

MEMBER MESSAGE

Merry Christmas and a Happy New Year to all exams officers

As this is our final monthly update for 2024, we would like to wish every exams officer a very enjoyable and restful festive period.

The Exams Office is planning a very exciting support programme for our members during 2025 as we develop a range of additional online tools which will save exams officers time and support them in effectively performing their role within their centre.

A series of announcements will be made throughout 2025 as each online tool is launched in The Exams Office Hub.

Cyber security policy template

In response to JCQ's regulations relating to cyber security (*General Regulations for Approved Centres*, sections 3.20 and 3.21), we have designed an editable template to provide centres with a starting point/framework on which to build a cyber security policy and associated procedures relating to the management, administration and conducting of examinations. (This template is informed by guidance published by JCQ and the National Cyber Security Centre (NCSC).

Although there is no current JCQ requirement for centres to specifically have a cyber security policy in place, this template has been produced to support centres in adhering to JCQ regulations.

Please note that this policy is only available in Word format (and not in the Policy Generator Tool) to allow for easier inclusion of content into any relevant centre-wide document.

The [Cyber security policy \(exams\) template](#) is available in the Key Documents area of the Hub.

Cyber security training

To enable centres to address the following JCQ regulations (*General Regulations for Approved Centres*, sections 3.21 a) and b)), we will be supporting our partner organisation, The Learning and Skills Office, in launching an online certificated cyber security training programme in early 2025:

- The head of centre must ensure there are procedures in place to maintain the security of user accounts by:
 - o providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
 - o providing training for staff on awareness of all types of social engineering/phishing attempts

We will be providing more information on this online training to member centres in January.

Negotiating a salary review

The National Association of Examinations Officers' December article provides advice and guidance to exams officers in negotiating a salary review:

- [Factors to highlight when negotiating a salary review](#)

Should I be invigilating during an exam series?

A frequently asked question by many exams officers is whether they should invigilate during an exam series. JCQ and its awarding bodies do not provide any guidance on this matter, so we have produced an article which explains the reasons why it is not advisable for exams officers to act as an invigilator during an exam series:

- [Ten reasons why an exams officer should not invigilate during an exam series](#)

Exams officers and access arrangements

As a consequence of the updated JCQ regulations relating to the role of the SENCo in its *General Regulations for Approved Centres and Access Arrangements and Reasonable Adjustments* documents, the NAO has produced an article which considers the exams officer role in the management, administration and facilitation/conducting of access arrangements:

- [The role and responsibilities of the exams officer in the management, administration and facilitation/conducting of access arrangements](#)

New exams officer training: Spring into Summer

If you are new to the exams officer role, or require a refresher course, we encourage you to consider one of the following *Spring into Summer* training events which are staged in partnership with OCR:

- [Bristol \(24 February\)](#)
- [Coventry \(28 February\)](#)
- [Manchester \(3 March\)](#)
- [Leeds \(4 March\)](#)
- [London \(10 March\)](#)

The content of this training prepares exams officers for the summer series with a focus on:

- Entries
- Access arrangements
- Assessments/Internal assessment
- Timetabling
- Rooming
- Seating plans
- Storing confidential exam materials
- Exam briefings/guidance for candidates, staff and parents
- Preparing your invigilators
- The exam day

- The JCQ centre inspection
- Packing and dispatching scripts

Exams officer conferences

Over 2000 exams officers have reserved their place at one of our National Exams Officer Conferences.

An email with further information – including a delegate information letter - will be sent to delegates in the coming weeks. If you need to cancel your place, please ensure that this is done at least 14 days prior to the event, as cancellations made after this point will incur a £50+VAT cancellation fee to cover your booking which will be confirmed with the venue 14 days prior to the event taking place.

If you wish to attend one of our conferences, please visit [the National Exams Officer Conferences page of our website](#). Although capacities have been reached at most venues, the 'waitlist' is open for the Bristol and Manchester conferences.

Senior leader/Line manager support – Exams conference and spring training

Senior Leader/Line Manager Exams Conference

Within the next week, we will be emailing all centres with information of the booking process for the inaugural [Senior Leader/Line Manager Exams Conference](#) which is being hosted by The Exams Office in partnership with the Learning and Skills Office in Coventry on 6 February.

The aim of the conference is to support senior leaders in managing the examination system within their centre and their exams officer. The workshops will focus upon the areas for which senior leaders have direct responsibility.

Training for the summer series

We are also holding a [training event for senior leaders in London on 11 March](#) which focuses upon the role and responsibilities of an exams officer before, during and after the summer exam series, and how a senior leader can successfully support, supervise and manage their exams officer in undertaking the relevant tasks. The content also addresses the contingency measures which senior leaders may put in place to mitigate the absence of their exams officer before, during and after an exam series.

National Association of Examinations Officers (NAEO)

The NAEO has outlined its objectives for 2025 to raise the profile and status of the exams officer and protect the integrity and security of the examination system in all centres. The five main objectives are:

- A national job description and sample interview questions
- New exams officer induction
- An annual professional development and appraisal programme
- Awarding body requirements

- Support for exams officers within each centre

For more details on these objectives, please read the [CEO December message](#).

December ARTICLE

TEN REASONS WHY AN EXAMS OFFICER SHOULD NOT INVIGILATE DURING AN EXAM SERIES considers the circumstances under which an exams officer may/should not act as an invigilator.

The Exams Office NEWS and UPDATES

The Exams Office Hub

Key Documents

Newly created resources have been added to this area of the Hub as follows:

- NEW INVIGILATOR TRAINING PRESENTATION TEMPLATE
This PowerPoint includes the content delivered by The Exams Office training team as part of our in-house training programme for new invigilators. (A section (**Regulation Changes 2024/2025**) has been added to support a training session which is being delivered to both new and existing/experienced invigilators)
- NEW INVIGILATOR TRAINING PRESENTATION: TRAINER NOTES
Trainer notes provided to support exams officers in delivering the above presentation within their centre.
- NEW INVIGILATOR TRAINING PRESENTATION: INVIGILATOR TRAINING BOOKLET
A booklet provided for invigilators to complete during the delivery of the above presentation.

(To quickly access the above, click on Key Documents in the Resources menu and select the category *Invigilation Support* from the Filters dropdown)

- CYBER SECURITY POLICY (Exams) TEMPLATE

(To quickly access the above, click on Key Documents in the Resources menu and select the category *Exam Policy Templates* from the Filters dropdown)

What's new in the Hub?



December 2024

The User Summary area of the Hub has been upgraded to allow up to 50 centre users to be displayed on the screen. An Export ALL facility is also available which allows details of all centre users to be exported in a single download.

Access to the Hub - do we hold the correct information for you and your centre?

Please regularly log into your Hub account to review the information we have listed for your centre.

To ensure you are able to book one free place at one of our upcoming National Exams Officer Conferences, and to avoid any issues in receiving our next Annual Dispatch in summer 2025, please check the following:

- **We have the correct Centre Admin listed for your centre** (this can be reviewed within the User Management area of the Hub)
- **Your centre number, centre name and postal address are correct** (this can be reviewed within the Centre Management area)
- **Your centre's Finance email address is correct** (this can be reviewed within the Centre Management area)

If any of the above information requires updating/amending, please email contact@theexamsoffice.com.

National Association of Examinations Officers NEWS and UPDATES

December message and articles

CEO Message: [The aims and objectives of the NAO in 2025](#)

(Exams article) [Factors to highlight when negotiating a salary review](#)

(Mindfulness and Wellbeing article) [Key Questions for 2024 Review](#)

Member rewards

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

Helen Fulcher
Susan Lively
Mwamba Nkole
Laura Poole
Natalia Sieradzka

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

Membership reminder

Please remember that you need to renew your NAEO membership from 1 September every year.

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

Membership renewal for the 2024/2025 academic year is a simple process which involves clicking on the re-registration details link at the bottom of the **Join** screen.

KEY TASKS and KEY DOCUMENTS

DECEMBER 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

As the autumn term draws to a close there is still no let-up in the exams process. (Where applicable) You may be involved in running internal exams/assessments, preparing for the **January 2025** exam series and preparing for the issue of the **November 2024** exam series results released in January.

ENTRIES

(Where applicable) Collate final entries for the **March 2025** exam series (where an awarding body March series entry deadline falls in January).

As appropriate, consider preparation for the collection of final entry information for the **Summer 2025** exam series.

PRE-EXAMS

(Where applicable) Undertake final checks to ensure you are ready to conduct exams that may be taking place in the **January 2025** exam series.

Where relevant to January entries, prepare to submit marks and samples of candidates' work to the awarding body deadline.

RESULTS AND POST-RESULTS

(Where applicable) Prepare for results day – start to consider what needs to be done in terms of preparing for the issue of **November 2024** exam series results in January.

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 [DECEMBER guide](#)

DECEMBER 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: JANUARY SUPPORT GUIDE](#)
[TERMLY CHECKLISTS: SPRING TERM CHECKLIST](#)

A reminder of updated documents/resources published in November:

[NEW EXAMS OFFICER: DECEMBER SUPPORT GUIDE](#)
[ENTRIES: DEADLINES FOR ENTRIES, FEES AND CHARGES TEMPLATE](#) (updated for the summer 2025 exam series)

[RESULTS AND POST-RESULTS:](#) (For the November series and beyond)

- A GUIDE TO PREPARING FOR A RESULTS DAY
- A GUIDE TO ADMINISTERING POST-RESULTS SERVICES
- MODERATION RETURNS LOG TEMPLATE
- POST-RESULTS SERVICES: DEADLINES, FEES AND CHARGES TEMPLATE
- POST-RESULTS SERVICES: REQUEST, CONSENT AND PAYMENT FORM TEMPLATE
- POST-RESULTS SERVICES: TRACKING LOG TEMPLATE
- CANDIDATE PERMISSION FORM TEMPLATE
- CERTIFICATE COLLECTION INFORMATION FOR CANDIDATES TEMPLATE

[INVIGILATION SUPPORT RESOURCES:](#)

- (New) NEW INVIGILATOR TRAINING PRESENTATION TEMPLATE
- (New) NEW INVIGILATOR TRAINING PRESENTATION: TRAINER NOTES
- (New) NEW INVIGILATOR TRAINING PRESENTATION: INVIGILATOR TRAINING BOOKLET

[EXAM POLICY TEMPLATES:](#)

- INTERNAL APPEALS PROCEDURE TEMPLATE (further updated)
- (New) CYBER SECURITY POLICY (Exams) TEMPLATE