KEY DOCUMENTS
USER GUIDE

Please note that if you click on a hyperlink in this guide, you will be taken to a specific page of The Exams Office public website – to return to this guide, click on the back arrow (**<**) at the top left of your browser

WHAT ARE KEY DOCUMENTS?

These are resources designed to support exams officers in managing and administering the examination process, to promote good practice and to save them time in their centre.

They are intended to support the identification and completion of key tasks through the exam cycle and are categorised by the stages of the cycle, to support exams officers in understanding when these could be useful during the exams management and administration process.
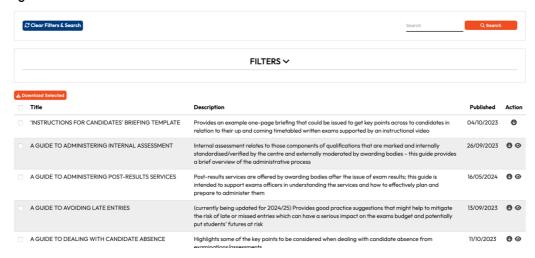
Guides and **checklists** provide overviews of processes and regulations, highlight key tasks, and promote good practice.

Templates provide a starting point for undertaking/completing a key task or process and may be customised for use or the content used to inform an electronic process in a centre.

These resources are reviewed and updated each academic year

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HOW TO NAVIGATE THE KEY DOCUMENTS AREA

On entering this area of The Exams Office Hub all the documents/resources available are presented as a scroll through list.

To access a particular document/documents, refer to the *Accessing Documents* section below.

Search

Use this functionality if you wish to search for a specific document/resource:

- using a keyword

  (as example)

- by name

(as example)

(Always remember to click the **Clear Filters & Search** button before a search to ensure any previous filter or search is cleared)

CATEGORIES

Each document/resource within the Key Documents area has been assigned a category, and where relevant, several categories.

Categories are used to identify the stage of the exam cycle the document or resource is intended to support or to group documents together (such as exam policy templates, those intended to support an exams review, termly checklists, those intended to particularly support new exams officers and senior leaders/line managers (in supporting their exams officer) and those intended to support invigilation activity, etc).

As an as example: the *Invigilator Announcement* (MP3 format) has been assigned three categories (Exam Time, Invigilation Support, Audio), so a filter on any of these categories will include the announcement in the filter results.

Selecting the category **Exams Manual,** filters guides, etc. that centres may want include in their manual (these are suggestions only) to support contingency and succession planning.

Filter by category

To use this functionality, click on the down arrow to expand.

Select the category or categories you require – as soon as a category is ticked, the filter results are immediately listed.

(as example)

(Always remember to click the **Clear Filters & Search** button before a search to ensure any previous filter or search is cleared)

ACCESSING DOCUMENTS

If you wish to access a particular document/document either when scrolling though the whole list or to access some of the results found in your search/filter, tick the **Select** box against the relevant document/documents.

If you wish to select all the results found in your search/filter, tick the **Select all** box at the top of the list.

	Title	Description	Published	Action
☑	A GUIDE TO MANAGING ACCESS ARRANGEMENTS	(currently being updated for 2024/25) Provides a brief overview of the main aspects of managing and administering access arrangements	01/09/2023	⊕ ⊙
☑	ACCESS ARRANGEMENTS POLICY TEMPLATE	(currently being reviewed/updated for 2024/25)	03/09/2023	⊕
☑	ACCESS ARRANGEMENTS: CANDIDATE NOTIFICATION FORM	Provides a format to inform candidates of the approved access arrangements and/or reasonable adjustments that have been arranged for upcoming exams/assessments; how these arrangements will be applied in exams/assessments; exceptions where this arrangement will not be allowed (or where different arrangements will be put in place)	14/09/2023	⊕
☑	ACCESS ARRANGEMENTS: CANDIDATE TRACKING SPREADSHEET TEMPLATE	Provides a format for tracking candidates' access arrangements in one place and may support with exam timetabling, rooming, seating, and invigilation arrangements	14/09/2023	⊕
☑	ACCESS ARRANGEMENTS: MANAGING EMERGENCY ARRANGEMENTS FORM TEMPLATE	Provides a way of recording actions around emergency/temporary access arrangements put in place for a candidate during the exams period and confirms follow-up activity, where applicable, has been completed	09/10/2023	⊕
☑	ACCESS ARRANGEMENTS: SUPERVISED REST BREAK RECORD TEMPLATE	Provides a means of recording the conduct of supervised rest breaks	09/10/2023	⊕
☑	ACCESS ARRANGEMENTS: TRAINING EVALUATION	(currently being updated for 2024/25) An example training evaluation form designed to complement the ACCESS	07/09/2023	⊕

If you wish to download your selections, click the button.

⬇ Download Selected

Alternatively, if you wish to download a document individually or view a document, you can do so by selecting the **Download** or **View** icon in the **Action** column. (Note that the view option is only available for PDF documents)

	Title	Description	Published	Action
☐	'INSTRUCTIONS FOR CANDIDATES' BRIEFING TEMPLATE	Provides an example one-page briefing that could be issued to get key points across to candidates in relation to their up and coming timetabled written exams supported by an instructional video	04/10/2023	⊕
☐	A GUIDE TO ADMINISTERING INTERNAL ASSESSMENT	Internal assessment relates to those components of qualifications that are marked and internally standardised/verified by the centre and externally moderated by awarding bodies – this guide provides a brief overview of the administrative process	26/09/2023	⊕ ⊙
☐	A GUIDE TO ADMINISTERING POST-RESULTS SERVICES	Post-results services are offered by awarding bodies after the issue of exam results; this guide is intended to support exams officers in understanding the services and how to effectively plan and prepare to administer them	16/05/2024	⊕ ⊙
☐	A GUIDE TO AVOIDING LATE ENTRIES	(currently being updated for 2024/25) Provides good practice suggestions that might help to mitigate the risk of late or missed entries which can have a serious impact on the exams budget and potentially put students' futures at risk	13/09/2023	⊕ ⊙
☐	A GUIDE TO DEALING WITH CANDIDATE ABSENCE	Highlights some of the key points to be considered when dealing with candidate absence from examinations/assessments	11/10/2023	⊕ ⊙