

Policy Name:	Escalation Process (EXAMS)
Policy Type:	Statutory
Issue Date:	7 th March 2024
To be reviewed:	Annually – 7 th March 2026
Approved by:	Board of Trustees
Policy Owner:	Steph Brown

Glossary of abbreviations

JCQ	Joint Council of Qualifications
JCQ AA	Joint Council of Qualifications : Access Arrangements
JCQ GR	Joint Council of Qualifications : General Regulations
JCQ ICE	Joint Council of Qualifications : Instructions for Conducting Exams

1. Aims

- The purpose of the process is to confirm where responsibility will be escalated to ensure continued compliance with JCQ regulations.
- This process also supports the centre being able to confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments. (JCQ GR 5.3)

2. Legislation and Guidance

- In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Southfield School has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent (JCQ GR 5.3).
- Responsibility for ensuring compliance will be escalated to The Data Manager and Senior Leadership Team.
- The centre also has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series.
- As a contingency, the centre has at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. The National Centre Number Register is provided with the senior designated contact details (this might include a personal mobile number and/or email address). These are the contact details of someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue. (JCQ GR 3.18, 5.3)

3. Escalation Process - Before examinations/assessments

- a. Planning - Responsibility for ensuring compliance will be escalated to The Data Manager and Senior Leadership Team. Main areas of compliance relate to:
- 1) The agreement between the centre and awarding bodies (JCQ GR 3)
 - 2) Third party agreements
 - 3) Centre status
 - 4) Confidentiality
 - 5) Resilience and contingency arrangements
 - 6) Cyber security
 - 7) Retention of candidates' work
 - 8) Communication
 - 9) The responsibility of the centre (JCQ GR 5):
 - 10) Centre management
 - 11) Recruitment, selection, training and support
 - 12) External and internal governance arrangements
 - 13) Delivery of qualifications
 - 14) Public liability
 - 15) Conflicts of interest
 - 16) Controlled assessments, coursework and non-examination assessments
 - 17) Security of assessment materials
 - 18) National Centre Number Register and other information requirements
 - 19) Centre inspections
 - 20) Policies available for inspection
 - 21) Personal data, freedom of information and copyright (JCQ GR 6)
- b. Entries and Pre-exams - Responsibility for ensuring compliance will be escalated to The Data Manager and Senior Leadership Team. Main areas of compliance relate to:
- 1) The responsibility of the centre (JCQ GR 5)
 - 2) Access arrangements and reasonable adjustments
 - 3) Entries (including ensuring appropriate controls are in place which allow accurate entries to be submitted to the awarding bodies)
 - 4) Centre assessed work (including that candidates' work is backed-up and considering the contingency of candidates' work being back-up in the event of IT system corruption and cyber-attacks; ensuring appropriate controls are in place which allow accurate internally assessed marks to be submitted to the awarding bodies)
 - 5) Candidate information
- c. Exam time - Responsibility for ensuring compliance will be escalated to The Data Manager and Senior Leadership Team. Main areas of compliance relate to:
- 1) The agreement between the centre and the awarding bodies (JCQ GR 3)
 - 2) Retention of candidates' work
 - 3) The responsibility of the centre (JCQ GR 5)
 - 4) Conducting examinations and assessments
 - 5) Malpractice

4. Escalation Process - After examinations/assessments

- a. Results and Post Results - Responsibility for ensuring compliance will be escalated to The Data Manager and Senior Leadership Team. Main areas of compliance relate to:
 - 1) The responsibility of the centre (JCQ GR 5)
 - 2) Results
 - 3) Post-results services and appeals
 - 4) Certificates

5. To Support the understanding of the regulations and requirements before, during and after examinations

- a. To support understanding of the regulations and requirements before and during the examinations process, the following JCQ publications will be referenced:
 - 1) JCQ GR - General Regulations for Approved Centres
 - 2) JCQ ICE - Instructions for conducting examinations
 - 3) JCQ AA - Access Arrangements and Reasonable Adjustments (6-8)
 - 4) Additional JCQ publications for reference:
 - 5) Instructions for conducting coursework
 - 6) Instructions for conducting non-examination assessments
 - 7) Suspected Malpractice – Policies and Procedures
 - 8) A guide to the special consideration process
 - 9) JCQ Centre Inspection Service Changes
 - 10) Awarding Body specific Key dates
 - 11) Guidance Notes for Transferred Candidates
 - 12) Guidance Notes for Alternative Sites
 - 13) Guidance notes for overnight supervision of candidates with a timetable variation
 - 14) Guidance Notes – Centre Consortium Arrangements
 - 15) Guidance Notes – Very Late Arrival
 - 16) Information for candidates documents
 - 17) Exam Room Posters
- b. To support understanding of the regulations and requirements after the examinations process, the following JCQ publications will be referenced:
 - 1) General Regulations for Approved Centres (5)
 - 2) JCQ Release of results notice
 - 3) JCQ Post-Results Services (Information and guidance to centres)
 - 4) JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)