



# Escalation Process

Policy/Procedure creator: Yvonne Wilcox

Policy/Procedure created/reviewed: 05/05/2022

Centre Name	St Michael's Church of England High School
Centre Number	20651
Date process first created	30.03.2022
Current process reviewed by	Jane Mitchell-Barnes, Compliance & Quality Manager
Current process approved by	Colin Nicholls, Co-Chair of Governors Kerry Thornton, Co-Chair of Governors
Date of next review	30.03.2023

## Key staff involved in the process

Head of centre	Christina Handy-Rivett, Headteacher
Senior leader(s)	Damien Mackinney, Assistant Headteacher, Alan Brooks, Deputy Headteacher
Exams officer	Yvonne Wilcox
Other staff (if applicable)	Wayne Hill, Assistant Headteacher: Facilities and Resources

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 Michael's Church of England High School 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 Wayne Hill, Assistant Headteacher: Facilities and Resources  
Faye Jeffreys, Deputy Headteacher: Curriculum, Teaching & Learning

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:

- exam-specific policies and procedures, manuals and guides

### Entries and Pre-exams

Responsibility for ensuring compliance will be escalated to Not Applicable.

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 Not Applicable.

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 Not Applicable.

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