



# Escalation Process

Policy/Procedure creator: Marizane West

Policy/Procedure created/reviewed: 05/12/2022

Centre Name	Jumeirah English Speaking School (JESS)
Centre Number	91526 (Pearson), AE313 (Cambridge), 74558 (AQA)
Date process first created	14/01/2021
Current process reviewed by	Andy Sargeant
Current process approved by	Michael Waller
Date of next review	31/01/2024

## Key staff involved in the process

Head of centre	Shane O'Brien
Senior leader(s)	Andy Sargeant
Exams officer	Marizane West
Other staff (if applicable)	Not Applicable

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**.

## Introduction

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Jumeirah English Speaking School (JESS) 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).

## Purpose of the process

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

## Before examinations/assessments

### Planning

Responsibility for ensuring compliance will be escalated to Shane O'Brien (Director).

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

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

Centre-specific reference information:

Copies of the General regulations for approved centres and instructions for conducting examinations are held with both the Head of centre (Michael Waller) and the Assistant Head teacher (Andy Sargeant), they both have reviewed and familiarized themselves with the regulations required by the JCQ. Heads of departments are competent and familiar with the rules and regulations around conducting coursework.

All examination related policies around coursework/non-examinations assessments/ malpractice are all available on the school website

Candidate and invigilator handbooks can be accessed through the exams office and will be available on the examinations module on sharepoint

## Entries and Pre-exams

Responsibility for ensuring compliance will be escalated to Natalie Peirson (Assessment Co-ordinator).

Main areas of compliance relate to:

- The responsibility of the centre (GR 5)
  - Access arrangements and reasonable adjustments
  - Entries
  - Centre assessed work
  - 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)

Centre-specific reference information:

The Head of centre and the Assistant Head teacher have both reviewed and familiarized themselves with the General regulation and the Instructions for conducting examinations. Access arrangements and reasonable adjustments are reviewed and handled by our Head of Inclusion, Beth Sargeant who is competent and familiar with the processes around access arrangements and reasonable adjustments

## During examinations/assessments

### Exam time

Responsibility for ensuring compliance will be escalated to Natalie Peirson (Assessment Co-ordinator).

Main areas of compliance relate to:

- 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)

Centre-specific reference information:

General regulations for Approved centres and Instructions for conducting examinations are all available in hard copy and accessible in the Exams Office to the Assessment coordinator at all times for any reference.

## After examinations/assessments

## Results and Post-Results

Responsibility for ensuring compliance will be escalated to Natalie Peirson (Assessment Co-ordinator).

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)

Centre-specific reference information:

The Head of Centre and the Assistant head teacher have both familiarized themselves with the regulations and has access to hard copies along with a Sharepoint folder with the above mentioned documents

## **CHANGES 2022/2023**

(Added) Under **Before examinations/assessments**: Third party arrangements

(Extended) Reference to Instructions for conducting examinations (sections 16-30) (To) (sections 16-31)

## **CENTRE-SPECIFIC CHANGES**

Andy Sargeant (Assistant Head Teacher) has been added to the escalation process