



Escalation Process

Policy/Procedure creator: Martin Wallis

Policy/Procedure created/reviewed: 04/05/2022

Centre Name	Seva School
Centre Number	20462
Date process first created	25/04/2022
Current process reviewed by	Noel Melvin
Current process approved by	Noel Melvin
Date of next review	31/10/2022

Key staff involved in the process

Head of centre	Sukhjinder Sanghera
Senior leader(s)	Tarjinder Singh
Exams officer	Martin Wallis
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 Seva 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).

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 Tarjinder Singh.

Main areas of compliance relate to:

- The agreement between the centre and awarding bodies (GR 3)
 - 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 Tarjinder Singh.

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 Tarjinder Singh.

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 16-30)
 - 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 Tarjinder Singh.

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