

Review the **November** monthly update [here](#) which includes the message to members: *Access arrangements – the role of an exams officer*

Message to our members

General Data Protection Regulation (GDPR)

In recent months, we have received numerous enquiries about the General Data Protection Regulation (GDPR) and what it means for exams officers. At our January conferences we will be hosting a workshop which outlines the requirements of the GDPR in relation to exams.

Before understanding the requirements of (and changes demanded by) the GDPR, it is important to note that centres are currently complying with data protection regulations, and as the purpose of the GDPR is to unify data protection across the EU it is likely that centres will already have implemented many of the requirements of the GDPR.

However, to provide a brief outline ahead of the January conferences, we have answered five of the most frequently asked questions we have received in recent months.

When do centres need to comply with the GDPR?

Centres must ensure compliance with the GDPR by 25 May 2018.

Why has the GDPR been introduced?

The GDPR is intended to establish one single set of rules across Europe and to strengthen and unify data protection for all individuals within the European Union. The GDPR will also replace the data protection directive (1995).

The GDPR adds responsibility on centres to ensure the safety and security of candidate information.

Who will be responsible for implementing the GDPR?

Ultimately it is the responsibility of the Head of Centre (and SLT) to implement the requirements of the GDPR within their centre.

Centres will need to designate a Data Protection Officer (or someone) to take responsibility for data protection compliance. They will also need to appoint a data processor who is responsible for disposing and recycling IT assets as well as ensuring that these are up-to-date with regard to software, firewalls etc.

Exams officers will need to ensure compliance with the GDPR in relation to exams.

What does the GDPR mean for exams offices/officers?

Exams officers are required to protect 'personal data' – this is data which can identify a candidate, such as name, identification number, location data, online identifier and pseudonymised data (for example, candidate numbers). This includes data held on computer or within a manual filing system.

Protecting 'personal data' may include exam entry, access arrangements, result/post-results and certificate information.

Each exams office will also need to be equipped with compliant IT systems. This means that software, firewalls and warranties must be up-to-date.

How can exams officers/centres start to prepare for GDPR?

The [Information Commissioner's Office](#) (ICO) recommend the following areas which centres should consider to help ensure compliance with the GDPR:

- ▶ **Awareness** – Head of Centre/SLT should be aware of the changes and what they mean for their centre
- ▶ **Responsibility** – designate a Data Protection Officer or someone to take responsibility for data protection compliance
- ▶ **Information** – organise an information audit. Document the data you hold on students, its' source and with whom it is shared.
- ▶ **Policies** – review privacy/data protection policies and ensure that these are compliant by 25th May 2018, and ensure that these cover the rights of individuals, and how you would delete personal data or provide data electronically
- ▶ **Communication** – inform candidates of who will handle requests within the new timescales and provide any additional information
- ▶ **Data processing** – confirm that your data processing is compliant
- ▶ **Consent** – review how you're seeking, obtaining and recording consent and whether you need to make any changes
- ▶ **Candidate consent** – confirm how parental or guardian consent is obtained for the data processing activity
- ▶ **Data breaches** – confirm the procedures in place to detect, report and investigate a personal data breach

The Exams Office suggests the following steps which exams officers should take now:

- 1. Responsibility** - Identify the member of staff responsible for implementing the GDPR within your centre
- 2. Audit** - Detail the personal data held on candidates and consider how this may need to be amended in line with the GDPR
- 3. Policies** – Be prepared to update your centre data protection/GDPR policy in relation to exams
- 4. Data Processing** – conduct an audit of IT equipment/software to ensure that the requirements of the GDPR are met
- 5. Communication** – consider how you will inform candidates of the changes following the implementation of the GDPR

Key tasks

Summary of key tasks for December

A very brief summary of main key tasks is provided here. In addition, the [autumn term checklist](#) provides a general overview of key tasks and good practice during the period from *September* until *December*.

For more detailed information on all key tasks and identified JCQ key dates, use the [monthly support guides for new exams officers](#) added to the website by the beginning of each month.

December guide now available [here](#)

Planning

As the autumn term draws to a close there is still no let-up in the exams process. Many EOs will be running internal exams, preparing for January exams and the issue of November results in early January.

Entries

Where applicable to your centre, for the **March 2018** exam series collate final entries (where an awarding body March entry deadline falls in January).

Gather information from the awarding bodies on the administrative processes for making final entries for the **Summer 2018** exam series. Start to collect final entry information from teaching teams.

Pre-exams

As December is a shorter month in terms of working days, undertake final checks to ensure you are ready for exams that may be taking place in the **January 2018** exam series. Where relevant to January entries, submit marks and samples of candidates' work to the awarding body deadline.

Liaise with the SENCo to determine modified paper requirements for the **Summer 2018** exam series.

Results and post-results

Prepare for results day – start to consider what needs to be done in terms of preparing for the issue of November 2017 results in early January.

Reminder...

Refer to awarding body key dates and timetables information to ensure you are aware of tasks you need to be carrying out in line with specific dates and deadlines

Key documents

The Exams Office provides key documents to support centres in the management and administration of the exams process.

Further new or updated documents will be added during **December**, including:

- ▶ [Spring term checklist](#)
- ▶ [JCQ publications checklist template \(updated\)](#)
- ▶ [Exams key terms glossary \(updated\)](#)

For all key documents, click [here](#)

- ▶ [PDP: Spring term](#)
- ▶ [PDP: Key support information framework \(updated\)](#)
- ▶ [Support guide for new exams officers: January](#)

We also encourage members to email requests for documents they would like to see produced.

Reminder....

The following new or updated documents were added during **November**

- ▶ [Complaints and appeals procedure template](#)
- ▶ [A guide to preparing for a results day](#)
- ▶ [Candidate permission form template](#)
- ▶ [Post-results services: deadlines, fees and charges template](#)
- ▶ [Post-results services: enquiry, consent and payment form template](#)
- ▶ [A guide to managing exams review](#)
- ▶ [Exams review template](#)
- ▶ [Candidate feedback form template](#)
- ▶ [Invigilator feedback form template](#)
- ▶ [Staff feedback form template](#)
- ▶ [Support guide for new exams officers: December](#)



December's blog – **Planning for entries is well**

underway... is written by Marcia Woods, Exams Officer at Brookfield Community School, Chesterfield

To read the blog, click [here](#)

Professional development and training

Professional Development Conference

January 2018 conferences – subject to capacity...

Bookings for non-members can be made from **Monday 4 December**

To book, please email teoconference@outlook.com quoting your centre number and the following in the subject line 'Centre number: Non-member booking request'.

Payment must be made in full before your place is confirmed.

Date and location

12 January: Manchester **15 January:** Bristol **19 January:** Birmingham
22 January: Leeds **29 January:** London

Members of *The Exams Office* can attend a January conference free of charge* as part of their membership (one free place per centre membership)

Click [here](#) for further details and to book a place

*One free place is offered to those with a paid membership to *The Exams Office* as of 31 December 2017

A successful inaugural international conference held in November...

On 12/13 November, an International Exams Officer conference was held in Dubai in conjunction with Pearson.

Over 50 exams officers (and 24 SENCOs for a one-day access arrangements training event) from around the world were in attendance to learn about exam regulations for international centres.

The Exams Office's subject matter experts also delivered several sessions detailing good practice, hints and tips.

We hope that our international members found the conference worthwhile as we begin planning for the 2018 overseas conference...more details to follow.

Reminders

Professional development and training

Professional Development Conference

Details of the five **January 2018** winter conferences and the **July 2018** summer conference are available [here](#)

Members of *The Exams Office* can attend a January conference and the Summer conference free of charge* as part of their membership (one free place per centre membership)

Click [here](#) for further details and to book a place on a January conference

*One free place is offered to those with a paid membership to *The Exams Office* as of the time of the event

Professional Development Programme

The conferences form part of *The Exams Office's* **professional development programme**

Click [here](#) for further details of the programme

Exams Training

Click [here](#) for further details of the 2017/18 training events for **experienced exams officers, new exams officers and senior leaders**

Spring 2018 events

New exams officers (*Spring into Summer - Getting ready for the 2018 exam series*)

28 February: Leeds **2 March:** Birmingham **5 March:** London
7 March: Bristol **9 March:** Warrington

Senior leaders (*Getting ready for the 2018 exam series*)

16 March: London

Invigilator training

The Exams Office offers members a range of support for training their invigilators

Click [here](#) for further details

New invigilator training (free for members)

5 February: Bristol **7 February:** London **9 February:** Leeds

Click [here](#) to book places

In-house invigilator training

Click [here](#) for the invigilator trainer map and list of trainers



Online tools

The Exams Office provides online tools collating [key dates](#) and [exam dates](#) information provided by the contributing awarding bodies.



Networks

The Exams Office provides support for EO network meetings by producing this monthly update that can be used to inform meeting agendas.

The Exams Office has given permission to OCR's Customer Support Team to utilise this update and our [Weekly Education Update](#) – as well as our other support materials, at network meetings to discuss and share with EOs.

In conjunction with OCR, we have provided a [Network Map](#) so you can identify your local network group and the contact details for forthcoming meetings/network leads.

Network Map



OCR's *Customer Support Team* attends locally run EO networks and organise some OCR-led events across England, Wales and Northern Ireland. If you are interested in finding a local meeting, or would like their support to run a new meeting in your area, then please contact your local [Customer Support/Development Manager](#).

OCR also runs networks for teachers relating to their specifications. For more details on the events, see the [OCR Events calendar](#).

Best practice exams articles

The Exams Office's exams experts write a series of articles, which are published in educational journals.

These are produced to inform SLT of their responsibilities when managing EOs, and exams administration within their centre.

Click [here](#) to view *The Exams Office* **Articles**.

All of our articles are also published in [Sec Ed](#) an online education bulletin for secondary school teachers and leaders

Weekly education update

The Exams Office produces a weekly round-up of the main education and exams-related news stories. Ensure that you read this to keep yourself updated regarding news from the wider world of education that may impact on your role. Raise your profile with staff in your centre by:

- ▶ printing off the update and displaying it on staff room notice boards
- ▶ emailing [this link](#) from our website to your heads of departments (HoDs) and SLT as an update
- ▶ taking a copy to the next HoD meeting to disseminate current information

Further support and information provided by *The Exams Office*

Click [here](#) and browse the **main menu** (left hand side of screen).

Contact us



For any exams-related queries, please email contact@TheExamsOffice.org. *Please note*, if your query is subject or awarding body specific, we will refer you to your awarding body. Where we receive questions around JCQ guidance, we will point you in the right direction.

Click [here](#) to visit *The Exams Office's* online shop.

