

Review the **September** monthly update [here](#) which includes the message to members: *Rising to the challenge of the new academic year*

### Message to our members

### **Centre assessed marks – changes and good practice**

One of the most significant changes for the 2017/18 academic year – and the one which prompted most discussion at our recent training events for experienced exams officers – concerns centre assessed work.

The requirement for centres to have a written internal appeals procedure in place relating to internal assessments, and to have this readily available for inspection purposes, is not new (General Regulations for Approved Centres, page 15, section 5.8).

However, Ofqual now require centres to also have a procedure in place which allows candidates to review centre assessed marks. Not only must centres share centre assessed marks with candidates, but candidates must also be given the opportunity to request a review of the centre's marking if they can identify issues in the application of the mark scheme, or the wider teaching and learning such as appropriate teacher knowledge, training, understanding and skill in centre assessed marking. Candidates may also base a review on weaknesses in the co-ordination and standardisation of marking.

The first change for many centres will involve informing candidates of their centre assessed mark so they may request a review of the centre's marking before marks are submitted to the relevant awarding body.

Centres must inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of their assessment. These materials must be made available to candidates in a prompt and accessible manner.

Candidates must be given sufficient time to review copies of materials and reach a decision over whether to request a review of marking. If a review is requested, this must be made in writing.

Reviews must be completed, and candidates informed of the outcome in writing, prior to the awarding body's deadline.

Centres must ensure that the review is carried out by an assessor who has the appropriate competence and has had no previous involvement in the assessment of that candidate and has no personal interest in the review.

The outcome of the review of the centre's marking must be made known to the head of centre and logged as a complaint. A written record must be kept and made available to the relevant awarding body upon request. Awarding body moderation is not covered in this procedure.

It should be noted that candidates can only request a review of marking where they identify issues. Reviews based upon a procedural concern may be addressed by centres via evidence which confirms adequate staff training in the marking of centre assessed work, support for less experienced staff members and rigorous procedures around internal moderation and standardisation.

Heads of department should also implement a robust system of monitoring the marking of centre assessed work. This should include all teachers (or where there is only one teacher in the department):

- ▶ **Annotating marking** – provide evidence to support your marks, use key phrases from the mark scheme, clearly show how credit has been awarded
- ▶ **Completing documentation** – record the feedback and guidance that you have given, follow awarding body guidance in entering marks

In departments where there are several teachers undertaking the marking centre-assessed work, the following process serves as good practice:

- ▶ Obtain reference material at an early stage in the course – In the first year of a new specification, participate in awarding body training.
- ▶ Hold a preliminary trial marking session prior to marking - Compare standards through cross-marking a small sample of work, agree a common understanding of the assessment criteria
- ▶ Carry out further trial marking at appropriate points during the marking period
- ▶ After most marking has been completed hold a further meeting to make final adjustments or assign responsibility for comparing marks to the teacher responsible for internal standardisation
- ▶ Make final adjustments to marks prior to submission - If there are inconsistencies, ensure that the teacher(s) concerned make(s) adjustments to their marks and the teacher responsible for internal standardisation checks the new marks
- ▶ Retain evidence that internal standardisation has been carried out
- ▶ Keep candidates' work in secure storage until after the closing date for enquiries about results for the series concerned or until any appeal, malpractice or other results enquiry has been completed, whichever is later

Although increased transparency may be viewed as an additional administrative burden by some centres, it is a positive move to allow candidates to view their centre assessed marks, and if required, enquire about their mark if appropriate. Candidates, and their

parents, must have confidence in the teaching, learning and assessment as delivered by centres and the awarding bodies. It should also be remembered that if robust processes (which include checks and balances and relevant quality assurance measures) are in place then it is very unlikely that a candidate will submit an enquiry, and even if they did, it is very unlikely that it would be upheld.

## Key tasks

### Summary of key tasks for October

A very brief summary of 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 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.

October guide now available [here](#)

### Planning

Respond to the *National Centre Number Register* (NCNR) annual update by **31 October**.

Note the on-line issue of provisional timetable (available on awarding body websites) for the **November 2018** exam series.

### Entries

Where applicable to your centre

- ▶ submit final entries for the **November 2017** exam series
- ▶ submit estimated entries for the **Summer 2018** exam series
- ▶ submit final entries for the **January 2018** exam series
- ▶ submit final registrations for those qualifications requiring an **upfront registration**

### Pre-exams

Where relevant to your centre, meet October deadlines relating to the **November 2017** exam series including:

- ▶ processing access arrangements
- ▶ requesting transferred candidate arrangements
- ▶ submitting centre assessed marks

### Results and post-results

Prepare to receive certificates for the **Summer 2017** exam series.

#### *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 **October**, including:

- ▶ [A guide to managing exam preparation](#)
- ▶ [A guide to administering internal assessment](#)
- ▶ [A guide to managing security in the exam cycle](#)
- ▶ [A guide to understanding the JCO inspection](#)
- ▶ [Secure storage checklist](#) (free access)
- ▶ [Candidate exam handbook template](#)
- ▶ [Seating plan template](#)
- ▶ [Private candidate: final exam information template](#)
- ▶ [Private candidate: checklist template](#)
- ▶ [A guide to managing invigilator recruitment and training](#)
- ▶ [A guide to preparing for invigilator training](#)
- ▶ [Invigilator job description template](#)
- ▶ [A guide to interviewing invigilators](#)
- ▶ [Invigilator availability and information form template](#)
- ▶ [Invigilator availability summary spreadsheet template](#)
- ▶ [Invigilator confidentiality and security agreement template](#)
- ▶ [Invigilator training presentation editable template](#)
- ▶ [Invigilator trainer notes template](#)
- ▶ [Invigilator training evaluation form template](#)
- ▶ [Invigilator training certificate of attendance template](#)
- ▶ [Roving invigilator checklist template](#)
- ▶ [A guide to managing exam time](#)
- ▶ [Exam room incident log template](#)
- ▶ [Exam day checklist template](#) (free access)
- ▶ [Exam room checklist template](#)
- ▶ [Access arrangements: word processor checklist template](#)
- ▶ [Exams policy template](#)
- ▶ [Exams contingency plan template](#)
- ▶ [Access Arrangements Policy template](#)
- ▶ [Support guide for new exams officers: November](#)

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

### **Reminder....**

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

- ▶ [Exams officer/Line manager meeting report form template](#)
- ▶ [Private candidates: a guide](#)
- ▶ [Private candidate: preliminary information & entry form template](#)
- ▶ [A guide to managing entries](#)
- ▶ [A guide to avoiding late entries](#)
- ▶ [Managing entries: transgender candidate information](#)
- ▶ [A guide to managing access arrangements](#)
- ▶ [External entries collection form template](#)
- ▶ [Internal entries collection form template](#)
- ▶ [Changes to entry information form template](#)
- ▶ [Exam entry/re-sit form template](#)
- ▶ [Late entry form template](#)
- ▶ [Deadlines for entries, fees and charges template](#)
- ▶ [Private candidate: provisional entry confirmation template](#)
- ▶ [Confidential materials delivery log template](#)
- ▶ [Confidential materials tracking log template](#)
- ▶ [Policy checklist](#)
- ▶ [Support guide for new exams officers: October](#)

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

## New invigilator training

### Last chance to book for October

The Exams Office is offering members **two free\* places** at our certificated **New Invigilator Training** taking place at 6 venues during the 2017/18 academic year.

For further information and to book your place(s) on either an October or February event, click [here](#)

*\*Members must have a current, fully paid membership to acquire 2 free places on this training event.  
For non-members/additional places, charges will apply*

## Professional development and training



### Last chance to book

**New exams officer** training events starting from 2 October in Birmingham, Warrington, Bristol, London and Leeds

**Senior leaders** training event on 20 October in London

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

**FREE Exams Officer handbook & Exams calendar provided to all delegates**

## 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](#)

#### 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**

Training events are available for experienced exams officers in September and new exams officers in October and late February/early March

An autumn event for senior leaders/line managers is also available in October

### Invigilator training

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

- ▶ invigilation support resources - to train and manage your invigilation team
- ▶ new invigilator training (**free for members**)
- ▶ training for invigilation teams delivered in your centre by our team of experts
- ▶ opportunities for exams officers to train invigilators
- ▶ training for those involved in access arrangements

Click [here](#) for further details

### 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.



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](mailto: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.



Finally click [here](#) to visit *The Exams Office's* online ordering store.