

Appendix 13: Escalation Process

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Watford Grammar 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 administration, be absent (GR 5.3).

This process also supports Watford Grammar School for Girls being able to confirm to an awarding body the external governance arrangement 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)

Before examinations/assessments

Planning - Responsibility for ensuring compliance will be escalated to Exams office staff. 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

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 / 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 / JCQ Centre Inspection Service Changes

Entries and Pre-exams - Responsibility for ensuring compliance will be escalated to Exam office staff and/or SENDCo. Main areas of compliance relate to the responsibility of the centre (GR 5)

Access arrangements and reasonable adjustments / 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) / 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

During examinations/assessments

Exam time - Responsibility for ensuring compliance will be escalated to Exams office staff. 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) / Guidance Notes – Very Late Arrival

After examinations/assessments

Results and Post-Results - As a contingency to enable the prompt handling of urgent issues only, the centre responds to the awarding bodies' request for information regarding the contact details of a senior member of staff (which might include 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 (GR 5.3)

Responsibility for ensuring compliance will be escalated to a member of SLT. 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 (section 5) / 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)