

## MEMBER MESSAGE

### A new academic year...a busy time for all exams officers

A new academic year is always a challenging time for the exams officer community.

Experienced exams officers will not only be dealing with enquiries about results but they will also be closely studying JCQ's 2024/2025 regulations for any changes and additions. As every year, new exams officers will be coming to terms with the requirements of their new role and engaging in a new exams officer induction.

### The Exams Office Hub

For the latest updates and important reminders on accessing the Hub (data cleanse), the availability of 2024/25 Assessments, online tools and videos for training purposes, please refer to the news and updates section below.

### Online training and assessment

The following have been updated for 2024/25 and are available for completion:

#### Exams officers

- **Exams Officer Digital Accreditation:** An online assessment designed to support exams office staff in confirming their knowledge and understanding of exam regulations across all JCQ regulations
- **New Exams Officer Induction and Assessment Module:** This module is designed to support a new exams officer's induction to their centre and to the role. It can also be used to support other members of centre staff (such as an exams assistant or a person who, as a contingency measure, may be required to cover the role in the absence of their exams officer) in understanding and identifying key tasks within the exam cycle

#### Invigilators

- **Invigilator Digital Accreditation:** An online assessment designed to assess and measure the knowledge and understanding of trained invigilators (and where relevant, facilitators of access arrangements) of what is expected of them when supervising and supporting candidates under examination conditions in accordance with the JCQ publication *Instructions for conducting examinations* (ICE)
- **Invigilator Training and Assessment Module:** Four online training and assessment units designed to inform and measure invigilators (and where relevant, access arrangement facilitators) understanding of JCQ regulations and what is expected of them when supervising and supporting candidates under examination conditions:

- (Unit 1) New invigilators: Instructions for conducting examinations
- (Unit 2) Instructions for conducting on-screen tests
- (Unit 3) Exiting/experienced invigilators update (including JCQ regulation changes)
- (Unit 4) Supervising and supporting access arrangements: Instructions for invigilators and facilitators

We are delighted to announce that the certificates which are issued on the successful completion of our online training and assessment modules will now be endorsed by the Pearson logo.

In the coming weeks, we will be launching a digital badge which exams officers can claim upon completion of the *Exams Officer Digital Accreditation*.

Please note that the [Senior Leader/Line Manager Training and Assessment Module](#) is not currently available and will be launched through our new online training and assessment platform in September 2025.

### Face-to-face training

Our face-to-face [training events](#) are, as every year, proving to be very popular. Places are limited so bookings should be made as soon as possible to avoid disappointment (please see event dates and details in the news and updates section below).

### New exams officer support

New exams officers should refer to the [New Exams Officer Support](#) area of The Exams Office website to identify the range of support and information available as they begin their new role.

The following resources – which are key in supporting a new exams officer in the initial weeks of their role – are available in the Key Document area of the Hub:

- Induction support guide
- New exams officer induction: Task completion checklist template (this is a new document which provides suggestions about the tasks which should be completed during the first week, first month/half term and three months/term in role)
- September support guide
- Autumn Term checklist
- Exams key terms glossary

### Professional development

The Exams Office encourages all exams officers to engage with the [Exams Officer Professional Standards](#) as part of their professional development.

The NAEO has published an article which details [the reasons why every exams officer should have access to an effective professional development programme for the 2024/2025 academic year](#).

### National Association of Examinations Officers (NAEO)

A reminder that you will need to renew your [NAEO membership](#) from 1 September.

Membership is available at no cost for serving exams officers, but to allow the NAEO to retain members' details, memberships must be renewed each academic year.

Membership renewal is a simple process which involves following the on-screen instructions and ticking a box to confirm renewal for the 2024/2025 academic year.

The Exams Office is delighted to confirm that we will continue to support and sponsor the work of the NAEO throughout the 2024/2025 academic year.

We need as many exams officers as possible to join their association to ensure that the exams officer voice is heard within the wider education community.

### Senior leader support

A reminder to encourage your senior leader/line manager to register (at no cost) for the [Senior Leader and Line Manager Exam Support website](#).

This website includes a range of support materials to help senior leaders/line managers in fulfilling their role and responsibilities, and meeting the requirements as set out in JCQ's [General Regulations for Approved Centres](#).

### Conference dates

A reminder to exams officers to note the dates of the [National Exams Officer Conferences](#). The booking window will open on 1 November 2024 (please see dates and details in the news and updates section below).

Entry for one exams officer per member centre is included within your centre membership to The Exams Office.

### National Senior Leader/Line Manager Exams Conference

For the 2024/2025 academic year, we are delivering a [National Senior Leader/Line Manager Exams Conference](#) in partnership with The Learning and Skills Office.

This conference will focus upon the tasks which are the responsibility of/must be undertaken by a senior leader. Presentations and workshops will provide advice and guidance on effectively supporting and supervising an exams officer and contingency planning during an exam series.

The delegate rate for this conference is reduced to £195 (+vat) per delegate for centres who have an active membership to The Exams Office (reduced from £245+vnt).

## Exams officer survey 2024

Finally, a reminder that the NAO's [Annual Exams Officer Survey](#) will be launched on 1 October. The results of this survey are shared with key stakeholders including the DfE, Ofqual, JCQ and its awarding bodies.

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## September ARTICLE

[NEW EXAMS OFFICERS: A GUIDE TO STARTING YOUR NEW ROLE](#) considers five areas which new exams officers should focus upon/address in their initial weeks in role.

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## The Exams Office NEWS and UPDATES

### Commemorative Annual Dispatch 2024/2025

The Exams Office (UK) member centres received their dispatch in late June/early July 2024. This year's dispatch is particularly special as it commemorates The Exams Office 10<sup>th</sup> Anniversary Year – we are celebrating 10 years supporting exams officers!

The pack contained our exclusive Exams Diary, Calendar, double sided Wall Planner and, new for this academic year, a handy desktop calendar.

These combined tools will help in your organisation and planning for the academic year ahead so do start to use, and populate with key dates and reminders, to support you throughout the year ahead.

If for any reason you don't have your Annual Dispatch (and please do check with colleagues first) these can be purchased from The Exams Office at a cost of £25.99+vat by emailing [finance@theexamsoffice.com](mailto:finance@theexamsoffice.com). Alternatively, complimentary items will be available at the autumn Exams Training events (first come, first served!).

### The Exams Office Hub

**Access to The Exams Office Hub** reminder

**Action required by Centre Administrators** (Data cleanse)

On first time login in the new academic year (or indeed any time after 6 August 2024), the Centre Administrator will be required to verify all centre users again, and update any incorrect records, before access is restored for all the centre users.

To verify centre users, once the Centre Administrator has logged into the hub (current login credentials remain valid), the Centre Administrator will be presented with a list of users from the 2023/24 academic year. The Centre Administrator is required to select the centre users they want to carry forward into the 2024/25 academic year. Any user not selected/verified will be automatically removed from the system. It is important to emphasise that any user accounts **NOT** ticked will be DELETED and their data will be lost.

**Once the list of centre users has been verified, the validation process is complete.** All retained centre users will then be able to proceed to login and use the system as normal as and when they need to.

If any centre user attempts to login in before the Centre Administrator has approved/verified the centre user accounts, the user will be prompted to contact their Centre Administrator. The Centre Administrator must perform the centre verification process before centre user accounts are restored and active once again.

#### **Assessments update**

Assessments (accreditations and modules) for 2024/25 are now available.

All assessments are untimed (this now extends to the Exams Officer Digital Accreditation and the Invigilator Digital Accreditation).

#### **Online tools and training videos update**

The following tools have been/are being updated for the new academic year and are available for exams officers to utilise:

- [Exams Timetable Tool](#) (updated and added functionality)
- [Key Dates Calendar Tool](#) (updated and added functionality)
- [Policy Generator Tool](#) (updates will be fully completed by early September)

An update on [Training Videos](#) availability:

- Invigilator announcement 2024/2025 (available)
- Instructions/information for candidates 2024/2025 (available)
- Invigilator training videos (available October)
- New exams officers: Actions for Autumn (available late October)
- Exam Changes (available December)

#### **Exams Training**

Update on our autumn [training events](#):

[Exam Changes \(for experienced exams officers\)](#): Content covers JCQ regulation changes and DfE, Ofqual, The Exams Office and NAEO updates for the 2024/2025 academic year:

- Coventry (24 September) - FULLY BOOKED
- Bristol (27 September) - FULLY BOOKED
- London (1 October) - FULLY BOOKED
- Leeds (8 October) - FULLY BOOKED
- Manchester (14 October)
- Coventry (17 October) - EXTRA DATE ADDED
- London (2 December)

[Actions for Autumn \(New exams officer/refresher training\)](#): An introduction to the exams officer role with a focus on key dates, deadlines and tasks from October to February:

- Coventry (23 September)
- Bristol (26 September)
- London (30 September)
- Leeds (7 October)
- Manchester (15 October)

[Autumn training for senior leaders/line managers](#): JCQ regulation changes and DfE, Ofqual, The Exams Office and NAEO updates for the 2024/2025 academic year and supporting your exams officer/managing exams in your centre:

- London (2 October)
- Leeds (9 October)
- Coventry (18 (October)

## The Exams Office Conferences 2025

A reminder of the details for the [National Exams Officer Conferences](#):

- Leeds, The Queens Hotel (23 January)
- Bristol, Ashton Gate Stadium (28 January)
- London, Wembley Stadium (30 January)
- Manchester, Old Trafford Cricket Ground (3 February)
- Coventry, Coventry Building Society Arena (7 February)

Please ensure that you have approval to attend one of our conferences when the booking window opens on 1 November.

Attendance at a conference is free of charge for members of The Exams Office (one free place per centre membership).

Also, please inform your senior leader/line manager that we are staging a [National Senior Leader/Line Manager Exams Conference](#) on Thursday 6 February at the Coventry Building Society Arena, Coventry. There is a discounted cost (for those with an active centre membership) of £195+vat to attend this conference.

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## National Association of Examinations Officers NEWS and UPDATES

### September message and articles

CEO Message: [A review of the summer 2024 exam series....and looking ahead to the new academic year](#)

(Exams article) [The reasons why every exams officer should have access to an effective professional development programme for the 2024/2025 academic year](#)

(Mindfulness and Wellbeing article) [How to create a work life balance](#)

### Membership reminder

A reminder that you will need to renew your [NAEO membership](#) from 1 September.

Membership is available at no cost for serving exams officers, but to allow the NAEO to retain members' details, memberships must be renewed each academic year.

Membership renewal is a simple process which involves following the on-screen instructions and ticking a box to confirm renewal for the 2024/2025 academic year.

### Member rewards

The randomly selected winners of the September member rewards draw are:

Hannah Ahmed  
Bibi Chawdhery  
Debora Gouveia  
Daniella Pinelli  
Nadia Pawlowska

Well done to the individuals above. A £20 gift voucher will be on its way to you.

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## KEY TASKS and KEY DOCUMENTS

### SEPTEMBER key tasks

A brief summary of main key tasks is provided here. In addition, the [AUTUMN TERM CHECKLIST](#) provides a general overview of key tasks and good practice during the period September to December.

**Note** you should always 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.

#### PLANNING

The focus is on managing exam planning for 2024/25 by gathering information about qualifications being delivered in your centre this academic year. Start/continue to build your annual exams plan.

Familiarise yourself with any changes highlighted in relevant updated JCQ publications, particularly [General Regulations for Approved Centres](#) and [Instructions for conducting examinations](#)

#### ENTRIES

Where applicable to your centre, prepare to make/submit entries for the (GCSE) **November 2024** exam series.

Gather information regarding any qualifications that may require an upfront registration/qualification entry or entries to be made in other early exam series (for example, the **January 2025** exam series).

Prepare to make estimated entries (where/if required by the awarding body) for the **Summer 2025** exam series.

If you will be responsible for running internal exams/assessments, collect relevant (entry) information in advance, enabling you to plan and prepare for these periods.

#### 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 2025** exam series.

#### RESULTS AND POST-RESULTS

Continue to administer any post-results services requests for the **Summer 2024** exam series by the September deadline(s).

For more detailed information on key tasks and JCQ key dates, refer to the monthly support guide added to the website by the beginning of each month – see the [SEPTEMBER guide](#)



## SEPTEMBER key documents

Key documents and resources are provided to support member centres in the management and administration of the exams process.

Templates can be customised for use in centres/content of templates can be used to inform electronic processes in centres.

Updated documents/resources to be published this month include:

**NEW EXAMS OFFICER:** OCTOBER SUPPORT GUIDE

**PLANNING:** all remaining GUIDES and TEMPLATES

**ENTRIES:** A GUIDE TO MANAGING ENTRIES and all remaining GUIDES and TEMPLATES

**PRE-EXAMS:** A GUIDE TO MANAGING EXAM PREPARATION

**EXAM TIME:** A GUIDE TO MANAGING EXAM TIME

**EXAM POLICY TEMPLATES:** POLICY CHECKLIST and the associated TEMPLATES

**INVIGILATION SUPPORT:** A GUIDE TO MANAGING INVIGILATOR RECRUITMENT AND TRAINING and the associated GUIDES and TEMPLATES

A reminder of updated documents/resources published in August:

**NEW EXAMS OFFICER:**

- INDUCTION SUPPORT GUIDE
- NEW EXAMS OFFICER INDUCTION: TASK COMPLETION CHECKLIST TEMPLATE
- SEPTEMBER SUPPORT GUIDE

**TERMLY CHECKLISTS:** AUTUMN TERM 2024/25

**PLANNING:**

- A GUIDE TO MANAGING CONFIDENTIALITY AND SECURITY IN THE EXAM CYCLE
- DECLARATION OF INTEREST FORM TEMPLATE
- CONFLICTS OF INTEREST LOG TEMPLATE
- CONFIDENTIAL MATERIALS LOG TEMPLATES

**ENTRIES:**

- EXTERNAL ENTRIES COLLECTION FORM TEMPLATE
- CHANGES TO ENTRY INFORMATION FORM TEMPLATE
- LATE ENTRY FORM TEMPLATE
- INTERNAL ENTRIES COLLECTION FORM TEMPLATE