ormiston venture academy

Escalation Process Policy

Approved…….

Date for review: September 2027

Purpose of the process

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Ormiston Venture 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 and assessment administration, be absent.

This process confirms the main duties and responsibilities to be escalated.

This process also supports Ormiston Venture 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 examinations and assessments.

Head of Centre responsibilities across two centre's
The Head of Centre holds responsibility for more than one centre. Where the Head of Centre is unavailable due to absence or commitments at another centre, a named senior leader at Ormiston Venture Academy is authorised to act on their behalf for all matters relating to examination and assessment administration. The Head of Centre retains overall accountability in line with JCQ regulations.

Before examinations (Planning)

This escalation process applies where the Head of Centre is unavailable due to absence or commitments at another centre

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination administration, responsibility for operational decision-making and the implementation of JCQ regulations and requirements relating to activity prior to examinations will be escalated to a **named senior leader authorised to act on behalf of the Head of Centre**. Governors retain strategic oversight and assurance.

To support understanding of the regulations and requirements, the following JCQ documents will be referenced:

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

Main areas of compliance relate to:

- Third Party arrangements
- Centre status
- Resilience and contingency arrangements
- Cyber Security
- Confidentiality
- Communication
- 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 inspections
- Additional JCQ information for reference:
- Centre Inspection Service

Additional JCQ document for reference:

  - JCQ Centre Inspection Service Changes
- Policies available for Inspection
  - Specific JCQ documents 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

Before examinations

This escalation process applies where the Head of Centre is unavailable due to absence or commitments at another centre.

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination and assessment administration, responsibility for operational decision-making and the implementation of JCQ regulations and requirements relating to activity prior to examinations will be escalated to a **named senior leader authorised to act on behalf of the Head of Centre**. Governors retain strategic oversight and assurance.

To support understanding of the regulations and requirements, sections of relevant JCQ documents 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)
- Centre assessed work (including ensuring that candidates' work is backed-up and considering the contingency of candidates' work being backed-up in the event of IT system corruption and cyber-attacks, and appropriate controls are in place which allow accurate internally assessed marks to be submitted to the awarding bodies)

Additional JCQ documents for reference:

- Guidance Notes – Centre Consortium Arrangements

- Candidate information

Additional JCQ documents for reference:

- Information for candidates documents
- Exam Room Posters

- A guide to the special consideration process (sections 2-7) This is because the adjustment is not 'reasonable'. (AA Definitions)

Main areas of compliance relate to:

- Access arrangements and reasonable adjustments
- Entries and registrations (including ensuring appropriate controls are in place which ensure accurate entries and, as applicable, registration data to be submitted to the awarding bodies)

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
- Centre-assessed work (including ensuring that where candidates' work is produced electronically it is backed-up and considering the contingency of candidates' work being backed-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)

Additional JCQ document for reference:

- Guidance notes – Centre Consortium Arrangements
  Candidate information

Additional JCQ documents for reference:

- Information for candidates
- Exam room posters

During examinations (Exam time)

This escalation process applies where the Head of Centre is unavailable due to absence or commitments at another centre.

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination and assessment administration, responsibility for operational decision-making and the implementation of JCQ regulations and requirements during the examination series will be escalated to a **named senior leader authorised to act on behalf of the Head of Centre**.

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.

To support understanding of the regulations and requirements, sections of relevant JCQ documents 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 Special Consideration

Main areas of compliance relate to

- Conducting examinations and assessments

Additional JCQ documents for reference:

  - Guidance Notes – Very Late Arrival
- Malpractice
- Retention of candidates' work

After Examinations (Results and Post Results)

This escalation process applies where the Head of Centre is unavailable due to absence or commitments at another centre.

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)

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination and assessment administration, responsibility for operational decision-making and the implementation of JCQ regulations and requirements relating to results and post-results activity will be escalated to a **named senior leader authorised to act on behalf of the Head of Centre**. Governors retain strategic oversight. Dave Richards Vice Principal

The centre also has in **place two members of the senior leadership team** who will act as an emergency point of contact for the awarding bodies. They have the authority to liaise across the centre and ensure that any issues, queries, raised by an awarding body are successfully resolved prior to the publication of results. This arrangement ensures continuity of escalation and decision-making where the Head of Centre is unavailable, including due to commitments at another centre. The head of centre is required to provide this information on an annual basis to the National Centre Number Team.

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

- General Regulations for Approved Centres (section 5)

Any suspected malpractice or maladministration will be managed in line with the JCQ Suspected Malpractice Policies and Procedures.

  - Release of Results notice
- Post-results services and appeals

Main areas of compliance relate to:

- Results

Additional JCQ documents for reference:

  - Post-Results Services
  - JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)

- Certificates given to candidates in a graduation ceremony.