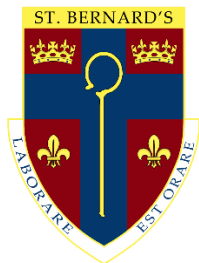


Escalation Process Policy

Policy Group	Exam Policies
Policy Produced By	Laura Hamilton
Date Policy Produced	01/05/25
Date SLT Agreed	
Date Governors Approved	
Date of Next Review	Autumn 2025
Linked or Related Policies	Exams Contingency Policy / Internal Appeals Policy
Named Persons in this policy	D Vince, L Hamilton, J Marshall, D Robson



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Purpose of the Escalation Process

In terms of internal governance arrangements, it is the responsibility of the head of centre (D Vince) to ensure that St Bernard's Catholic High 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 (L Hamilton), be absent. This policy confirms the main duties and responsibilities to be escalated.

This process also supports St Bernard's Catholic High School 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.

Before Examinations (Planning)

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to J Marshall, Deputy Headteacher, with support from D Robson, Examinations Officer.

To support understanding of the regulations and requirements, the following JCQ publications (available on the JCQ website <https://www.jcq.org.uk/>) will be referenced:

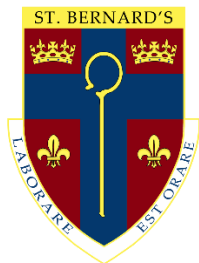
- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- Instructions for conducting coursework
- Instructions for conducting non-examination assessments
- Suspected Malpractice: Policies and Procedures
- A guide to the special consideration process.

The following school policies will be referenced:

- NEA policy
- Internal appeals policy
- Contingency policy
- Special consideration policy
- Malpractice policy
- Exams archiving policy
- Conflict of interest policy
- Policy on the use of word processors in examinations

Main duties and responsibilities relate to:

- The agreement between the centre and awarding bodies (JCQ GR 3):
 - Third party arrangements
 - Centre status
 - Confidentiality
 - Retention of candidates' work
 - Resilience and contingency arrangements
 - Cyber security
 - Communication



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- Centre management (JCQ GR 5):
 - Recruitment, selection and training of staff
 - External and Internal governance arrangements
 - Delivery of qualifications
 - Public liability
 - Conflicts of interest (see conflict of interest policy)
 - Controlled assessments, coursework and non-examination assessments (see NEA policy)
 - Security of assessment materials
 - National Centre Number Register and other information requirements (annual update in October)
 - Centre inspections
 - Additional JCQ publication for reference: JCQ Centre Inspection Service Charges
 - Policies available for inspection (reviewed and updated annually)
 - Specific JCQ publications for reference:
 - General Regulations for Approved Centres
 - Instructions for conducting examinations
 - Access Arrangements and Reasonable Adjustments
- Personal data, freedom of information and copyright (JCQ GR 6).

Before Examinations (Entries and Pre-Exams)

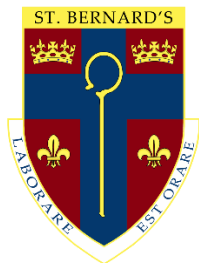
In the event of the absence of the head of centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to entries and exam preparation will be escalated to J Marshall, Deputy Headteacher, with support from the D Robson, Examinations Officer.

To support understanding of the regulations and requirements, the following JCQ publications (available on the JCQ website <https://www.jcq.org.uk/>) will be referenced:

- General Regulations for Approved Centres (5)
- Instructions for conducting examinations (1-15)
- Access Arrangements and Reasonable Adjustments (6-8)

Main duties and responsibilities relate to:

- Access arrangements and reasonable adjustments (see Access Arrangements Policy)
- Entries, including ensuring appropriate controls are in place which allow accurate entries to be submitted to the awarding bodies (entries normally completed by Examinations Officer)
 - Additional JCQ publications for reference:
 - Key dates
 - Guidance Notes for Transferred Candidates
 - Alternative Site guidance notes
 - Guidance notes for overnight supervision of candidates with a timetable variation
- Centre-assessed work, including ensuring that candidates' work is backed-up and considering the contingency of candidates' work being backed-up in the event of IT system corruption and cyber-attacks, and ensuring appropriate controls are in place which allow accurate internally assessed marks to be submitted to the awarding bodies (see NEA Policy)
- Candidate information
 - Additional JCQ publications to reference:



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- Information for candidates documents
- Exam room posters

During Examinations (Exam Time)

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to during exam time will be escalated to J Marshall, Deputy Headteacher, with support from D Robson, Examinations Officer.

Main duties and responsibilities relate to:

- Conducting examinations and assessments
- Retention of candidates' work
- Malpractice (see Malpractice Policy)
- Special consideration (see Special Consideration Policy)
- Centre inspections

After examinations (Results and Post-Results)

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to after examinations will be escalated to J Marshall, Deputy Headteacher, with support from the Examinations Officer, D Robson.

As a contingency, the centre also has in place two members of the senior leadership (D Vince and L Hamilton) who are available to manage emergency requests from awarding bodies that are results-related during the summer holidays. They have the authority to liaise across the centre and ensure that any issues or queries raised by an awarding body are successfully resolved prior to the publication of results. The head of centre is required to provide this information on an annual basis to the National Centre Number Team. 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. (GR 3.18, 5.3).

To support understanding of the regulations and requirements, the following JCQ publications (available on the JCQ website <https://www.jcq.org.uk/>) will be referenced:

- General Regulations for Approved Centres (5)

Main duties and responsibilities relate to:

- Results GR 5.12
 - Additional JCQ publication for reference:
 - Release of Results notice
- Post-results services and appeals GR 5.13 (see Internal Appeals Policy)
 - Additional JCQ publication for reference:
 - Post-Results Services (Information and guidance to centres)
 - JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)
- Certificates GR 5.14
- Safe and secure disposal of exam materials GR 3.15