Oak Academy

Exams Escalation Process

September 2026

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1. Statement of Intent

To confirm the main duties and responsibilities to be escalated should the head of centre, or a member of the Senior Leadership Team with oversight of examination administration, be absent

1.1. Revision History

Issue	Date	Author	Changes
V0.00	November 2026	Danielle Fisher	

2. Before examinations

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 escalated to Abbey Wickert or other members of SLT.

2.1 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)

2.2 Main duties and responsibilities relate to:

- Access arrangements and reasonable adjustments
- Entries

2.3 Additional JCQ publications for reference:

- Key dates in the examination cycle
- Guidance Notes for Transferred Candidates
- Alternative Site guidance notes
- Guidance notes for overnight supervision of candidates with a timetable variation
- Centre assessed work

2.4 Additional JCQ publication for reference:

- Guidance Notes – Centre Consortium Arrangements
- Candidate information

2.5 Additional JCQ publications for reference:

- Information for candidates documents
- Exam Room Posters

3. During examinations

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 to Abbey Wickert or other members of SLT.

3.1 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 16-30)
- Access Arrangements and Reasonable Adjustments (section 8)
- A guide to the special consideration process (sections 2-7)

3.2 Main duties and responsibilities relate to:

- Conducting examinations and assessments

3.3 Additional JCQ publication for reference:

- Guidance Notes – Very Late Arrival
- Malpractice
- Retention of candidates' work

4. After examinations

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 to Abbey Wickert or other members of SLT.

4.1 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)

4.2 Main duties and responsibilities relate to:

- Results

4.3 Additional JCQ publication for reference:

- Release of Results notice
- Post-results services and appeals

4.4 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