



Escalation Process (Exams)

002 JCQ Required Policy

Walton-le-Dale High School

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.

| | |
|----------------------------|----------------------------|
| Centre Name | Walton-le-Dale High School |
| Centre Number | 46703 |
| Date policy first created | 02/11/2023 |
| Current policy approved by | FGB |
| Current policy reviewed by | SLT |
| Date policy reviewed | November 2025 |
| Date of next review | December 2026 |

Contents

| | |
|--------------------------------------|---|
| Introduction..... | 3 |
| Purpose..... | 3 |
| Before Exam/Assessments..... | 3 |
| Planning..... | 3 |
| Entries and pre-exams..... | 4 |
| During examinations/assessments..... | 6 |
| Exam Time..... | 6 |
| After examinations/assessments..... | 7 |
| Results and Post Results..... | 7 |

Key staff involved in the process

| Role | Name |
|------------------|-----------------|
| Head of Centre | Paul Lamoury |
| Senior Leader(s) | Helen Brown |
| Exams Officer | Lindsay Crozier |

Introduction

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Walton-le-Dale 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 Walton-le-Dale 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

The purpose of the process is to confirm where responsibility will be escalated to ensure continued compliance with JCQ regulations.

Before Exam/Assessments

Planning

Responsibility for ensuring compliance will be escalated to:

- Paul Lamoury – Head of Centre
- Helen Brown – Assistant Headteacher and Exams Manager
- Gill Ashton – Deputy Headteacher

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

- Resilience and contingency arrangements – Cyber Security

The responsibility of the centre (GR 5):

- Centre management
- 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
- Centre inspections

Walton-le-Dale High School Escalation Process

- 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 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

Additional JCQ publications for reference:

- JCQ Centre Inspection Service Changes

Centre specific reference information

Planning

Use exam timetables and JCQ Key Dates to inform deadlines and plan the schedule.

Specifications and further information and support available on relevant AB websites. List of subjects and courses available on the school's staff Google drive.

Invigilator recruitment – review available invigilators. SLT and Head of Centre to support.

All support for invigilator training available on The Exams Office website.

Use the following email addresses to receive exam board emails.

lcrozier@wldhigh.co.uk

admin@wldhigh.co.uk

Entries and pre-exams

Responsibility for ensuring compliance will be escalated to

- Gill Ashton – Deputy Headteacher
- Helen Brown –Assistant Headteacher and Exams Manager

Main areas of compliance relate to:

The responsibility of the centre (GR 5)

- Access arrangements and reasonable adjustments

Walton-le-Dale High School Escalation Process

- Entries (including ensuring appropriate controls are in place which allow accurate entries to be submitted to the awarding bodies)
- Centre assessed work (including ensuring appropriate controls are in place which allow accurate internally assessed marks to be submitted to the awarding bodies)
- 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)

Additional JCQ publications 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

Centre-specific reference information:

Entries

- Collect exam entry information from teachers and Curriculum Leaders.. Entries to be made through 'SIMS Examination Organiser'. Produce final entries lists for teachers to check and sign. Submit entries.
- Provide candidates with a Statement of Entry to check personal details and correct subject and tier entries. Candidates to return a signed copy to confirm correct.
- Exam entry deadline for Summer series: 21st February 2026.

Pre exams

- Access JCQ documents for guidance, along with The Exams Office and AB sites
- Create exam timetable and invigilation timetable
- Invigilator training to take place (TEO for support)
- Additional agency invigilators needed if shortfall due to known absences
- Print out individual exam timetables from Exams Organiser
- Receipt of exam secure materials – log at reception using 'Point of Delivery' form

at Reception and 'Exams Officer' in secure storage.

- Access to secure storage provided by keys held in the keysafe.
- Provide internal assessment marks to the awarding bodies. Seek advice from the AB.
- Moderation samples to be received and dispatched. Subject teachers and CLs (Curriculum Leaders) to support
- Seat exams using Examinations Organiser. Students with Access Arrangements available at SENCo to support [Access Arrangements](#)

During examinations/assessments

Exam Time

Responsibility for ensuring compliance will be escalated to

- Paul Lamoury – Head of Centre
- Helen Brown – Assistant Headteacher and Exams Manager
- Gill Ashton – Deputy Headteacher

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 (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)

Additional JCQ publications for reference:

- Guidance Notes – Very Late Arrival

Centre specific reference information:

Exam time

- JCQ ICE/other publications to support set up of main and Access Arrangements exam rooms
- JCQ ICE/other publications to support exam day and exam room checklists
- Invigilator Team to support administration of exam
- Retain papers from secure storage along with a second person and complete 'JCQ Second pair of eyes check'
- Securely distribute papers for AA students
- Cover sheet for AA – scribe forms, WP cover sheets will be with seating plans for each exam
- Candidate absent from exam – inform attendance officer of candidates' absence. AO to chase up and get candidate into school if possible
- Special consideration needed – details of disadvantage to be recorded and submitted to AB where necessary

Package and dispatch scripts to AB at the end of the examination. If Parcel Force do not collect, lock script packages in secure storage until re-collection is available. Contact AB for advice.

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

- Helen Brown – Assistant Headteacher and Exams Manager
- Gill Ashton – Deputy Headteacher

Main areas of compliance relate to:

- The responsibility of the centre (GR 5)
- Results
- Post-results services and appeals
- Certificates

Walton-le-Dale High School Escalation Process

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)

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:

Results and post results

- Download results through A2C and import to SIMS Examinations Organiser.
- Provide print outs for candidates and relevant results documentation for Centre staff
- Contact AB if any missing or incomplete
- Post results procedures for candidates briefed in assembly by AHT/Headteacher
- Post results criteria for 'schools requested' enquiries to be identified at SLT meetings in advance.
- Receive signed permission from Candidates for Enquiry About Results Services (EARs)