

**The Exams Office is here to stay**

Review the **August** monthly update [here](#) which includes the message to members: *Candidate permission – results and post-results*

### Message to our members

### *Rising to the challenge of the new academic year*

Firstly, welcome to colleagues who are new to the role. Without doubt, you will experience a steep learning curve, but you will also find the exams officer role very fulfilling and rewarding...you may not always receive the praise you deserve, but rest assured, you are playing a pivotal role in your centre and in helping students achieve their academic potential.

The start of the academic year is always a busy time for exams office staff. The fact that you are still engaged in exam results/post-results from the previous academic year means that planning for 2017/18 is not the only the focus for exams officers/assistants.

The 2017/18 academic year will continue to provide challenges for exams officers as a greater number of reformed GCSEs are assessed for the first time, and therefore, once again, you are dealing with both reformed and legacy qualifications and the challenges that this brings.

***The Exams Office understands the needs of our members and the challenges you face and that is why our primary focus will remain on being a UK-focussed support organisation which is committed to meeting the needs of our 3,000 strong membership.***

Over the next 12 months, not only will we continue to develop our range of checklists, guides and templates, but every document will be reviewed and rewritten incorporating the new JCQ regulations. In the coming days, we will launch our interactive '*Exams Timetable Tool*' (which includes qualifications from the major awarding organisations) and '*Key Dates Calendar*', and later in the autumn term, our upgraded '*Exams Policy Generator*' will be launched. All our exam policy templates will be reviewed and revised (if required), and we will also be launching new policy templates as required by the JCQ, such as the '*Complaints and Appeals Procedure*' which centres are required to produce for the 2017/18 academic year.

This year sees our training arm – *Exams Training* - launch over 20 training events for SLT, invigilators, experienced and new exams officers. In September, we are hosting five training events across the country for experienced exams officers which focus upon JCQ changes and the preparing for the new academic year, whilst new exams officers can attend events in autumn and spring to support them through their first year in role. All attendees at the autumn training events will receive complimentary copies of our newly launched '*Exams Officer*

*Handbook* and *Exams Calendar*. We have been working on these documents for several months and hope to provide these invaluable resources for all of our members in 2018/19 as part of their membership.

Our training events are of the highest quality – unrivalled by any other training provider – and offered at just £145 per delegate (or £255 for two delegates from the same centre for the same event) for OCR or Pearson centres, or members of *The Exams Office*.

A new initiative we are launching this year is our certificated *'New Invigilator Training'*. As part of their membership, members can book two free places for their new invigilators – or for themselves – on a half-day training course delivered by experts from *The Exams Office*, awarding organisations, ex-JCQ inspectors and serving exams officers.

In January, we will be hosting five free-to-attend National Conferences – extended from three events in 2016/17 – to help exams office staff prepare for the summer 2018 exam series. Once again, these will be attended by the major awarding organisations and the JCQ, with a greater focus on exams-related workshops, as well as a keynote speech from Nick Lait from the JCQ on changes in exam regulations.

After the success of our inaugural summer conference in July 2017, we will also be hosting another event in July 2018 to help exams office staff prepare for the 2018/19 academic year. Once again, this is free-to-attend for members of *The Exams Office*.

Finally, we will be launching a new website with added functionality towards the end of the autumn term, and hope to make a major announcement at our January National Conferences which may be one of the most significant developments in raising the profile of the exams officer community since the role was first established – we are currently in negotiations with a major organisation which will confirm our long-term commitment to our members.

**As other organisations close their doors, rest assured that *The Exams Office* will continue to invest your membership subscriptions in providing you with quality support which saves you time and eases the pressure on your centre's budget.**

## Key tasks

### Summary of key tasks for September

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.

*September guide now available [here](#)*

## Planning

Start/continue to manage exam planning for 2017/18 by gathering information about qualifications being delivered in your centre this academic year.

Start/continue to build your annual exams plan.

Look out for the *JCQ autumn despatch* to centres. Familiarise yourself with any changes highlighted in relevant updated JCQ publications, particularly [General Regulations for](#)

[Approved Centres](#) (no longer provided in hard copy) and [Instructions for Conducting Examinations](#).

Ensure relevant staff in your centre are provided with/signposted to updated JCQ publications.

### Entries

Where applicable to your centre, prepare to make entries for the **November 2017** exam series.

Collect information regarding any qualifications that may require an **upfront registration** or entries to be made in other early exam series' (for example, the **January 2018** series).

Prepare to make estimated entries (where required by the awarding body) for the **Summer 2018** exam series.

If you will be responsible for running internal exams it might be useful to collect relevant (entry) information in advance, enabling you to plan the **internal** exam series'.

### Pre-exams

Determine when **preliminary** (pre-release), advance or other subject-specific early information may be made available by the awarding body (this is dependent on the qualifications and subjects within qualifications delivered in your centre) for the **Summer 2018** exam series or other series'.

### Results and post-results

Process any remaining post-results service requests for the **Summer 2017** exam series by the September deadlines.

Undertake any required results reporting/analysis if/where pertinent to your role/your centre.

#### *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.

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

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

- ▶ [A guide to managing entries](#)
- ▶ [A guide to avoiding late entries](#)
- ▶ [Confidential materials delivery log template](#)
- ▶ [Confidential materials tracking log template](#)
- ▶ [A guide to managing access arrangements](#)
- ▶ [Policy checklist](#)
- ▶ [Exams officer/Line manager meeting report form template](#)
- ▶ [Private candidates: a guide](#)

- ▶ [Private candidate: preliminary information & entry form template](#)
- ▶ [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](#)
- ▶ [Support guide for new exams officers: October](#)

**Reminder....**

The following new or updated documents were added during

**August**

- ▶ [Autumn term checklist](#)
- ▶ [PDP: Autumn term](#)
- ▶ [PDP: Induction for new exams officers](#)
- ▶ [PDP: Exam cycle checklist](#)
- ▶ [PDP: Exam cycle checklist – example](#)
- ▶ [PDP: Key support information framework](#)
- ▶ [PDP: Action plan](#)
- ▶ [Support guide for new exams officers: September](#)

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

## Invigilator training

### Bookings now being taken

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

**Experienced exams officer** events starting from 20 September in Warrington (limited availability), Birmingham (limited availability), London (limited availability), Bristol and Leeds (limited availability)

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.

### 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](mailto:contact@TheExamsOffice.org). Please note, if your query is subject or awarding body specific, we will refer you to the relevant 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.