



Malden Oaks
School & Tuition service

Making the **MOST** of everyday

Exams - Escalation Process

Responsible: Exams Manager

Date last reviewed: January 2026

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| Centre name | Malden Oaks School and Tuition Service |
| Centre number | 14408 |
| Date process first created | 09/04/2024 |
| Current process approved by | Headteacher |
| Current process reviewed by | Exams Manager |
| Date of next review | 21/01/2027 |

Key staff involved in the process

| Role | Name |
|-----------------------------|-------------------------------------|
| Headteacher | Samantha Axbey |
| Senior Leader(s) | Ayse Meliz, Nick Smith, Ben Worsley |
| Exams Manager | Stephen Shorey |
| Other staff (if applicable) | NA |

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**.

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Purpose of the process

In terms of internal governance arrangements, it is the responsibility of the head of centre to ensure that Malden Oaks School and Tuition Service 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.

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

This process also supports Malden Oaks School and Tuition Service 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.

Before examinations/assessments (Planning)

In the event of the absence of the head of centre (Samantha Axbey) and the member of senior leadership with oversight of examination and assessment administration (Nick Smith), responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to Ayse Meliz.

To support understanding of the regulations and requirements, the following JCQ documents will be referenced:

- General Regulations for Approved Centres (section 5)
- 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

Main areas of compliance relate to:

- Third party agreements
- Centre status
- Confidentiality
- Resilience and contingency arrangements
- Cyber security
- Retention of candidates' work
- 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

Additional JCQ document for reference:

- JCQ Centre Inspection Service Changes

Before examinations (Entries and Pre-exams)

In the event of the absence of the head of centre (Samantha Axbey) and the member of senior leadership with oversight of examination and assessment administration (Nick Smith), responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to Ayse Meliz.

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 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

During examinations (Exam time)

In the event of the absence of the head of centre (Samantha Axbey) and the member of senior leadership with oversight of examination and assessment administration (Nick Smith), responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to Ayse Meliz.

The centre also has in place another member of the senior leadership team (Ben Worsley) 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 documents 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)
- A guide to the special consideration process (sections 2-7)

Main duties and responsibilities relate to:

- Conducting examinations and assessments
- Malpractice
- Retention of candidates' work

Additional JCQ document for reference:

- Guidance Notes – Very Late Arrival

After examinations (Results and Post-Results)

As a contingency, the centre has at least one senior member of staff (Nick Smith) 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 (Samantha Axbey) and the member of senior leadership with oversight of examination and assessment administration (Nick Smith), responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to Ayse Meliz.

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 areas of compliance relate to:

- Results
- Post-results services and appeals
- Certificates

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)