Escalation Process

Mary Ward Centre

Escalation Process

Centre name	Mary Ward Centre
Centre number	11100
Date process first created	06/01/2025
Current process approved by	Florian Crawford
Current process reviewed by	Florian Crawford
Date of review	02/10/2026
Date of next review	01/09/2027

Key staff involved in the process

Role	**Name**
Head of centre	Florian Crawford
Senior leader(s)	Sue Craggs
Exams Officer	Ayo Olugbile
Other staff (if applicable)	Ronan Conway (Quality Manager)

This process is reviewed and updated annually to ensure compliance with current requirements and regulations and reflects centre practice.

Reference in the process to **GR** relates to relevant sections of the current JCQ document **General Regulations for Approved Centres**.

Introduction

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Mary Ward Centre 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 (GR 5.3).

This process also supports Mary Ward Centre 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 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

The Deputy CEO

Main areas of compliance relate to:

The agreement between the centre and awarding bodies (GR 3)

- Third party agreements
- Centre status
- Confidentiality
- Resilience and contingency arrangements
- Cyber security
- 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 and other information requirements
- Centre inspections
- Policies available for inspection

Personal data, freedom of information and copyright (GR 6)

Reference information:

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

Additional JCQ information for reference:

- Centre Inspection Service

Centre-specific reference information:

The Exams' Policy

Entries and Pre-exams

Responsibility for ensuring compliance will be escalated to

The Deputy CEO

Main areas of compliance relate to:

The responsibility of the centre (GR 5)

- Access arrangements and reasonable adjustments
- Entries and registrations (including ensuring appropriate controls are in place which ensure accurate entries and, as applicable, registration data is submitted to the awarding bodies)
- Centre-assessed work (including ensuring that where candidates' work is produced electronically it is backed-up and considering the contingency of candidates' work being backed-up in the event of IT system corruption and cyber-attacks; ensuring appropriate controls are in place which allow accurate internally assessed marks to be submitted to the awarding bodies; declaring any possible conflict of interest to the relevant awarding body before the published deadline for entries for each examination series, i.e. where a member of staff assesses a candidate with whom they have a close personal relationship)
- Candidate information

Reference information:

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)

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
- Guidance notes – Centre Consortium Arrangements
- Information for candidates
- Exam room posters

Centre-specific reference information:

The Exams' Policy

During examinations/assessments

Exam time

Responsibility for ensuring compliance will be escalated to

The Deputy CEO

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.

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
- Malpractice

Reference information:

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

- General Regulations for Approved Centres (3, 5)
- Instructions for conducting examinations (16-32)
- Access Arrangements and Reasonable Adjustments (8)
- A guide to the special consideration process (2-7)

Additional JCQ document for reference:

- Guidance notes – Very Late Arrival

Centre-specific reference information:

The Exams' Policy

After examinations/assessments

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 3.35, 5.3)

Responsibility for ensuring compliance will be escalated to

The Deputy CEO

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 documents will be specifically referenced including:

- General Regulations for Approved Centres (5)

Additional JCQ documents for reference:

- Release of results notice
- Post-Results Services (Information and guidance to centres)
- A guide to the awarding organisations' appeals processes

Centre-specific reference information:

The Exams' Policy

Changes effective from 1 September 2026

(Updated)

- Under heading **Before examinations (Entries and Pre-exams)** updated information relating to Entries and registrations and Centre-assessed work
- Various JCQ section reference numbers and document titles

Centre-specific changes

Changes to key staff.