



MELBOURN
VILLAGE COLLEGE
EVERYBODY IS SOMEBODY

Escalation Process

Policy/Procedure creator: Gemma Stuart

Policy/Procedure created/reviewed: 21/03/2023

Centre Name	Melbourn Village College
Centre Number	22165
Date process first created	23/11/22
Current process reviewed by	Niki Smith
Current process approved by	Niki Smith
Date of next review	23/11/23

Key staff involved in the process

Head of centre	Christopher Bennet
Senior leader(s)	Niki Smith
Exams officer	Gemma Stuart
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 Melbourn Village College 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 SLT.

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:

Not Applicable

Entries and Pre-exams

Responsibility for ensuring compliance will be escalated to SLT.

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:

Not Applicable

During examinations/assessments

Exam time

Responsibility for ensuring compliance will be escalated to SLT .

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:

Not Applicable

After examinations/assessments

Results and Post-Results

Responsibility for ensuring compliance will be escalated to 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)

Centre-specific reference information:

Not Applicable

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

Not Applicable