

Policy Name:	Orbis Escalation Process (Exams)
Policy Type:	Statutory
Issue Date:	7 th March 2026
To be reviewed:	7 th March 2027
Approved by:	Board of Trustees
Policy Owner:	Steph Brown

Glossary of abbreviations

JCQ	Joint Council of Qualifications
JCQ GR	Joint Council of Qualifications: General Regulations

Summary of updates for 2025 - 26

Upon review, no centre-specific updates or changes were applicable to this document.

1. Aims

- 1.1. The purpose of the process is to confirm where responsibility will be escalated to ensure continued compliance with JCQ regulations.
- 1.2. This process also supports the 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)

2. Legislation and Guidance

- 2.1. In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Southfield 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 and assessment administration, be absent (GR 5.3).
- 2.2. Responsibility for ensuring compliance will be escalated to The Data Manager and Senior Leadership Team.
- 2.3. 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.
- 2.4. 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)

3. Escalation Process – Planning.

Main areas of compliance relate to:

3.1. The agreement between the centre and awarding bodies (JCQ GR 3):

- 3.1.1. Third party agreements
- 3.1.2. Centre status
- 3.1.3. Confidentiality
- 3.1.4. Resilience and contingency arrangements
- 3.1.5. Cyber security
- 3.1.6. Retention of candidates' work
- 3.1.7. Communication

3.2. The responsibility of the centre (JCQ GR 5):

- 3.2.1. Centre management
- 3.2.2. Recruitment, selection, training and support
- 3.2.3. External and internal governance arrangements
- 3.2.4. Delivery of qualifications
- 3.2.5. Public liability
- 3.2.6. Conflicts of interest
- 3.2.7. Controlled assessments, coursework and non-examination assessments
- 3.2.8. Security of assessment materials
- 3.2.9. National Centre Number Register and other information requirements
- 3.2.10. Centre inspections
- 3.2.11. Policies available for inspection

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

3.4. To support understanding of the regulations and requirements, the following JCQ documents are referenced:

- 3.4.1. A guide to the special consideration process
- 3.4.2. Access Arrangements and Reasonable Adjustments
- 3.4.3. AI Use in Assessments: Your role in protecting the integrity of qualifications
- 3.4.4. Guidance for centres on cyber security
- 3.4.5. Instructions for conducting coursework
- 3.4.6. Instructions for conducting examinations
- 3.4.7. Instructions for conducting non-examination assessments (GCE and GCSE specifications)
- 3.4.8. Instructions for conducting non-examination assessments (Vocational and Technical Qualifications)
- 3.4.9. Notice to Centres – Informing candidates of their centre-assessed marks
- 3.4.10. Plagiarism in Assessments – Guidance for Teachers/Assessors
- 3.4.11. Suspected Malpractice – Policies and Procedures Additional JCQ document for reference:
- 3.4.12. JCQ Centre Inspection Service Changes

4. Escalation Process - Entries and Pre-exams.

4.1. The main areas of compliance relating to the responsibility of the centre (JCQ GR 5)

- 4.1.1. Access arrangements and reasonable adjustments
- 4.1.2. Entries (including ensuring appropriate controls are in place which allow accurate entries to be submitted to the awarding bodies)

- 4.1.3. Centre assessed work (including that candidates' work is backed-up and considering the contingency of candidates' work being back-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)

- 4.1.4. Candidate information

- 4.2. To support understanding of the regulations and requirements, the following JCQ documents are referenced:

- 4.2.1. General Regulations for Approved Centres (5)
4.2.2. Instructions for conducting examinations (1-15)
4.2.3. Access Arrangements and Reasonable Adjustments (6-8)
4.2.4. 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 documents
 - Exam Room Posters

5. Escalation Process – During the Exam.

Main areas of compliance relate to:

- 5.1. The agreement between the centre and the awarding bodies (JCQ GR 3) in relation to retention of candidates' work
- 5.2. The responsibility of the centre (JCQ GR 5) in relation to conducting examinations and assessments
- 5.3. Malpractice
- 5.4. To support understanding of the regulations and requirements, sections of relevant JCQ documents will be specifically referenced including:
- 5.4.1. General Regulations for Approved Centres (3, 5)
5.4.2. Instructions for conducting examinations (16-31)
5.4.3. Access Arrangements and Reasonable Adjustments (8)
5.4.4. A guide to the special consideration process (2-7)
5.4.5. Additional JCQ document for reference: Guidance Notes – Very Late Arrival

6. Escalation Process – Results and Post Results

- 6.1. The main area of compliance relating to the responsibility of the centre (JCQ GR 5)
- 6.1.1. Access Results
6.1.2. Post-results services and appeals
6.1.3. Certificates

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

6.2.1. General Regulations for Approved Centres (5)

6.2.2. Additional JCQ documents for reference:

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