

Centre Senior Designated Contacts

Key roles and responsibilities



Head of Centre or Principal

Each centre must provide the details of the Head of Centre or Principal.

This person must be the most senior individual at the centre. Either, head of Centre, principal, CEO, owner, Manager etc.

They have overall accountability and responsibility for the end-to-end centre operations.

Senior Designated Contact (SDC)

This person must have the authority to access all information and progress decisions swiftly throughout the academic year for all matters relating to the delivery of qualifications.

They must hold a senior position within the centre, such as a Senior Leadership Team (SLT) representative with responsibility for qualifications delivery or a Deputy Head / Vice Principal.

All escalations will be made to this person for any issues that arise during the academic year.

They will take overall accountability to ensure;

- All estimated completion data is submitted accurately by the published deadline as part of the Checkpoints.
- That all relevant assessment marks, grades and evidence are submitted to us no later than the published deadline.
- Every student has marks / grades submitted to enable them the opportunity to complete their qualification (i.e. the Rules of Combination are met).

Senior Designated Exam Office Contact

Each centre must allocate one Senior Designated Exam Office Contact. This person must be the most senior contact within the centre's exam office and will take overall responsibility for ensuring the timely completion of the Checkpoints and ensure that;

- Registrations and all applicable assessment entries are made in Walled Garden for each student by the published deadline.
- Student registration and booking data are accurate and up to date throughout the academic year.
- No duplicate entries are made for the same assessment, or entries for assessments that are not required.
- All students have a single enrolment number, and that any discrepancies (i.e. a student enrolment merge is required) are resolved prior to results being issued.
- All students undertaking an exam have the relevant entry, prior to sitting the exam.
- Exams are administered correctly to JCQ ICE requirements, and that all paper scripts are securely packaged and returned to the correct address on time and via recorded delivery.

Quality Nominee

Each centre must have a single documented named point of accountability for management of quality assurance, with secure contact details (specific to the centre).

The Quality Nominee/Contact is the person responsible for ensuring that the management, administrative and quality assurance systems for our qualifications are properly maintained throughout the centre. They must have an appropriate background in assessment management, administration and quality assurance.

Qualification Leads

Each centre must allocate an overall Qualification Lead for a number of qualification groups, including those in the scope of the Ofqual VTQ Timely Delivery of Results.

Qualification leads are who we will communicate with regarding areas such as T Levels, Technical Qualifications and/or Extended Project Qualification (EPQ) as well as other areas such as Functional Skills etc.

Each lead has overarching responsibility for the delivery of the qualifications in each group.