providing-a-safe-and-secure-teaching-and-learning-environment-at-excel-tutors)

Ofsted Contacts [4](#ofsted-contacts)

Contact Information. [4](#contact-information.)

For information and advice about Ofsted please contact:. 0300 123 1231. [4](#for-information-and-advice-about-ofsted-please-contact.-0300-123-1231.)

open 08:00 to 18:00, Monday to Friday [4](#open-0800-to-1800-monday-to-friday)

CONTACTS [5](#contacts)

Local Authority Designated Officer (LADO) of Tower Hamlets [5](#local-authority-designated-officer-lado-of-tower-hamlets)

Date Published: September, 2024

Review Date:

Next Review Date: September, 2025

Accessing pupils' information

Pupils attending Excel Tuition Centre have a right of access under the Data Protection Act 1998 to their own information. This is known as the right of subject access. When a child cannot act for themselves or the child gives permission, parents will be able to access this information on their behalf.

Information that parents can access

Although Excel Tutors is an independent establishment it would help to give such information to parents if requested. This will cover information such as the records of the pupil's academic achievements as well as correspondence from teachers, local education authority employees and educational psychologists engaged by the school's governing body. It may also include

information from the child and from you, as a parent. Information provided by the parent of another child would not form part of a child's educational record.

As a parent, how can I access my child's educational record?

In England and Northern Ireland a parent should make the request in writing to the proprietor as we are an independent institution.

How long should this take?

A request for an educational record will receive a response within 15 school days.

How much will it cost?

The school can charge what it costs to supply a copy of the information. It is free for a parent to view the educational record.

As a parent, when can I request other information about my child?

You will be able to access all the information about your child if your child is unable to act on their own behalf or gives their permission. As a general guide, a child of 12 or older is expected to be mature enough to make this kind of request.

As a parent, are there circumstances where I could be denied access to my child's educational record?

There are certain circumstances where the school can withhold an educational record; for example, where the information might cause serious harm to the physical or mental health of the pupil or another individual.

The request for access would also be denied if it would mean releasing examination marks before they are officially announced.

As a pupil, what rights do I have to access my information?

You (or someone acting on your behalf) have the right to a copy of your own information. This is known as the right of subject access. However, we may withhold information in certain circumstances, such as where serious harm may be caused to your physical or mental health or another individual, or where the request is for an exam script or for exam marks before they are officially announced.

As a pupil, how should I request information and how long will it take?

You should make your request in writing to the proprietor of Excel Tutors.

As a pupil, how much will it cost?

For your educational record, it depends on the number of pages provided. For example, 1 to 19 pages will cost £1.20; 20 pages will cost £2, and so on, up to a maximum of 500+ pages which

will cost £50. If the request is for other information excluding the educational record then the maximum charge is £10.

What if the information you want involves information about another person?

Information about another person may not always be available to you. Unless the other person gives their permission, or it is reasonable in the circumstances to provide the information without

Providing a safe and secure teaching and learning environment at Excel Tutors

Excel Tutors will ensure that all government regulations are strictly followed and underpinned by relevant safeguarding, recruitment and health and safety policies.

The followed policies assure quality of provision and safety of all earners throughout their learning journey at Excel Tutors.

Safeguarding Policy

Child Protection Policy

Complaints policy

Safer Recruitment Policy

Health and Safety policy

Fire Protection Policy

First Aid policy

All parents can access information on these policies at the front desk and the centre website.

All parents may contact OFSTED if they wish in relation to the safety of their child and the provision of tuition at Excel Tutors using the OFSTED Contact below.

Ofsted Contacts

Contact Information.

For information and advice about Ofsted please contact:. 0300 123 1231.

open 08:00 to 18:00, Monday to Friday

CONTACTS

Local Authority Designated Officer (LADO) of Tower Hamlets

Tower Hamlets Local Authority Designated Officer

(LADO)

Contact Fiona Anderson for allegations against professionals, staff or volunteers.

020 7364 0677

LADO@towerhamlets.gov.uk