





THE COOPERS' COMPANY
AND COBORN SCHOOL

Love as Brethren

Escalation process (Exams)

2023/24

 	Name of School	The Coopers' Company and Coborn School
	Policy review Date	January 2024
	Date of next Review	January 2025
	Who reviewed this policy	Mrs. A. Titley
	To be approved by SLT	APPROVED

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 publication General Regulations for Approved Centres.



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Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Ms. S. Hay
SLT members	Mr. R. Bell Mr. M. Duncan Mr. J. Edwards Mrs. J. Harris Mrs. R. Carron Mr. J. Dudley-Hart Mr. L. Bonnett
Exams office	Mrs. A. Titley – Examinations and Data Manager Mrs. L. Butler – Deputy Examinations Officer



Introduction

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that The Coopers Company and Coborn 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 The Coopers Company and Coborn 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 of the policy

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

Before examinations / assessments

Planning

In the event of absence of the head of centre or the member of senior leadership with oversight of examination administration (Mr. J. Edwards), responsibility for ensuring compliance will be escalated to:

- Mr. M. Duncan;
- Mr. R. Bell;
- Mr. J. Dudley-Hart.

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 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](#)).

Entries and Pre-exams

In the event of absence of the head of centre or the member of senior leadership with oversight of examination administration (Mr. J. Edwards), responsibility for ensuring compliance will be escalated to:

- Mr. M. Duncan;
- Mr. R. Bell;
- Mr. J. Dudley-Hart;
- Mrs. R. Carron.

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

- [General Regulations for Approved Centres \(section 5\)](#)
- [Instructions for conducting examinations \(sections 1-15\)](#)
- [Access Arrangements and Reasonable Adjustments \(sections 6-8\) .](#)

Main areas of compliance relate to:

- Access arrangements and reasonable adjustments
- Entries (including ensuring appropriate controls are in place which allow accurate entries to be submitted to the awarding bodies)
Additional JCQ publications for reference:
 - [Key dates](#)
 - [Guidance for Transferred Candidates](#)
 - [Alternative site guidance notes](#)
 - [Guidance notes for overnight supervision of candidates with a timetable variation.](#)
- 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 publication for reference:
 - [Guidance notes – Centre Consortium Arrangements.](#)
- Candidate information
Additional JCQ publication for reference:
 - [Information for candidates' documents](#)
 - [Exam room posters](#)

During examinations / assessments

Exam time

In the event of absence of the head of centre or the member of senior leadership with oversight of examination administration (Mr. J. Edwards), responsibility for ensuring compliance will be escalated to:

- Mr. M. Duncan;
- Mr. R. Bell;
- Mr. J. Dudley-Hart;
- Mrs. R. Carron.



The centre also has in place a member of the senior leadership team who will provide support and guidance to the examinations team 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 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 \(sections 2-7\).](#)

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 publications for reference:
 - Guidance Notes – Very Late Arrival.
- [Malpractice.](#)

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](#))

In the event of absence of the head of centre or the member of senior leadership with oversight of examination administration (Mr. J. Edwards), responsibility for implementing JCQ regulations and requirements relating to after examinations will be escalated to:

- Mr. M. Duncan;
- Mr. R. Bell;
- Mr. J. Dudley-Hart.

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 areas of compliance relate to:

- Results
Additional JCQ publication for reference:
 - Release of results notice.
- Post-results services and appeals
Additional JCQ publication for reference:
 - [Post-Results Services \(information and guidance to centres\)](#)
 - [JCQ Appeals Booklet \(A guide to the awarding bodies' appeal processes\)](#)
- Certificates.