

# Escalation Process

Policy/Procedure creator: Ms C Murray

Policy/Procedure created/reviewed: 10/05/2023

|                             |                            |
|-----------------------------|----------------------------|
| Centre Name                 | Sir Bernard Lovell Academy |
| Centre Number               | 50451                      |
| Date process first created  | 17.04.23                   |
| Current process reviewed by | G Jones                    |
| Current process approved by | C Murray                   |
| Date of next review         | 16.04.23                   |

## Key staff involved in the process

|                             |                                  |
|-----------------------------|----------------------------------|
| Head of centre              | Mr D Anderson                    |
| Senior leader(s)            | Mr G Jones Mr S White            |
| Exams officer               | Ms C Murray                      |
| Other staff (if applicable) | Ms L Singh Mr G Jones Mr S White |

This process is reviewed and updated annually to ensure compliance with current requirements and regulations.

Reference in the process to **GR** relates to relevant sections of the current JCQ publication **General Regulations for Approved Centres**.

## Introduction

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Sir Bernard Lovell Academy 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 (GR 5.3).

## Purpose of the process

The purpose of the process is to confirm where responsibility will be escalated to ensure continued compliance with JCQ regulations.

## Before examinations/assessments

### Planning

Responsibility for ensuring compliance will be escalated to Mr G Jones Mr S White.

Main areas of compliance relate to:

- The agreement between the centre and awarding bodies (GR 3)
  - Third party agreements
  - Centre status
  - Confidentiality
  - Retention of candidates' work
  - Communication

The responsibility of the centre (GR 5)

- Centre management

Personal data, freedom of information and copyright (GR 6)

Reference information:

- 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

Centre-specific reference information:

exam-related policies/procedures, manuals, guides and The Exams Office

### Entries and Pre-exams

Responsibility for ensuring compliance will be escalated to Mr G Jones Mr S White.

Main areas of compliance relate to:

- The responsibility of the centre (GR 5)
  - Access arrangements and reasonable adjustments
  - Entries
  - Centre assessed work
  - Candidate information

Reference information:

- 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)

Centre-specific reference information:

Not applicable

## During examinations/assessments

### Exam time

Responsibility for ensuring compliance will be escalated to Mr G Jones Mr S White Ms L Singh.

Main areas of compliance relate to:

- The responsibility of the centre (GR 5)
  - Conducting examinations and assessments
  - Malpractice

Reference information:

- 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)

Centre-specific reference information:

Not applicable

## After examinations/assessments

### Results and Post-Results

Responsibility for ensuring compliance will be escalated to Mr G Jones Mr S White Ms L Singh.

Main areas of compliance relate to:

- The responsibility of the centre (GR 5)
  - Results
  - Post-results services and appeals
  - Certificates

Reference information:

- 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)

Centre-specific reference information:

Not applicable

## **CHANGES 2022/2023**

(Added) Under **Before examinations/assessments**: Third party arrangements

(Extended) Reference to Instructions for conducting examinations (sections 16-30) (To) (sections 16-31)

## **CENTRE-SPECIFIC CHANGES**

Not applicable

