



# Escalation Process

Policy/Procedure creator: Amanda Morgan

Policy/Procedure created/reviewed: 29/03/2022

Centre Name	St Wilfrids Academy
Centre Number	36211
Date process first created	29/03/2022
Current process reviewed by	Dirk Pittard
Current process approved by	Dirk Pittard
Date of next review	September 2022

## Key staff involved in the process

Head of centre	Dirk Pittard
Senior leader(s)	Jane Tomlinson, Debbie Cartwright, Claire Lambie
Exams officer	Amanda Morgan
Other staff (if applicable)	Not Applicable

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 St Wilfrids 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 Dirk Pittard.

Main areas of compliance relate to:

- The agreement between the centre and awarding bodies (GR 3)
  - 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:

No Applicable

### Entries and Pre-exams

Responsibility for ensuring compliance will be escalated to Dirk Pittard.

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 Dirk Pittard.

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 16-30)
  - 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 Dirk Pittard.

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