



**THE
BURGESS HILL
ACADEMY**

Escalation Process Policy (exams)

2024/25

Purpose of the process

To confirm the main duties and responsibilities to be escalated should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent.

This process also supports The Burgess Hill Academy 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 exams and assessments.

Before examinations (Planning)

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 activity prior to examinations will be escalated to Julie Blacklay, Exams Officer and Head of Year 11.

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:

- Third party arrangements
- Centre status
- Confidentiality
- Communication
- Recruitment, selection and training and support – External and internal governance arrangements
- 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:

- JCQ Centre Inspection Service Changes
- Policies available for inspection

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

Centre-specific information for reference

Please refer to [Exams Policy](#), [Exam Contingency Plan](#), [EO Diary](#) and other Exams Policies of the Academy.

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 Julie Blacklay Exams Officer, Head of Year 11 Nicola Mansfield, Caz Gaiger and Vice Principal Lizi Sparasci.

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- Instructions for conducting Non Examinations Assessments
- Suspected Malpractice – policies and procedures
- A Guide to the Special Considerations Process

Main duties and responsibilities relate to:

- Access arrangements and reasonable adjustments
- Entries – ensure appropriate controls are in place which allow accurate entries to be submitted to the awarding bodies and to 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 publications for reference:

- Key dates
- Guidance Notes for Transferred Candidates
- Alternative Site guidance notes

- Candidate information

Additional JCQ publications for reference:

- Information for candidates documents
- Exam Room Posters

Centre-specific information for reference

Please refer to [Exams Policy](#), [Exam Contingency Plan](#), [EO Diary](#) and other Exams Policies of the Academy.

During examinations (Exam time)

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 during exam time will be escalated to Julie Blacklay, Exams Officer, Head of Year 11 Nicola Mansfield, Caz Gaiger and Vice Principal Lizi Sparasci.

The centre also has in place a member of the senior leadership team who will provide support and guidance to the exams officer and ensure that the integrity and security of examinations and assessments is maintained throughout an exam series.

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- A guide to the special consideration process

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

Please refer to Exams Policy, Exam Contingency Plan, EO Diary and other Exams Policies of the Academy.

After examinations (Results and Post-Results)

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 after examinations will be escalated to Julie Blacklay Exams Officer, Head of Year 11 Nicola Mansfield, Caz Gaiger and Vice Principal Lizi Sparasci.

As a contingency to enable the prompt handling of urgent issues only, the centre responds to the awarding bodies requests for information regarding the contact details of a senior member of staff (which includes 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. (GR5.3)

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

Please refer to Exams Policy, Exam Contingency Plan, EO Diary and other Exams Policies of the Academy.