



BY APPOINTMENT TO
HER MAJESTY THE QUEEN
PRINTERS
STEPHEN AUSTIN & SONS
HERTFORD, ENGLAND

STEPHEN AUSTIN

SINCE 1768



Examination and
Assessment Agencies



Who we are

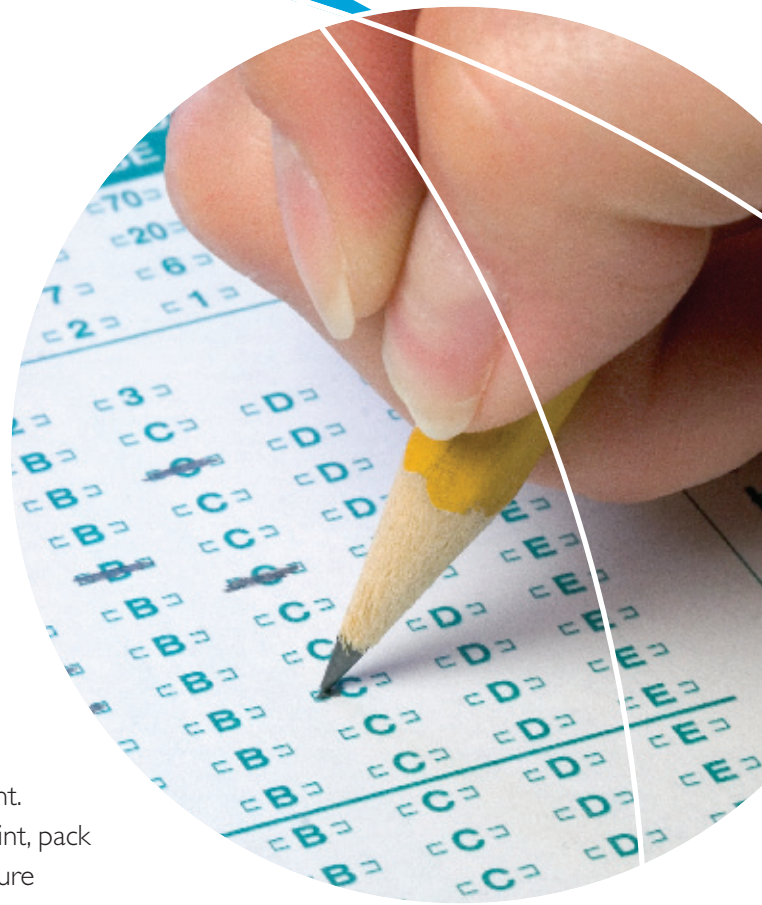
Stephen Austin provides confidential printing, fulfilment and distribution services for Ministries of Education, Examination Boards, Assessment Agencies, Professional Institutes and Associations worldwide.

What we do

The scope of our responsibilities varies from client to client. In the majority of cases however, we are contracted to print, pack and school centre the entire range of secure and non-secure materials required for an examination, from the question papers to associated products such as Braille and Enlarged papers, CDs, OMR forms, stationery and security polybags.

Our services are tailored to meet the identified objectives of each and every client. In the short-term, this may involve improvements in underlying security or production and distribution efficiencies. Longer-term projects may include capacity-building programs, which are designed to develop the skills and knowledge of the client's staff.

Whatever the specification, we aim to improve quality and cost-effectiveness by sharing our experiences and working closely with all our clients to establish best-practice and introduce the latest product developments.





Client Service

Effective client service is vital to the successful, accurate and timely delivery of examination paper contracts.

Our Client Service Team offer in-depth experience in managing the diverse requirements of all types of contract, providing you with a knowledgeable and proactive service.

A dedicated Account Manager will be assigned to your business from the outset and will be responsible for all aspects of your examinations, from the secure production of the question papers to the external production of supporting materials such as Braille or CDs.

Security and Confidentiality

As a specialist supplier of examination papers, we have developed a deep appreciation of the need for complete confidentiality in every aspect of our operations.

Our site in Hertford is a totally secure facility with all of the security features necessary for production of this type of material:

- 24-hour on-site security
- CCTV surveillance
- Security swipe card system throughout the facility
- Security vetting of staff
- Annual Staff Declarations of Confidentiality
- On-site shredding of all waste paper
- Certified disposal of plates after the examination date

Quality and Accuracy

Each question paper must be correct in every respect, and it is our responsibility to maintain the highest levels of accuracy throughout the production and distribution process.

All work is subject to strict controls under our ISO 9001:2000 Quality System, which is designed to promote and ensure best practice in management and administration as well as in the physical process and quality of product.

These procedures guarantee a structured and consistent approach to your work, whilst building in flexibility to meet varying client demands.

- Proof reading at each stage of production
- Computer-to-plate technology
- Electronic scanning of all sheets during folding and binding
- Integral Label Production - envelopes, boxes, content lists and manifests
- Barcode scanning of question papers during packaging
- Verified Checking Procedures during packing and centring
- Electronic Centring
- Parcel Tracking Facilities

Audit Trail for Test Materials

We maintain a strong track record of working with our clients over long periods of time to implement the latest technology and processes.

Significant recent investment now allows us to offer technology and facilities that are unique and which deliver on increasing demand from assessment agencies for audit trail and accountability with respect to examination materials during the printing, packing, distribution and delivery processes.

We would welcome the opportunity to discuss how these exciting developments can be applied to your own operations, so please contact us for more information or to arrange a visit.





Environment

As a manufacturer we are committed to minimising our impact on the environment and we take considerable steps to achieve this in the way we operate.

We gained registration to Forest Stewardship Council (FSC) in June 2008 and we are delighted to announce that we are accredited to the ISO 14001 standard as of October 2008.

As your partner we know that you will want to make responsible choices and we can offer guidance on sustainable choices of paper, plastic, ink and processes to suit your needs as well as those of the environment.

Information Technology

ICT is central to everything we do, whether for production operations or communications with our clients.

As a client of Stephen Austin, you will have remote web-access to standard or bespoke reports from our Management Information (MI) System, allowing you direct access to real-time information on the progress of your projects, even if you are not in the office.

Virtual Private Network (VPN) facilities and web-based systems are available for the secure transfer of information or artwork, or for the development of more integrated 'system-to-system' connections.

Bespoke Electronic Centring Software is developed for the specific requirements of each examination. Audit Trail Data for this key stage of the production process is supplied to all clients as a matter of course for monitoring reports from the centres.

Summary of Services

Prepress Services

- Consultation and Technical Advice
- Soft proofing (PDF) procedures, including encryption and password protection
- Virtual Private Network (VPN) Connection
- Typesetting: Foreign Languages, Science, Mathematics and Music
- Professional Proof Reading
- Braille and Modified Texts
- Typesetting, Layout and Design
- Item Bank Data Handling
- Language Translation

Production

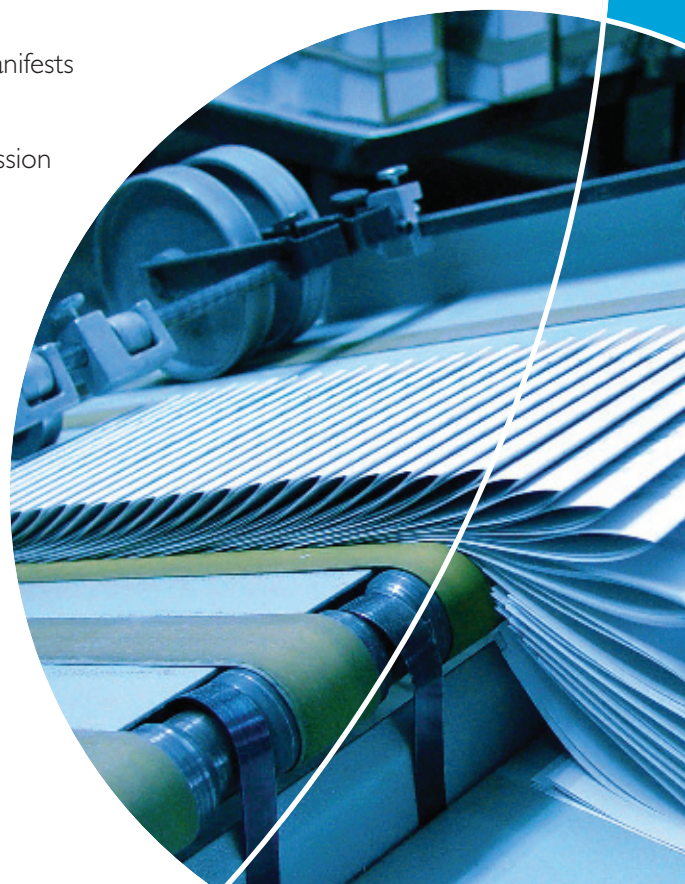
- Printing of Question Papers and Answer Books
- Printing of Multi-colour Ordnance Survey Maps
- Tamper-evident Envelopes - for Question Papers or Return Scripts
- OMR forms - Registration Forms, Mark Sheets, Answer Sheets
- Drilling, Perforating and Numbering
- Spine Tagging
- Personalisation of Question Papers and Answer Sheets
- Oral and Aural Assessment Materials on CD-ROM and Tape

Centring for Schools

- Indent Management and Preparation
- Data Cleaning
- Label Production - for Envelopes, Boxes, Content Lists and Manifests
- Packing - Question Papers and Supporting Materials
- Centring - by School, Custodian, Day, Subject, Timetable or Session

Distribution

- Secure Delivery to Centres
- Secure Storage
- Tailored Container Loading
- Customs Clearance
- Specialist Security Handling and Shipping
- Comprehensive Consignment Insurance
- Escort of Shipments to Destination



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