



# The BRIT School

## Escalation Process

### 2025-2026

#### KEY STAFF INVOLVED

Role	Name(s)
Head of Centre	Stuart Worden
Senior Leaders	Louise Cooper Katie Findlater
Exams Officer	Charlotte Byrne

#### **Purpose of Process:**

This process is reviewed and updated annually to ensure compliance with current requirements and regulations. The purpose of the process is to confirm where responsibility will be escalated to ensure continued compliance with JCQ regulations.

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that The BRIT School has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of exam administration, be absent (GR 5.3). This process also supports The BRIT 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 exams and assessments. (GR 5.3)

## Responsibility

Responsibility for ensuring compliance will be escalated to Katie Findlater (Director of Data, Exams and Scheduling) and Louise Cooper (Senior Leader) are the main port of support for the Exams Officer. In the event of the Head of Centre or the relevant Senior Leader being absent, the Senior Leadership Team can be listed and allocated some but not all the head of centre responsibilities, and they should support the Head of Centre and Examinations Officer with the responsibilities of centre administration in line with awarding body requirements and JCQ regulations. (Adrienne Chapman, Claire Mullord, Ray Oudkerk and Arfan Shah).

## Before exams (Planning)

In the event of the absence of the Head of Centre or the member of senior leadership with oversight of exam administration, and once the above escalation process has been applied, the following JCQ documents will be referenced to support understanding of the regulations and requirements:

- 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 GCSEs)
- Instructions for conducting non-examination assessments (VTQs)
- Notice to Centres – Informing candidates of their centre-assessed marks
- Plagiarism in Assessments – Guidance for Teachers/Assessors
- Suspected Malpractice – Policies and Procedures

### **Main duties and responsibilities relate to:**

- Third party arrangements
- Centre status
- Confidentiality
- Resilience and contingency arrangements
- Cyber security
- Communication
- 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
- JCQ Centre Inspection Service Changes
- Policies available for inspection
  - Specific JCQ documents for reference:
  - General Regulations for Approved Centres (5)
  - Instructions for conducting examinations (25)
  - Access Arrangements and Reasonable Adjustments (5)
  - Personal data, freedom of information and copyright

## Before exams (entries and pre-exams)

In the event of the absence of the Head of Centre or the member of senior leadership with oversight of exam and assessment administration, and once the above escalation process has been applied, the following JCQ documents will be referenced to support understanding of the regulations and requirements:

- General Regulations for Approved Centres (5)
- Instructions for conducting examinations (1-15)
- Access Arrangements and Reasonable Adjustments (6-8)

### Main duties and responsibilities relate to:

- Access arrangements and reasonable adjustments
- Entries (ensuring controls are in place which allow accurate entries to be submitted to the awarding bodies). Additional JCQ documents for reference:
  - Key Dates
  - Guidance Notes for Transferred Candidates
  - Alternative Site guidance notes
  - Guidance notes for overnight supervision candidates
- 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 document for reference: Guidance Notes – Centre Consortium Arrangements
- Candidate information. Additional JCQ documents for reference:
  - Information for candidates documents
  - Exam Room Posters

## During exam time

If the Head of Centre or the member of senior leadership with oversight of exam and assessment administration is absent, the above escalation process will be applied. The centre also has in place a member of the senior leadership team who will provide support and guidance to the Exams 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 documents will be specifically referenced including:

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

### Main duties and responsibilities relate to:

- Conducting examinations and assessments
- 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 during the summer holidays. The National Centre Number Register is provided with the senior designated contact details. 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)

Main areas of compliance relate for the responsibility of the centre (GR 5)

- Results
- Post-results services and appeals
- Certificates

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

- 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)