

What's new...

Review the **April** monthly update [here](#) which includes the message to members: *The Access arrangements and the role of the exams officer*

Message to our members

Final preparations for the summer examination series

With the summer examination series almost upon us, this is the time to conduct a final check to ensure you are as fully prepared as can be. As experienced exams officers are aware, the key to the role is to ensure thorough planning and preparation - considering the areas listed below will also help you in ensuring a successful exam series.

1. Regulation changes – are your invigilators – and all other relevant staff members – aware of the JCQ changes for the 2017/18 academic year – and do they understand these and the implications for not adhering to these guidelines? This includes the use of the updated JCQ ‘No mobile phones’ poster, changes relating to the supervised break between papers during a timetable variation (where papers are taken in the same session), identifying candidates, watches in the examination room/wearing watches, not amending candidate scripts etc.
2. Rooming – conduct a final check on the exam rooms you will be using. Are teaching staff aware that their room may be being used during the examination series? Are site staff aware of which rooms will need to be set up and on which days this needs to take place? Is there adequate rooming for candidates with access arrangements? Will you be able to accommodate the appropriate number of candidates during each examination session?
3. Candidate information – are candidates aware of what they need to do if they are late or ill at the time of an examination? Has what constitutes malpractice (and the penalties for engaging in malpractice) been conveyed to them? Are they aware of materials which are defined as ‘unauthorised’ and the penalties for bringing these into the examination room? Has the role of your invigilators been explained to candidates?
4. Staff information – are staff aware of the guidelines around ‘People present in the exam room’? Have teaching staff been trained if they are to be utilised for invigilation (or emergency invigilation in the event of invigilator absence)? Are

SLT aware of their responsibilities relating to suspected malpractice – how to deal with it and how it must be reported to the relevant awarding body?

5. Access arrangements – is there adequate rooming for access arrangements candidates? Are facilitators aware of the JCQ regulations relating to the support which can be offered as a reader, scribe etc.? Is your roving invigilator aware of their role and what is expected of them? Are invigilators aware of which candidates have access arrangements and the role of facilitators – for example, what they can/cannot do and say?
6. Invigilators – are they aware of how to manage emergencies, irregularities and cases of suspected malpractice? Are they aware of regulation changes – such as those relating to watches, the length of the supervised break in a same session exam clash situation and that the front of candidates ‘scripts’ must not be amended/added to (any mismatch of candidate information must be noted on the attendance register)? Be clear that signed records of the seating plan, the invigilation arrangements and the centre’s copies of the attendance registers for each examination must be retained for the required period.
7. Malpractice – are SLT/Head of Centre aware of what constitutes malpractice, how to handle situations of alleged, suspected or actual malpractice and the requirements for reporting to the relevant awarding body? Have candidates been informed of the consequences of engaging in malpractice? Have you got a system in place for recording and reporting cases of (suspected) malpractice and a process for notifying candidates (and parents) and relevant people in your centre (SLT, Head of Centre etc.)?

There may also be unexpected situations which arise during the coming weeks (for example candidates requiring emergency access arrangements, problems with exam question papers, invigilator absence, candidate illness during the examination or the requirement to use alternative accommodation etc.), but as part of your routine contingency planning the actions that might need to be taken, to handle any unplanned for event or irregularity, should already have been considered.

So, **good luck everyone**, and remember that if you have any issues, contact the relevant awarding body – they are here to help you.

An update from Ofqual provided for *The Exams Office* monthly update for exams office staff

April 2018 - Malpractice

Let's have a successful exam series

The exams regulator Ofqual wrote to schools on 20 April to lend its support to exams officers and invigilators as they prepare for the 2018 summer series. It set out ways to ensure issues don't arise which could cause avoidable distress and lead to penalties for students and even teachers.

Mobile phones

- ▶ The regulator says increasing numbers of penalties have been issued to students in recent years for taking their mobile phones into the exam hall, whether or not they intended to use them. Ofqual is asking centres to reflect on how best to encourage students leave their phones outside the exam hall.

Exam package security

- ▶ Some staff may not be familiar with exam protocols like the need to have two members of staff present to check the right exam packages are opened. The regulator is highlighting the vital role of exams officers in making sure such protocols are followed.

Supervision

- ▶ Invigilators and other staff involved in exams should be aware of supervision arrangements for students with timetable clashes, or those taking exams when a fire alarm sounds. Exams officers may wish to point their teams to [the necessary JCQ protocols](#) on this.

You can read Ofqual's letter sent to headteachers [here](#), along with a printable poster for staff areas that encourages colleagues to ask questions about exam procedures.



May's blog is written by **Ofqual**

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

Key tasks

Summary of key tasks for May

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 JCO key dates, use the [monthly support guides for new exams officers](#) added to the website by the beginning of each month.

May guide now available [here](#)

Planning

The focus is now clearly on preparing for and conducting the main **Summer 2018** exam timetable during May and June.

Entries

Continue to process any required changes to final entries for the **Summer 2018** exam series. Consider the impact any changes made at this late stage of the exam cycle will have on exam preparation tasks (rooming, seating, resources, invigilation, attendance registers, exam materials etc.).

Pre-exams

Submit internally assessed marks (and required samples of candidates' work to moderators) and endorsement grades to the awarding body deadline(s) for the **Summer 2018** exam series. Provide any required centre declaration forms to the awarding body deadline. Finalise exam preparation and be ready for exam time.

Exam time

Be ready to manage exam time and conduct the **Summer 2018** exam series. Complete any required administrative follow up/reporting after an exam has taken place and to the timescale/deadline indicated by the awarding body. Dispatch all exam scripts as required and manage collection of scripts as instructed for any exams held on Friday 25 May.

Results and post-results

Complete the management and administration of the **January 2018** exam series.

Administer post-results services for the **March 2018** exam series.

Confirm the process for results reporting for other/vocational qualifications.

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 **May**, including:

- ▶ [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](#)

Reminder....

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

- ▶ [Summer exams weekly report form template](#)
- ▶ [Key tasks review checklist template](#)
- ▶ [Support guide for new exams officers: May](#)

Also revisit the **key documents** that can support you with [Exam time](#)

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

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



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

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.*

New invigilator training

September...we will be announcing our free-to-attend* invigilator training event dates and venues and bringing this very popular training to a greater number of venues across England

Click [here](#) for further details

**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.*

Reminders...

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

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*

Exams Training

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 

**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)