

Escalation Policy 2025/2026



Approved by: Julia Bray

Date: October 2025

Position: Head of Education Services

A handwritten signature in blue ink, appearing to read 'Julia Bray', is written over a circular blue stamp.

Signed by:

Last reviewed: October 2025

Next review due: October 2026

Monitoring arrangements

This policy will be reviewed **annually** by the Head of Centre to ensure compliance with current regulations.

Author: Paula Ball	Title: Inclusion	Ref: Exams Office	Date: September 25
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Sharon Moores			
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Key staff involved in the plan

Inclusion School

Role	Name(s)
Head of centre	Matthew Atkinson
Senior leader(s)	Matthew Atkinson, Ele Murphy, Yvonne Haynes, Paula Ball
Exams officer	Paula Ball
SENCo (or equivalent role)	Ele Murphy

Inclusion College

Role	Name(s)
Head of centre	Chris McShane (Acting Head Anna Moores)
Senior leader(s)	Chris McShane, Anna Moores, Michael Collins, Nery's Nabbs, Sharon Moore
Exams officer	Sharon Moores
SENCo (or equivalent role)	Anna Moores

Purpose of the process

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Inclusion Education has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination and assessment administration, be absent.

This process confirms the main duties and responsibilities to be escalated.

This process also supports Inclusion Education 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.

Before examinations (Planning)

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to the Exams Officer.

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

- A guide to the special consideration process
- Access Arrangements and Reasonable Adjustments
- AI Use in Assessments: Your role in protecting the integrity of qualifications
- Guidance for centres on cyber security
- Instructions for conducting coursework
- Instructions for conducting examinations
- Instructions for conducting non-examination assessments (GCE and GCSE specifications)
- Instructions for conducting non-examination assessments (Vocational and Technical Qualifications)
- Notice to Centres – Informing candidates of their centre-assessed marks
- Plagiarism in Assessments – Guidance for Teachers/Assessors
- Suspected Malpractice – Policies and Procedures

Main duties and responsibilities relate to:

- Third party arrangements
- Centre status
- Confidentiality
- Resilience and contingency arrangements
- Cyber security
- Communication
- 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 and other information requirements
- Centre inspections
- Additional JCQ document for reference:
 - JCQ Centre Inspection Service Changes
- Policies available for inspection
- Specific JCQ documents for reference:
 - General Regulations for Approved Centres (5)
 - Instructions for conducting examinations (25)
 - Access Arrangements and Reasonable Adjustments (5)
- Personal data, freedom of information and copyright

Centre-specific information for reference

All policies relating to exams are available on the school website and within the school secure system.

Before examinations (Entries and Pre-exams)

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination and assessment administration, responsibility for implementing JCQ regulations and requirements relating to entries and exam preparation will be escalated to the Exams Officer.

To support understanding of the regulations and requirements, sections of relevant JCQ documents will be specifically referenced including:

- General Regulations for Approved Centres (5)
- Instructions for conducting examinations (1-15)
- Access Arrangements and Reasonable Adjustments (6-8)

Main duties and responsibilities 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 documents for reference:

- Key Dates
- Guidance Notes for Transferred Candidates
- Alternative Site guidance notes
- Guidance notes for overnight supervision of candidates with a timetable variation
- Centre assessed work (including ensuring that candidates' work is backed-up and considering the contingency of candidates' work being backed-up in the event of IT system corruption and cyber-attacks, and ensuring appropriate controls are in place which allow accurate internally assessed marks to be submitted to the awarding bodies)

Additional JCQ document for reference:

- Guidance Notes – Centre Consortium Arrangements
- Candidate information

Additional JCQ documents for reference:

- Information for candidates documents
- Exam Room Posters

Centre-specific information for reference

All policies relating to exams are available on the school website and within the school secure system. The Exams Officer maintains records of Access Arrangements, candidate information and entries.

During examinations (Exam time)

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination and assessment administration, responsibility for implementing JCQ regulations and requirements relating to during exam time will be escalated to the Exams Officer.

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.

To support understanding of the regulations and requirements, sections of relevant JCQ documents will be specifically referenced including:

- General Regulations for Approved Centres (, 5)
- Instructions for conducting examinations (16-31)
- Access Arrangements and Reasonable Adjustments (8)
- A guide to the special consideration process (2-7)

Main duties and responsibilities relate to:

- Conducting examinations and assessments

Additional JCQ document for reference:

- Guidance Notes – Very Late Arrival
- Malpractice
- Retention of candidates' work

After examinations (Results and Post-Results)

As a contingency, the centre has at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. The National Centre Number Register is provided with the senior designated contact details (this might include a personal mobile number and/or email address). These are the contact details of someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue. (GR 3.18, 5.3)

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination and assessment administration, responsibility for implementing JCQ regulations and requirements relating to after examinations will be escalated to the Exams Officer.

To support understanding of the regulations and requirements, sections of relevant JCQ documents will be specifically referenced including:

- General Regulations for Approved Centres (5)

Main duties and responsibilities relate to:

- Results

Additional JCQ document for reference:

- Release of Results notice
- Post-results services and appeals

Additional JCQ documents for reference:

- Post-Results Services (Information and guidance to centres)
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)
- Certificates

Centre-specific information for reference

All policies relating to exams are available on the school website and secure school site. The Exams Officer maintains records of certificates, appeals and release of dates.