Exam Escalation Process Policy

LEADERSHIP RESPONSIBILITY: M HAZEL

DATE: FEBRUARY 2026

REVIEW DUE: FEBRUARY 2027

INTERIM HEADTEACHER: NICK BUTLER

Signed: 

Exam Escalation Process Policy

Candidate Identification Procedure

Centre Name	Bridge Learning Campus
Centre Number	50609
Date process first created	24/11/2023
Current process approved by	Senior Leadership Team
Current process reviewed by	Senior Leadership Team
Date of next review	21/01/2027

Key staff involved in the process

Role	**Name**
Head of Centre	Nick Butler
Senior leader(s)	Marie Hazel
Exams officer	Kevin Hough/Helen Osborne
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 publication **General Regulations for Approved Centres**.

Exam Escalation Process Policy

Introduction

In terms of internal governance arrangements, it is the responsibility of the Head of Centre to ensure that Bridge Learning Campus 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 Bridge Learning Campus 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 Kevin Hough Exams/Data Manager.

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

Exam Escalation Process Policy

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:

- 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 publications for reference:

- JCQ Centre Inspection Service Changes

Centre-specific reference information: Not applicable

Entries and Pre-Exams

Responsibility for ensuring compliance will be escalated to Kevin Hough Exams/Data Manager. 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 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 (section 5)
- Instructions for Conducting Examinations (sections 1-15)
- Access Arrangements and Reasonable Adjustments (sections 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: Not applicable

During Examinations / Assessments

Exam Time

Responsibility for ensuring compliance will be escalated to Kevin Hough Exams/Data Manager.

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 (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)

Additional JCQ publications for reference:

- Guidance Notes – Very Late Arrival

Centre-specific reference information: Not applicable

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 Kevin Hough Exams/Data Manager.

Main areas of compliance relate to:

The responsibility of the Centre (GR 5)

- Results
- Post-results services and appeals
- Certificates

Exam Escalation Process Policy

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 (section 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:Not applicable

Changes 2025/2026

Added: Wording in first paragraph in Introduction updated to include 'and assessment'

Updated: Documents referenced **Before Examinations, Planning** updated

Centre-Specific Changes

Updated: Head of Centre