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Gloverspiece School

Communication with Awarding Organisations Policy

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1. Purpose

Gloverspiece School ('The Centre') is committed to maintaining effective, professional, timely, and accurate communication with all awarding organisations whose qualifications are delivered by the Centre.

The purpose of this policy is to:

- Ensure compliance with awarding organisation requirements;
- Support the secure and effective administration of qualifications;
- Maintain accurate records of all communications;
- Ensure that information provided to awarding organisations is complete, accurate, and timely;
- Facilitate effective management of registrations, assessments, certification, quality assurance activities, appeals, malpractice investigations, and regulatory compliance matters.

This policy supports the Centre's commitment to maintaining the integrity of qualification delivery and assessment.

2. Scope

This policy applies to all staff involved in the delivery, administration, assessment, quality assurance, and management of qualifications, including:

- Headteacher;
- Senior Leadership Team (SLT);
- Centre Quality Nominee;
- Examinations Officer;
- Centre Administrator;
- Assessors;
- Internal Quality Assurers (IQAs);
- Teachers and Tutors;
- SENCo;
- Contractors and consultants involved in qualification delivery.

This policy applies to communication with all awarding organisations, external quality assurers, moderators, regulators, and authorised representatives acting on behalf of awarding organisations.

3. Policy Statement

Gloverspiece School will ensure that all communication with awarding organisations is:

- Professional;
- Accurate;
- Timely;
- Transparent;
- Confidential where required;
- Fully documented;
- Conducted by authorised personnel only.

The Centre will cooperate fully with all awarding organisation monitoring, audit, quality assurance, and compliance activities.

4. Principles of Communication

The Centre will ensure that:

- Information submitted to awarding organisations is accurate and verifiable.
- Communications are responded to within required timescales.
- Deadlines set by awarding organisations are monitored and met.
- Relevant records are maintained.
- Regulatory requirements are adhered to.
- Learner interests are protected.
- Qualification integrity is maintained.

Failure to communicate effectively with awarding organisations may place Centre approval, learner certification, or qualification delivery status at risk.

5. Roles and Responsibilities

Headteacher

The Headteacher is ultimately accountable for ensuring compliance with awarding organisation requirements and regulatory obligations.

Responsibilities include:

- Oversight of qualification delivery;
- Approval of significant communications where appropriate;
- Escalation of serious concerns;
- Supporting investigations and compliance activity;
- Ensuring adequate staffing and resources.

Centre Quality Nominee

The Centre Quality Nominee is responsible for:

- Acting as the primary quality assurance contact with awarding organisations;
- Coordinating quality assurance visits and audits;
- Managing responses to external quality assurance actions;
- Monitoring compliance requirements;
- Maintaining awareness of awarding organisation updates;
- Disseminating regulatory and qualification updates to relevant staff.

Examinations Officer

The Examinations Officer shall act as the primary operational contact for awarding organisations.

Responsibilities include:

- Learner registrations;
- Assessment entries;
- Certification claims;
- Results processing;
- Secure portal management;
- Maintaining communication logs;
- Coordinating responses to awarding organisation requests;
- Reporting incidents where required.

SENCo

The SENCo is responsible for:

- Identifying learners requiring access arrangements;
- Supporting reasonable adjustment applications;
- Providing evidence where required;
- Liaising with the Examinations Officer regarding learner support arrangements.

Assessors, Tutors and IQAs

Assessment staff are responsible for:

- Providing accurate information to support awarding organisation requirements;
- Reporting concerns promptly;
- Supporting quality assurance activities;
- Cooperating with investigations and audits.

6. Authorised Communications

Only authorised personnel may communicate directly with awarding organisations on matters relating to:

- Registrations;
- Certification;
- Assessment decisions;
- Quality assurance;
- Appeals;
- Malpractice investigations;
- Access arrangements;
- Special consideration;
- Regulatory compliance.

Unauthorised staff must not make representations to awarding organisations on behalf of the Centre.

7. Communication Channels

Email

Official email accounts shall be used for all routine communication.

Emails must:

- Be professional and factual;
- Be retained in accordance with Centre procedures;
- Include relevant supporting documentation where necessary.

Secure Portals

Awarding organisation portals shall be used where required.

The Centre will:

- Maintain secure access controls;
- Restrict access to authorised personnel;
- Retain records of submissions and responses.

Telephone Communications

Where telephone communication occurs:

- Details must be recorded;
- Date, time, contact name, organisation, and discussion summary must be documented;
- Any agreed actions must be recorded and monitored.

Written Correspondence

Copies of all written correspondence shall be retained by the Centre.

8. Regulatory Notifications

The Centre shall notify awarding organisations promptly where required by their regulations.

Examples include:

- Suspected malpractice or maladministration;
- Security breaches;
- Loss or compromise of assessment materials;
- Conflicts of interest;
- Centre staffing changes affecting qualification delivery;
- Learner incidents affecting assessment;
- Changes to Centre approval status;
- Qualification delivery risks.

Notifications shall be made within the timescales specified by the relevant awarding organisation.

9. External Quality Assurance Activity

The Centre shall cooperate fully with:

- External Quality Assurers (EQAs);
- Moderators;
- Auditors;
- Regulatory representatives.

The Centre will provide access to:

- Learner evidence;
- Assessment records;
- Quality assurance records;
- Conflict of interest declarations;
- Reasonable adjustment records;
- Policies and procedures;
- Staff qualification records.

Any actions arising from external quality assurance activity shall be recorded, monitored, and completed within required deadlines.

10. Appeals and Enquiries

All appeals, reviews, and enquiries relating to assessment outcomes shall be managed through the Centre's Appeals Policy.

The Centre will:

- Follow awarding organisation procedures;
- Meet all deadlines;
- Maintain records of submissions and outcomes;
- Communicate outcomes to learners appropriately.

11. Malpractice and Maladministration

Any suspicion of malpractice or maladministration shall be reported immediately to the Headteacher, Centre Quality Nominee, or Examinations Officer.

The Centre will:

- Investigate concerns promptly;
- Preserve evidence;
- Notify awarding organisations where required;
- Cooperate fully with investigations;
- Implement corrective actions.

All communications relating to malpractice investigations shall be treated as confidential.

12. Record Keeping

The Centre shall maintain records of all communications with awarding organisations.

Records may include:

- Emails;
- Portal submissions;
- Telephone logs;
- Certification claims;
- Appeals;
- Investigation reports;
- Quality assurance reports;
- Action plans;
- Regulatory notifications.

Records shall be retained in accordance with awarding organisation requirements and the Centre's Data Retention Policy.

13. Confidentiality and Data Protection

All communications shall comply with applicable data protection legislation and confidentiality requirements.

The Centre shall:

- Process personal information lawfully;
- Share only necessary information;
- Maintain secure storage arrangements;
- Restrict access to authorised personnel.

Confidential information shall only be disclosed where authorised or legally required.

14. Business Continuity

The Centre shall maintain arrangements to ensure communication with awarding organisations can continue during:

- Staff absence;
- ICT failure;
- Emergency situations;
- Centre closure.

Deputy contacts shall be identified for key qualification administration functions.

15. Monitoring and Review

The Headteacher and Centre Quality Nominee shall monitor compliance with this policy through:

- Internal audits;
- Quality assurance activities;
- Awarding organisation feedback;
- Staff training;
- Annual policy review.

Any identified weaknesses shall be addressed through corrective action plans.

16. Review

This policy shall be reviewed annually or sooner where:

- Awarding organisation requirements change;
- Regulatory requirements are updated;
- Quality assurance findings indicate revision is necessary;
- Centre operational changes require amendment.