

Escalation Process Policy for External Examinations (Exams 25-26)

Non Sibi Sed Aliis

Your word is a lamp to my feet and a light to my path.
Psalm 119, vs 105

"But blessed is the one who trusts in the LORD, whose confidence is in him. They will be like a tree planted by the water that sends out its roots by the stream. It does not fear when heat comes; its leaves are always green. It has no worries in a year of drought and never fails to bear fruit."
Jeremiah 17:7-8

This policy document and the content contained therein remains the responsibility of the Headteacher and Governing Body of the school. No amendments can be made without their express instructions and they remain the final arbiters in any matters relating to it.

Review Date: Autumn Term 2026

Next Review Date: Autumn Term 2027

Reviewed By: Mrs Angela Wilson

APPROVED BY THE HEADTEACHER – Autumn Term 2026

Escalation Process

Centre name	Balshaw's CE High school
Centre number	46711
Date process first created	21/04/2024
Current process approved by	Mr S Haycocks
Current process reviewed by	Mrs A Wilson
Date of review	21/11/2025
Date of next review	21/11/2026

Key staff involved in the process

Role	Name
Head of centre	Mr S Haycocks
Deputy Head/Line Manager of Exams Officer	Mrs A Wilson
Exams officer	Miss C Brook
Other staff (if applicable)	Mrs S Swift

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 document **General Regulations for Approved Centres**.

Introduction

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Balshaw's CE 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 and assessment administration, be absent (GR 5.3).

This process also supports Balshaw's CE High school being able to confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities, such as the delivery of qualifications and the conducting of examinations and assessments. (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.

1. Before examinations/assessments

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 a member of the Senior Leadership Team, Mrs A Wilson with support from the Exams Officer, Christina Brook.

To support understanding of the regulations and requirements, the following JCQ documents will be referenced:

- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- A guide to the special consideration process
- Access Arrangements and Reasonable Adjustments
- AI Use in Assessments: Your role in protecting the integrity of qualifications
- Guidance for centres on cyber security
- Instructions for conducting coursework
- Instructions for conducting examinations
- Instructions for conducting non-examination assessments (GCE and GCSE specifications)
- Instructions for conducting non-examination assessments (Vocational and Technical Qualifications)
- Notice to Centres – Informing candidates of their centre-assessed marks
- Plagiarism in Assessments – Guidance for Teachers/Assessors
- Suspected Malpractice – Policies and Procedures Additional JCQ document for reference:
- JCQ Centre Inspection Service Changes

Main areas of compliance relate to:

- Third party agreements
- Centre status
- Confidentiality
- Resilience and contingency arrangements
- Cyber security
- Retention of candidates' work
- Communication
- Centre Management:
 - o Recruitment, selection, training and support
 - o External and internal governance arrangements
 - o Delivery of qualifications
 - o Public liability
 - o Conflicts of interest
 - o Controlled assessments, coursework and non-examination assessments
 - o Security of assessment materials
 - o National Centre Number Register and other information requirements
 - o Centre inspections
 - o Policies available for inspection
 - o Personal data, freedom of information and copyright (GR 6)

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 a member of the SLT? Named person?, working closely with the Examinations Officer, Christina Brook.

To support understanding of the regulations and requirements, sections of relevant JCQ documents will be specifically referenced including:

- General Regulations for Approved Centres (5)
- Instructions for conducting examinations (1-15)
- Access Arrangements and Reasonable Adjustments (6-8)

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)
- Centre assessed work (including that candidates' work is backed-up and considering the contingency of candidates' work being backed-up in the event of IT system corruption and cyber-attacks; ensuring appropriate controls are in place which allow accurate internally assessed marks to be submitted to the awarding bodies)
- Candidate information

Additional JCQ documents for reference:

- Key Dates
- Guidance Notes for Transferred Candidates
- Alternative Site guidance notes
- Guidance notes for overnight supervision of candidates with a timetable variation
- Guidance Notes – Centre Consortium Arrangements
- Information for candidates documents
- Exam Room Posters

During examinations/assessments

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 Examinations Officer, Christina Brook or in her absence Stella Swift, Exams Assistant

The centre also has in place a member of the senior leadership team, Deputy Headteacher, Mrs A Wilson 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 series.

To support understanding of the regulations and requirements, sections of relevant JCQ documents will be specifically referenced including:

- General Regulations for Approved Centres (3, 5)
- Instructions for conducting examinations (16-31)
- Access Arrangements and Reasonable Adjustments (8)
- A guide to the special consideration process (2-7) Additional JCQ document for reference:
- Guidance Notes – Very Late Arrival

Main duties and responsibilities are:

- Retention of candidates' work
- Conducting examinations and assessments
- Malpractice

After examinations/assessments

Results and Post-Results

As a contingency, the centre has at least one senior member of staff Deputy Headteacher and Headteacher who are available to manage emergency requests from awarding bodies that are results related during the summer holidays. The National Centre Number Register is provided with the senior designated contact details via email. These are the contact details of

someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue. (GR 3.18, 5.3)

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 Examinations Officer, Christina Brook.

To support understanding of the regulations and requirements, sections of relevant JCQ documents will be specifically referenced including:

- General Regulations for Approved Centres (5) Additional JCQ documents for reference:
- JCQ Release of results notice
- JCQ Post-Results Services (Information and guidance to centres)
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) Centre-specific reference information

Main duties and responsibilities:

- Results
- Post-results services and appeals
- Certificates

Policy updates:

Updated and reviewed- Spring 2026