



## Escalation Process Policy

### Purpose of the process

In terms of internal governance arrangements, it is the responsibility of the Head of Centre to ensure that Ludlow CE School has in place a written escalation process should the Head of Centre be absent.

This process confirms the main duties and responsibilities to be escalated should the Head of Centre be absent.

This process also supports Ludlow CE 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.

### Before examinations (Planning)

In the event of the absence of the Head of Centre, responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to Mrs Deborah Tysall, Assistant Headteacher, with the assistance of Miss Jodie Gittins, Exams Officer.

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

### Main duties and responsibilities relate to:

- Centre status
- Confidentiality
- Communication
- Recruitment, selection, training, and support of staff
- Internal and external governance arrangements
- Delivery of qualifications
- Public liability
- Conflicts of interest
- Controlled assessments, coursework and non-examination assessments
- Security of assessment materials
- National Centre Number Register

- Centre inspections  
*Additional JCQ publication for reference:*  
*Centre Inspection Service Changes*  
*Implementation of Centre Policies relating to Exams*
- Implementation of Centre Policies relating to Exams:  
*Specific JCQ publications for reference:*  
*General Regulations for Approved Centres (section 5)*  
*Instructions for conducting examinations (section 25)*  
*Access Arrangements and Reasonable Adjustments (section 5)*
- Personal data, freedom of information and copyright  
*Additional JCQ publication for reference:*  
*Information for candidates – Privacy Notice*

### **Before examinations (Entries and Pre-exams)**

In the event of the absence of the Head of Centre, responsibility for implementing JCQ regulations and requirements relating to entries and exam preparation will be escalated to Mrs Bonnie Griffiths, Assistant Headteacher, with the assistance of Mrs Nicole Sampson, Exams Officer.

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)

### **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 in the examination cycle*

*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 candidates documents*

*Exam Room Posters*

### Centre-specific information for reference

- Centre Exams Policy
- Centre Access Arrangements Policy
- Special Consideration Policy
- Exam Contingency Plan

### **During examinations (Exam time)**

In the event of the absence of the Head of Centre, responsibility for implementing JCQ regulations and requirements relating to during exam time will be escalated to Mrs Deborah Tysall, Assistant Headteacher, with the assistance of Miss Jodie Gittins, Exams Officer. This member of the senior leadership team 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 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)

### **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

### Centre-specific information for reference

- Centre Exams Policy
- Word Processor Policy
- Exam Contingency Plan
- Emergency Evacuation Procedure for Examinations

### **After examinations (Results and Post-Results)**

In the event of the absence of the Head of Centre, responsibility for implementing JCQ regulations and requirements relating to after examinations will be escalated to Mrs Deborah Tysall, Assistant Headteacher, with the assistance of Miss Jodie Gittins, Exams Officer. As a contingency to enable the prompt handling of urgent issues only, the centre responds to the awarding bodies' request for information regarding the contact details of a senior member of staff (which might include a personal mobile number and/or email address). This will ensure that any urgent matters which might adversely affect candidates which arise outside of term time, and which potentially put qualification awards at risk, can be addressed by awarding bodies with the support of that member of staff. The head of centre will ensure that this member of staff has the necessary authority to mobilise resources to provide this support, which might include resolving issues within the centre itself (GR 5.3)

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)

### **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

#### Centre-specific information for reference

- Centre Exams Policy
- Centre Complaints Policy
- Appeals against Internal Assessment and Decisions Policy
- Requests for Access to Scripts, Review of Results and Appeals Policy

This process is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Mr M Burton Miss Jodie Gittins	
Date of next review	8.11.2025