



St Bernard's Catholic High School

Escalation Process Policy

Policy Name	Escalation Process Policy
Policy Group	Curriculum Policies
Policy Produced By	L Hamilton
Date Policy Updated	01/05/2024
Date SLT Agreed	02/05/2024
Date Governors Approved	
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Linked or Related Policies	Exams Contingency Policy / Internal Appeals Policy
Named Persons in this policy	R Speers, A Wood, L Hamilton, J Whittam





Introduction

This policy is to confirm the main duties and responsibilities to be escalated should the head of centre (Mrs J Whittam), or a member of the senior leadership team with oversight of examination administration (Mrs L Hamilton), 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 Miss R Speers with support from the Examinations officer Miss A Wood.

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

The following policies will be useful;

- NEA policy
- Internal appeals policy
- Contingency policy
- Special consideration policy
- Malpractice policy
- Exams archiving policy
- Conflict of interest policy
- Exams procedures handbook

Main duties and responsibilities relate to:

Centre status

Confidentiality

Communication

Recruitment, selection and training of staff

External and Internal governance arrangements

Delivery of qualifications

Public liability

Conflicts of interest (see conflict of interest policy)

Non Examination Assessment (see NEA policy)

Security of assessment materials

National Centre Number Register (annual update in October)





Policies (checked and updated in January)

Personal data, freedom of information and copyright

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 Miss R Speers with support from the Examinations officer Miss A Wood.

Main duties and responsibilities relate to:

Access arrangements and reasonable adjustments (see access arrangements policy)

Entries (normally completed by examinations officer)

Non examination assessment (see NEA policy)

Candidate information (JCQ information to candidates and exam room posters)

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 Miss R Speers with support from the Examinations officer Miss A Wood.

Main duties and responsibilities relate to:

Conducting examinations and assessments (see examination and contingency policy)

Centre inspections

Malpractice (see malpractice policy)

Retention of candidates' work

Special consideration (see special consideration policy)

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 Miss R Speers with support from the Examinations officer Miss A Wood.

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.



Main duties and responsibilities relate to:

Results

Post-results services and appeals (see internal appeals policy)

Certificates

Safe and secure disposal of exam materials

