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SOUTHLANDS
HIGH SCHOOL
Endeavour for Excellence

ESCALATION PROCESS

2025 to 2026

JCQ – Meeting Requirements - 1

Escalation Process

Centre name	Southlands High School
Centre number	46913
Date process first created	28/11/2025
Current process approved by	N Winnard
Current process reviewed by	N Winnard
Date of review	28/11/2025
Date of next review	28/11/2026

Key staff involved in the process

Role	Name
Head of centre	P Bousfield
Senior leader(s)	N Winnard A Sharples
Exams officer	Karen bane
Other staff (if applicable)	

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 Southlands 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).

This process also supports Southlands 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.

Before examinations/assessments (Planning)

Responsibility for ensuring compliance will be escalated to

N Winnard – Deputy Head

A Sharples – Assistant Head

K J Bane – EO to assist

Main areas of compliance relate 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 and training of staff
- Internal 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:

- o Centre Inspection Service Changes

- Policies Specific JCQ publications for reference:
 - o 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

EO to assist the Head of Centre / Deputy in making sure that the school is registered as an exam centre for the year.

EO emails:

- **Head of Centre (Paul Bousfield) or Deputy (Nicola Winnard) if required, all the relevant JCQ documentation.**
- **SLT Team all documentation they are required to read.**
- **HOD all documentation they are required to read, with instructions to ensure their teaching aims are up to date.**
- **All Y11 / Examination Students for the current academic year**

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,

Nicola Winnard – Deputy Head

Amanda Sharples – Assistant Head

Francesca McGladrigan – Director of Student Progress (SENDSCO)

Karen Bane – Exams Officer to assist

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 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
- Additional JCQ publication for reference:
 - Guidance Notes – Centre Consortium Arrangements • Candidate information Additional JCQ publications for reference:
 - Information for candidates documents
 - Exam Room Posters

EO and Senior Invigilator to assist. Please see above the emails sent out.

During examinations/assessments (Exam time)

Responsibility for ensuring compliance will be escalated to

N Winnard
A Sharples

The centre also has in place a member of the senior leadership team 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.

Main areas of compliance relate to:

The agreement between the centre and the awarding bodies (GR 3)

- Retention of candidates' work

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 (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 publications for reference:

- Guidance Notes – Very Late Arrival

Centre-specific reference information:

Not applicable

After examinations/assessments (Results and Post-Results)

As a contingency, the centre has at least one senior member of staff (senior designated contact) who is 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 (this might include a personal mobile number and/or email address). 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)

Responsibility for ensuring compliance will be escalated to

N Winnard
A Sharples

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 (5)

Additional JCQ publications 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:

Not applicable

EO & the Data Manager process all the results. EM collates all the candidate results. EM to assist in giving the results out. EO to assist in Post Results enquiries