



# Escalation Process

## 2024-25

### **Purpose of the Process**

In terms of internal governance arrangements, it is the responsibility of the Head of Centre to ensure that Northleigh House School has in place a written escalation process should the Head of Centre, or a member of the senior leadership team with oversight of the examination administration, be absent.

This process confirms the main duties and responsibilities to be escalated. This process also supports Northleigh House School being able to confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of the 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 Viv Morgan, Chair of Trustees.

To support understanding of the regulations and requirements, the following JCQ publications 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

## **Main Duties and Responsibilities relate to:**

- Third Party Arrangements
- Centre status
- Confidentiality
- Communication
- Cyber Security
- Centre Management

Recruitment, Selection, Training and Support

External and Internal Governance Arrangements

Delivery of Qualifications

Public Liability

Conflicts of Interest

Controlled Assessments, Coursework and Non-Examination Assessments

Security of Assessment Materials

National Centre Number Register and Other Information Requirements

Centre Inspections

Additional JCQ Publication for Reference:

JCQ Centre Inspection Service Changes

Policies available for inspection

Specific JCQ Publications for Reference:

- General Regulations for Approved Centres (Section 5)
- Instructions for Conducting Examinations (Section 25)
- Access Arrangements and Reasonable Adjustments (Section 5)

Personal Data, Freedom of Information and Copyright

The School's Examination Manual sets out the processes and procedures, that need to be followed.

## **Before Examinations (Entries and re-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 examination preparation will be escalated to Viv Morgan, Chair of Trustees.

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (Section 5)
- Instructions for Conducting Examinations (Sections 1-15)
- Access Arrangements and Reasonable Adjustments (Sections 6-8)

### **Main Duties and Responsibilities relate to:**

- Access Arrangements and Reasonable Adjustments
- Entries (including ensuring appropriate controls are in place which allow accurate entries to be submitted to the awarding bodies)

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 back-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)

Additional JCQ Publication for Reference:

- Guidance Notes – Centre Consortium Arrangements
- Candidate Information

Additional JCQ publications for Reference:

- Information for Candidates Documents
- Examination Room Posters

The School's Examination Manual sets out the processes and procedures, that need to be followed.

### **During Examinations (Examination 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 examination time will be escalated to Viv Morgan, Chair of Trustees.

The centre also has in place 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.

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (Sections 3, 5)
- Instructions for Conducting Examinations (Sections 16-31)
- Access Arrangements and Reasonable Adjustments (Section 8)
- A Guide to the Special Consideration Process (Sections 2-7)

### **Main Duties and Responsibilities relate to:**

- Conducting Examinations and Assessments  
Additional JCQ Publication for Reference:
  - Guidance Notes – Very Late Arrival
- Malpractice
- Retention of Candidates' Work

The School's Examination Manual sets out the processes and procedures, that need to be followed.

### **After Examinations (Results and Post-Results)**

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. (GR 3.18, 5.3)

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 Viv Morgan, Chair of Trustees.

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (Section 5)

### **Main Duties and Responsibilities relate to:**

- Results  
Additional JCQ Publication for Reference:
  - Release of Results Notice

Updated 4 November 2024

- Post-Results Services and Appeals

Additional JCQ Publications for Reference:

- Post-Results Services (Information and Guidance to Centres)
- JCQ Appeals Booklet (A Guide to the Awarding Bodies' Appeals Processes)

- Certificates

The School's Examination Manual sets out the processes and procedures, that need to be followed.

Review Date:           **November 2025**