



Langley Park School for Boys

Escalation Process

2024/25

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
P Appel/P Sarson	
Date of next review	October 2025

Purpose of the process

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Langley Park School for Boys 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.

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

This process also supports Langley Park School for Boys being able to confirm to an awarding body the external governance arrangement 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.

Escalation Process

The member of the Senior Leadership Team (SLT) with the oversight of examination administration at Langley Park School for Boys is Mr Paul Sarson (Deputy Head Teacher). This role consists of ensuring:

- That the Examinations Officer is provided with effective support, guidance and supervision.
- The integrity and security of examinations and assessments is maintained through an examination series.
- That members of Senior Leadership Team supports the examinations officer.
- Centre staff undertake key tasks within the exams process and meet internal deadlines as set by the Examinations Officer.
- Any teachers, tutors or senior member of centre staff who teach a subject being examined is not an invigilator during an examination of that subject.

In the unlikely event of the absence of Mr Paul Sarson the above duties and the examination duties listed in the sections below will be escalated to and undertaken by Ms Suzanne Munday (Head Teacher/Head of Centre).

In the unlikely event of the absence of Ms Suzanne Munday duties pertaining to examination will be escalated to and undertaken by Mr Paul Sarson & Mr Richard Guy (Deputy Head Teacher).

In the highly unlikely event of the absence of both Mr Paul Sarson and Ms Suzanne Munday the above duties and the examination duties listed in the sections below will be escalated to and undertaken by Mr Richard Guy.

In the above absence scenarios additional support will be given by Miss Jasmine Chambers (Data Coordinator and Exams Assistant).

The Head of Centre will ensure that the above is implemented as and when required.

In the event of the above Escalation Process being applied, all staff involved are aware of how to contact the awarding organisation for support:

Awarding Organisation	Contact Details	
AQA	Tel:	0800 197 7162 (08:00–17:00 Monday to Friday)
	Email:	eos@aga.org.uk
	Web:	https://www.aqa.org.uk/ exams-administration

Edexcel/Pearson	Tel:	0344 463 2535 (08:00–17:00 Monday to Friday)
	Email:	examsofficers@pearson.com
	Web:	https://qualifications.pearson.com/en/support/support-for-you/exam-officers-administrators.html
	Live Chat	https://qualifications.pearson.com/en/contact-us/exam-officers.html
OCR	Tel:	012230553998 (08:00–17:00 Monday to Friday. Closed every Tuesday and Thursday between 12:00–13:00 for staff training).
	Email:	support@OCR.org.uk
	Web:	https://www.ocr.org.uk/administration/admin-overviews/
WJEC/Eduqas	Tel:	029 2026 5077
	Email:	exams@wjec.co.uk
	Web:	https://www.eduqas.co.uk/home/administration/

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 as stated in the above Escalation Process.

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

Main duties and responsibilities relate to:

- Third party arrangement
- Centre status
- Confidentiality
- Resilience and contingency arrangements
- Cyber security
- Communication
- Centre management:
 - Recruitment, selection and 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 publication for reference:
 - JCQ Centre Inspection Service Changes
- Policies available for inspection

Specific JCQ publications for reference:

- General Regulations for Approved Centres (section 5)
 - Instructions for conducting examinations (section 25)
 - Access Arrangements and Reasonable Adjustments (section 5)
- Personal data, freedom of information and copyright

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 administration, responsibility for implementing JCQ regulations and requirements relating to entries and exam preparation will be as stated in the above Escalation Process.

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)

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 publications 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 publication for reference:

- Guidance Notes – Centre Consortium Arrangements
- Candidate information

Additional JCQ publications for reference:

 - Information for candidates' documents

- Exam Room Posters

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 administration, responsibility for implementing JCQ regulations and requirements relating to during exam time will be escalated as stated in the above Escalation Process.

The centre also has in place 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 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)

Main duties and responsibilities relate to:

- Conducting examinations and assessments
Additional JCQ publication 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 administration, responsibility for implementing JCQ regulations and requirements relating to after examinations will be escalated as stated in the above Escalation Process.

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)

Main duties and responsibilities relate to:

- Results
Additional JCQ publication for reference:
 - Release of Results notice
- Post-results services and appeals

Additional JCQ publications for reference:

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