

# Managing parent, carer or student requests (no evidence in centre)

The parent, carer or student requests an access arrangement not currently in place



Does the centre already have a picture of need and supporting evidence?

NO

Investigate the request

Speak to the student

Consult subject teachers/support staff

Review classwork and timed tests

Conduct informal screening (if appropriate)

YES

Proceed with normal access arrangements process



Does the investigation show the need for the arrangement?

NO

Provide clear feedback to parent, carer or student

Explain JCQ regulations

Share JCQ parent guidance

Emphasise malpractice risk if unsupported arrangements are granted

YES

Gather full evidence and process an online application if JCQ criteria are met



Does the parent, carer or student continue to challenge the decision?

NO

YES

Escalate to Senior Leadership Team (SLT)

SLT member (with knowledge of the JCQ regulations) liaises with family

Reinforce centre's legal obligation and decision



Access arrangements **cannot** be granted unless the centre supports the request and the required evidence is in place