



Registered Charity 1171812

Escalation Process

Summary	
Policy Reference Number	03E
Category	Exams
Authorised by	Curriculum Committee
Responsibility of	Examinations Manager
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Contents

Purpose of the Process	2
Before Examinations (Planning)	2
Before Examinations (Entries and Pre-Exams)	3
During Examinations (Exam Time)	4
After Examinations (Results and Post-Results)	4

The Board of Trustees

The Board of Trustees has delegated approval of this policy to the Curriculum Committee and hold the SLT to account for its implementation.

Purpose of the Process

To confirm the main duties and responsibilities to be escalated should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent.

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 the Business Manager.

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
- Resilience and contingency arrangements
- Cyber security
- Communication
- Centre management:
- Recruitment, selection and training of staff
- 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

Centre-specific information for reference

Contingency Plan Policy CRLT 025

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 the Business Manager.

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
Additional JCQ publications for reference:
 - Key dates
 - Guidance Notes for Transferred Candidates
 - Alternative Site guidance notes
- 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
Additional JCQ publication for reference:
 - Guidance Notes – Centre Consortium Arrangements
- Candidate information
Additional JCQ publications for reference:
 - Information for candidates documents
 - Exam Room Posters

Centre-specific information for reference

Contingency Plan policy CRLT025

Exams Policy CRLT022

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 the Business Manager.

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

Centre-specific information for reference

Exams Policy CRLT022

Emergency Evacuation Policy CRLT023

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)

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
- 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