

What's new...

Review the [May](#) monthly update [here](#) which includes the message to members: *Final preparations for the summer examination series*

Updated Privacy Policy

On 25 May 2018, the new General Data Protection Regulation (GDPR) came into force, intended to give us all more control over how our personal information is used and to make it quicker and easier for us to check and update the information organisations hold about us.

We wanted to let you know that we've made some changes to our Data Protection Policy (also known as Data Privacy Policy) to reflect upcoming changes to data laws in the UK.

What is GDPR?

GDPR (also known as the General Data Protection Regulation) is a new European framework for data protection laws. It gives you greater protection and rights and will give you more control over how your data is used.

How has our Data Protection Policy changed?

We fully support these new regulations and have reflected our commitment to protect your rights and interests in our new Privacy Policy statement. We've provided clarity on what data we have, how we use it, why we need it and who has access to it. We've also set out how you can contact us if you have any concerns.

Our updated **Data Protection Policy** can be found [here](#).

Message to our members

Candidate permission – publishing results and post-results

In the days leading up to results day(s), *The Exams Office* receives numerous questions relating to the publication of candidates results, reviews of results and access to scripts. To be more specific, the questions which we are asked mainly relate to the sharing of a candidate's results with third parties and the regulations concerning candidate consent/permission when reviewing their results.

The Exams Office recommends that centres resolve such issues in good time prior to results day(s) and inform candidates of the centre's policy/process for sharing results and reviewing results.

Publishing results

The [Information Commissioner's Office](#) (ICO) provides guidance on the publication of exam results.

Firstly, if centres wish to **publish results in the media** they must;

"...make sure that all pupils and their parents or guardians are aware as early as possible whether examinations results will be made public and how this will be done. Schools should also explain how the information will be published. For example, if results will be listed alphabetically, or in grade order.

In general, because a school has a legitimate interest in publishing examination results, pupils or their parents or guardians do not need to give their consent to publication. However, in a small number of cases publication may cause distress or harm. Schools should consider objections from pupils and parents before making a decision to publish. A school would need to have a good reason to reject someone's objection to publication of their exam results."

The ICO base their guidance upon the General Data Protection Regulation and asks centres to '*act fairly when publishing results*'. This guidance places the candidate at the centre of the process. It defines a candidate, as a general guide, as a child of 12 or older who is aware of/can understand the significance of their exam results and is mature enough to understand the request they are making.

However, the ICO does also advise centres to

"...note that a child may be mature enough at an earlier age or may lack sufficient maturity until a later age - so requests should be considered on a case-by-case basis."

Please refer to the ICO's [Publication of exam results by schools](#) for further information.

Although the ICO makes no specific reference to the **sharing of exam results**, if the guidance for the publication of exam results is applied then there may be a requirement to obtain candidate permission before results are shared with third parties if this would "*...cause distress or harm...*" to a candidate.

Third parties may include for example, parents/'non-resident parents'/carers etc.

With regard to the **collection of exam results** by a third party, centres should obtain candidate permission to ensure that results are collected by the person authorised by the candidate.

Centres in the Independent sector will need to consult the contracts they have agreed with parents/carers to ascertain the position in their centre regarding the sharing and/or collection of exam results.

As good practice and to ensure clarity for candidates, *The Exams Office* suggests that centres incorporate the following:

- ▶ Ensure that written confirmation is received from the candidate if anyone other than the candidate will be collecting results
- ▶ If requests are received from parents/carers for access to exam results that these are forwarded to SLT for consideration
- ▶ SLT to provide written guidance on the ownership/sharing of exam results and to include this within the centre's *Exams Policy*
- ▶ Agree and publish correspondence which informs parents/carers (including 'non-resident parents') of the centre's position over the publication of exam results
- ▶ Ensure that there is timely and regular correspondence/communication with candidates and parents/carers regarding key exam information – such as the publication of exam results and the post-results services that will be available

Post-results

For **Reviews of Results (RoRs)**, the *Joint Council for Qualifications' [Post-Results Services June 2018 and November 2018](#)* booklet (section 4.2.1) emphasises that

“Centres must obtain written candidate consent for clerical re-checks and reviews of marking, as with these services candidates' marks and subject grades may be lowered. Failure to do so will be considered centre malpractice”.

Candidate consent must be obtained **after** the publication of results and **before** a request is submitted to an awarding body. Candidates must also give signed consent to confirm their understanding that their *final subject grade and/or mark awarded (following a clerical re-check or a review of marking, and any subsequent appeal) may be lower than, higher than, or the same as the result which was originally awarded for this subject* (see above booklet - Appendix A). Written informed consent by e-mail is acceptable.

Candidate consent forms/e-mails must be retained for at least six months following the outcome of a review of results and any subsequent appeal, and awarding bodies may ask to inspect such documentation.

If centres require access to a script(s) they must still obtain written permission from the candidate whose script is being requested to confirm how their script will be used (to either inform a decision for a review of marking or to support future teaching and learning) and who will be using their script (teachers and students).

The Exams Office provides a range of key documents, including candidate consent/permission form templates, to support centres through the process (see the [Results and post-results](#) section of our website).



June's blog – **Handling exam stress with meditation** - is written by Geraldine Jozefiak from HMP Norwich

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

Key tasks

Summary of key tasks for June

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

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

June guide now available [here](#)

Visit our **JCQ** page for a summary of links to the latest information from JCQ

Planning

Exam time may prompt questions to be asked about exams next year, so be prepared.

The online issue of final timetables for **November 2018** and the **Summer 2019** exam series on awarding body websites is a useful point of reference for questions about exam dates (final summer timetables should be available by the end of June).

For questions around re-sit opportunities for legacy specifications, refer to Ofqual communications (Qualifications reform).

Visit our [Ofqual](#) page for a summary of links to some of the latest information from the regulator

Entries

Continue to submit to the relevant awarding body any required amendments (such as tier changes) and any withdrawals for the **Summer 2018** exam series up until the time of the exam and even beyond. A mismatch of entries with those candidates who actually sat an exam could delay the issue of results if not resolved.

Pre-exams

Continue to manage preparation for the **June** exam timetable.

Exam time

Resume managing the **June** exam timetable (after any half term holiday period you may have managed to take). Ensure all required post-exam related follow up is completed and appropriate information submitted to the awarding body according to the timelines required. Confirm all exam scripts have been dispatched as required. Ensure any communications or queries from awarding bodies on post-exam related matters are dealt with as a priority.

Results and post-results

Complete the management and administration of the **March 2018** exam series by receiving certificates (where the awarding body issues certificates in June).

Confirm any required results reporting deadlines and processes for other/vocational qualifications are known, understood and followed.

As **June** exams come to an end, think about preparing for results day(s) and beyond.

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

Exams review

Consider good practice and carry out an annual review of the work undertaken, and the service provided by the exams office(r).

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 **June**, including:

- ▶ [Awarding body results and post-results information links \(Summer 2018\)](#)
- ▶ [Candidate permission form template](#)
- ▶ [Certificate collection information for candidates template](#)
- ▶ [Moderation returns log template](#)
- ▶ [Post-results services: tracking log template](#)
- ▶ [Support guide for new exams officers: July](#)

Reminder...

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

- ▶ [A guide to managing results & post-results \(Summer series\)](#)
- ▶ [A guide to administering post-results services \(Summer series\)](#)
- ▶ [Post-results services: deadlines, fees and charges template \(Summer series\)](#)
- ▶ [Post-results services: enquiry, consent and payment form template \(Summer series\)](#)
- ▶ [Support guide for new exams officers: June](#)

Remember to have a look at the **key documents** that can support you with preparing for the next stage of the summer exams cycle - [Results and post-results](#)

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

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

Reminders...



Visit our new-look **TEO Education online store**

Fabulous value, high quality equipment including:

- ▶ Exam and classroom furniture
- ▶ Secure storage
- ▶ Personalised exam banners, posters and templates
- ▶ Exam clocks

Click [here](#) for further details

Exams Officer Handbook and Exams Calendar

Late September... marks the dispatch of our **2018/19** editions to all members*

**One dispatch per member centre to those with an up-to-date paid membership with The Exams Office at the time of dispatch*

Professional development and training

Professional Development Conference

Summer conference

2 July 2018 – Grand Connaught Rooms, London

Free to attend* event for members of *The Exams Office*

Places are allocated to members on a first come, first served basis, so book early to avoid disappointment

Click [here](#) for further details

**One free place per member centre is available on a first come, first served basis. Please note that only those with an up-to-date paid membership with The Exams Office at the time of booking and at the time of the event will be eligible for a free place. The booking window will close once all places have been taken.*

Professional Development Conference

Members of *The Exams Office* can attend a January conference and the Summer conference free of charge* as part of their membership

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

*One free place per member centre is available on a first come, first served basis. Please note that only those with an up-to-date paid membership with The Exams Office at the time of booking and at the time of the event will be eligible for a free place. The booking window will close once all places have been taken.

Professional Development Programme

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

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

Joint initiatives with Unison - launching in the 2018/19 academic year- available free of charge as part of your membership to *The Exams Office*



April... launched our new training website and the **2018/19** exams training programme

Delegate rates have been held at £145 (+vat, discounted for members of *The Exams Office* and OCR/Pearson centres), with an additional discount if you bring 2, 3 or 4 delegates from the same centre

Autumn 2018 events

Experienced exams officers

25 September: Birmingham **26 September:** Bristol **28 September:** London
2 October: Leeds **3 October:** Manchester

New exams officers

9 October: Manchester **10 October:** Leeds **12 October:** London
17 October: Birmingham **18 October:** Bristol

Senior leaders/line managers (with responsibility for examinations)

23 October: London

Spring 2019 events

New exams officers

26 February: Birmingham **27 February:** Bristol **1 March:** London
5 March: Leeds **6 March:** Manchester

Senior leaders/line managers (with responsibility for examinations)

12 March: London

For event and booking details, click [here](#)

Invigilator training

The Exams Office offers members a range of resources to support the recruitment, training and deployment of invigilators

Click [here](#) for further details

New invigilator training events (free* for members) are offered in the autumn and spring terms and **Invigilator training (in house)** events are also available to book directly with a trainer

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

September... New invigilator training event dates and venues will be announced

**Two free places per member centre are available on a first come, first served basis. Please note that only those with an up-to-date paid membership with The Exams Office at the time of booking and at the time of the event will be eligible for free places. Booking windows will close once all places have been taken.*

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, 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.



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 Manager](#).

OCR also runs networks for teachers relating to their specifications. For more details see [Teacher networks](#).

For further support and information provided by *The Exams Office* click [here](#) and browse the **main menu** (left hand side of screen)