



## Escalation Process

Procedure creator: Jonquil Verney

Procedure created/reviewed: 18/01/2023

Centre Name	Atlantic Academy
Centre Number	54142
Date procedure first created	18/01/23
Current procedure reviewed by	Lynsey Slater
Current procedure approved by	Lynsey Slater
Date of next review	31/09/2023

Key staff involved in the procedure

Role	Name
Exams Manager	Jonquil Verney
SENCo	Leighton Tellem
Senior Leaders	Rita Sampson, Linda Blackburn
Head of Centre	Lynsey Slater

This process is reviewed and updated annually to ensure compliance with current requirements and regulations.

Reference in this procedure to GR refers to the 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 Atlantic 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 Leighton Tellem.

Main areas of compliance relate to:

- The agreement between the centre and awarding bodies (GR 3)
  - Third party agreements
  - 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:**

- To be read in conjunction with all other relevant policies, processes and procedures.

## **Entries and Pre-exams**

Responsibility for ensuring compliance will be escalated to Leighton Tellem.

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)

### **During examinations/assessments**

#### **Exam time**

Responsibility for ensuring compliance will be escalated to Leighton Tellem.

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 16-31)
  - Access Arrangements and Reasonable Adjustments (section 8)
  - A guide to the special consideration process (sections 2-7)

### **After examinations/assessments**

#### **Results and Post-Results**

Responsibility for ensuring compliance will be escalated to Leighton Tellem.

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)

