



ST CUTHBERT'S
— CATHOLIC HIGH SCHOOL —

Escalation Process Policy

for the Academic Year 2023 – 2024

Approved by:	Local Governing Committee	Approved on:	September 2023
Review date:	September 2024	Revision approved:	
Version No:	1	Originator(s):	JCQ Policy

1. 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 Senior Leadership Team.

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)

1.1 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 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 candidate's documents**
- **Exam Room Posters**

2. 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 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's 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)

2.1 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

3. 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 the Senior Leadership Team.

The centre also has in place two members of the senior leadership team who will act as an emergency point of contact for the awarding bodies. They have the authority to liaise across the centre and ensure that any issues, 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.

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)**

3.1 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