Exams Escalation Process

Swakeleys School for Girls

Date Approved: November 2026

Date of Next Review: November 2027

Escalation Process

Centre name	Swakeleys School For Girls
Centre number	12950
Date process first created	02/12/2024
Current process approved by	Mrs C Devereux – Deputy Headteacher
Current process reviewed by	Miss S Caldwell - Exams Officer
Date of review	November 2026
Date of next review	November 2027

Key staff involved in the process

Role	**Name**
Head of centre	Ms Kelda Stevenson
Senior leader(s)	Mrs C Devereux – Deputy Headteacher
Exams officer	Sue Caldwell

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 Swakeleys School for Girls 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 Swakeleys School for Girls 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:

Mrs C Devereux - Senior Leadership responsible for Exams

Ms K Stevenson - Head of centre

Main areas of compliance relate to:

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

- third party agreements
- centre status
- confidentiality
- resilience and contingency arrangements
- cyber security
- retention of candidates' work
- communication

The responsibility of the centre (GR 5):

- recruitment, selection, training and support
- external and 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 and other information requirements
- Centre Inspection Service
- Additional JCQ information for reference
- policies available for inspection

Personal data, freedom of information and copyright (GR 6) reference information:

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
- Instructions for conducting coursework
- Instructions for conducting non-examination assessments (GCE and GCSE specifications)
- Instructions for conducting non-examination assessments (Vocational and Technical Qualifications)
- AI Use in Assessments: Your role in protecting the integrity of qualifications
- Notice to Centres – Informing candidates of their centre-assessed mark
- Suspected Malpractice – Policies and Procedures
- A guide to the special consideration process Additional JCQ documents for reference:
- Guidance for centres on cyber security
- Plagiarism in Assessments – Guidance for Teachers/Assessors

Centre-specific reference information:

The main school Exam Policy is held on the G:\School\Handbook\POLICIES\Academy Trust. The Head of Centre\Senior Leadership member and SENCo (Head of Inclusion) also has access to the following documents:

- Instructions for the Conduct of Examinations (ICE)
- General Regulations (GR)
- Access arrangements and reasonable amendments (AARA)
- Malpractice Policy

- All other relevant JCQ documents

Entries and Pre-exams

Responsibility for ensuring compliance will be escalated to Mrs C Devereux Deputy Headteacher and Ms Kelda Stevenson Head of centre. They will also work with SENCo/Head of Inclusion for students requiring AARA.

Curriculum Leaders are responsible for entering students for the correct tiers and then checking, amending and signing entries to send to Awarding Bodies by the entry deadlines which the EO provides to all.
Network Manager is responsible for backing up work where applicable

Main areas of compliance relate to:

The responsibility of the centre (GR 5)

- Access arrangements and reasonable adjustments
- Entries and registrations (including ensuring appropriate controls are in place which ensure 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 back-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; declaring any possible conflict of interest to the relevant awarding body before the published deadline for entries for each examination series, i.e. where a member of staff assesses a candidate with whom they have a close personal relationship)
- Candidate information

Reference information:

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) 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
- Exam Room Posters

During examinations/assessments

Exam time

Responsibility for ensuring compliance will be escalated to Mrs C Devereux and/or Ms K Stevenson.

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
  Additional JCQ document for reference:
    - Guidance Notes – Very Late Arrival
- malpractice

Reference information:

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 documents for reference:
- Guidance Notes – Very Late Arrival

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 Mrs C Devereux and/or Ms K Stevenson.

Main areas of compliance relate to:

The responsibility of the centre (GR 5)

- Results
  Additional JCQ documents for reference:
- Release of Results notice
- Post-results services and appeals
  Additional JCQ documents for reference:
  - Post-Results Services (Information and guidance to centres)
  - JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)
- Certificates

Reference information:

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 organisations' appeals processes)