



Escalation Process

Ancora House School

Escalation Process

Centre name	Ancora House School
Centre number	40310
Date process first created	03/10/2023
Current process approved by	Sian Thomas
Current process reviewed by	Lauren Calver
Date of review	30/09/2024
Date of next review	03/10/2025

Key staff involved in the process

Role	Name
Head of centre	Sian Thomas
Senior leader(s)	Amanda Lacey, Carli Willis, Sheila Kennedy
Exams officer	Lauren Calver
Other staff (if 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 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 Ancora House 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).

This process also supports Ancora House School 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

In the event of the absence of the headteacher, the responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to the school business manager, deputy Headteacher and assistant headteacher.

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 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

Additional JCQ publications for reference:

- JCQ Centre Inspection Service Changes

Centre-specific reference information:

All members of SLT are given copies of the JCQ guidance documents by the exams officer, in the event the head being absent the members of staff in charge will be aware of the examination regulations that they will be overseeing. All exam policy templates from the previous year are saved in the shared area in the 'Exams File', these should be assessed and adapted to reflect any new regulations for that exam year. The school business manager has experience in running exams at the school previously, she will work with the deputy Headteacher and assistant headteacher to ensure the running of exams in the absence of the Headteacher.

Entries and Pre-exams

Responsibility for ensuring compliance will be escalated to

In the event of the absence of the Headteacher, responsibility for implementing JCQ regulations and requirements relating to entries and exam preparation will be escalated to the school business manager, the deputy Headteacher and assistant headteacher.

Main areas of compliance relate to:

The responsibility of the centre (GR 5)

- Access arrangements and reasonable adjustments
- Entries (including ensuring appropriate controls are in place which allow accurate entries to be submitted to the awarding bodies)
- 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)
- 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 (5)
- Instructions for conducting examinations (1-15)
- Access Arrangements and Reasonable Adjustments (6-8)

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
- Guidance Notes – Centre Consortium Arrangements
- Information for candidates documents
- Exam Room Posters

Centre-specific reference information:

As the school is an in-patient setting there will be few entries for the school to make as the students will be entered by their home schools, in some instances for students who are NEET and have been with Ancora House School for an extended period of time, Ancora House School will enter students for core exams. Ancora House School is registered to enter students with AQA and Pearson, for students on roll at a school sitting exams, an application for a transfer of candidacy must be made at the earliest convenience to allow for papers to arrive. In the event the school feels an access arrangement should be in place for the student, all data protection notices and evidence must be obtained by Ancora House School and passed to the entering centre for processing.

During examinations/assessments

Exam time

Responsibility for ensuring compliance will be escalated to

In the event of the absence of the Headteacher, responsibility for implementing JCQ regulations and requirements relating to during exam time will be escalated to school business manager, the deputy Headteacher and assistant headteacher.

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 publications will be specifically referenced including:

- General Regulations for Approved Centres (3, 5)
- Instructions for conducting examinations (16-31)
- Access Arrangements and Reasonable Adjustments (8)
- A guide to the special consideration process (2-7)

Additional JCQ publications for reference:

- Guidance Notes – Very Late Arrival

Centre-specific reference information:

As young people are admitted to the unit daily, it is likely that young people will be admitted who will be taking their GCSE or A Level examinations, throughout the exam series. In the event this occurs, the staff member in charge must support the exams officer in their decision making in relation to transfer of candidacy. The exams officer will arrange transfer of candidacy as soon as the candidate arrives at the unit, however if the student is due to sit an exam on the day they arrive at the unit, special consideration will be applied for in this instance.

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 3.18, 5.3)

Responsibility for ensuring compliance will be escalated to

In the event of the absence of the head of centre responsibility for implementing JCQ regulations and requirements relating to after examinations will be escalated to the school business manager, assistant headteacher and the deputy Headteacher.

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 (5)

Additional JCQ publications 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)

Centre-specific reference information:

Entries at the hospital site are made for candidates when they are inpatients on the hospital wards, they will be unable to collect results in person if they have been discharged. In the event the candidate has been discharged, consent will be obtained prior to them sitting exams that results will be posted to their home address or emailed to an approved email address. The examinations officer works the day prior to official results day, collating, checking and posting results to students, the examinations officer does not work on official results day. The acting member in charge should be available in person or by phone for candidates entered by Ancora House School, in order to provide advice and answer queries about results. At the community site where our centre make the entries, emails will be obtained to send out statements of results and Carli Willis will be available 9-11 on results day for any queries.

Changes 2024/2025

(Added) Headings under **Planning** to reflect changes in GR 3 - Resilience and contingency arrangements - Cyber security.

(Deleted and replaced) First paragraph under **After examinaton**s relating to senior designated contact.

Centre-specific changes

No centre specific changes