

JULY 2025

## NOMINATING A SENIOR DESIGNATED CONTACT(S)

### Why does JCQ request the details of a senior designated contact?

Although most awarding body queries can be dealt with during term time using the standard centre contact details, awarding bodies may occasionally need to contact a centre during the summer holidays to resolve these queries quickly so students' results can be delivered on the relevant results day. Failure to resolve these issues quickly could put a student's results at risk.

Therefore, as detailed in sections 3.18 and 5.3w of JCQ's *General Regulations for Approved Centres* document, the details of a senior designated contact (or contacts) are collected who can be available outside of term time to resolve any results-related issues which will enable students to receive their qualification results on time. This information is requested by the JCQ National Centre Number (NCN) team via a link to a form in early May for all Heads of Centre to complete.

As the marking and moderation processes do not end until the middle of August, there will always be a very small number of cases where the awarding bodies need additional information to make sure all students receive their results on results day.

### How many 'senior designated contacts' must be nominated/information provided?

Centres must provide the details of at least one contact who is available to manage emergency requests during the summer holidays. However, a number of contacts may be given to reduce the risk of this responsibility falling on one individual throughout the holidays.

### When will an awarding body contact a 'senior designated contact'?

A senior designated contact will be contacted for urgent, results-related issues.

In the first instance, an awarding body will try to contact the National Centre Number (NCN) contact – this will usually be the exams officer – and use the senior designated contact details if they do not receive a response within 24 hours.

Centres will also need to declare their centre's last day of the term so awarding bodies know for how long the main NCN contact will be available. The contact details provided each summer will be stored until 30 September after which they will be securely destroyed.

### What is the role of a 'senior designated contact'?

A 'senior designated contact' must:

- have the authority to access information and be able to mobilise the appropriate resources to resolve any awarding body query or issue quickly

- be prepared to respond to queries that include suspected malpractice, safeguarding concerns where students may be at risk, ineligible claims, invalid order of merit or missing script queries

This is why a senior leader within your centre is the most appropriate individual to nominate as the 'senior designated contact'.

### **What steps must a head of centre take?**

- Step 1 - Identify senior staff who will be available outside of term time. As part of this process, a decision must be made over the number of contacts which will be provided and, if there is more than one contact, which individuals will be available at specific times throughout the holiday period.
- Step 2- Provide the name, role, contact details and availability of each senior designated contact.
- Step 3 - Specify how contact should be made, for example, via phone if monitoring emails is not practical or possible.

### **Summary - Information for exams officers**

As Heads of Centres have been asked to provide the details of a senior member(s) of staff as the senior designated contact(s), an exams officer, unless they are a senior member of staff, should not be nominated for this role.

Awarding bodies will continue, as normal, to contact the individual detailed on the NCN register and escalate to the Head of Centre when required and only contact the senior designated contact in exceptional circumstances.

Exams officers should ensure that if they work through the summer holidays and the NCN contact telephone is their main switchboard number, that they ensure that this number is diverted to their office so the awarding body can contact them.

If the centre's exams officer's contact details will be changing during the results period, then the National Centre Number Team must be informed. Likewise, if the Head of Centre is due to leave the centre at the end of term, the National Centre Number Team must be informed of the new details immediately.

*The contents of this article were correct at the time of publication (End of June 2025)*