

## MEMBER MESSAGE

### From entries to the 'pre-exams' period...

With exam entries submitted attention will now turn to the next stage of the exam cycle – 'pre-exams'. There are an extensive range of resources contained within The Exams Office Hub which can be utilised to support exams officers complete tasks such as training invigilators, briefing candidates and handling confidential materials. New exams officers are also encouraged to consult our monthly support guides and termly checklists to ensure that all tasks are completed to deadline.

### Virtual conferences

- **Exams officers:** The Exams Officer Virtual Conference, filmed at the Manchester conference, is now available. Access to this Virtual Conference is via a registration, but this is available at no cost to all exams officers, exams office staff and senior leaders.

Please visit [The Exams Office website](#) to view the presentations which are available on the Virtual Conference.

- **Senior leaders:** The [Senior Leader Virtual Conference](#), filmed at the Coventry conference, is now available. Access to this Virtual Conference is via a registration, but this is available at no cost to all exams officers, exams office staff and senior leaders.

Please visit [The Exams Office website](#) to view the presentations which are available on the Virtual Conference.

### Contingency planning

The following articles have been published to support centres in meeting JCQ contingency requirements:

- [Covering the absence of your exams officer](#) (The Exams Office)
- [Finding an alternative site](#) (NAEO)
- [Cyber security: Centre and staff responsibilities](#) (NAEO)

### Briefing candidates

The Exams Office has produced a [sample Candidate Exam Briefing PowerPoint presentation](#) (with presenter/guidance notes) which is available on the Senior Leader and Line Manager Exam Support website at no cost (website registration is required) to support centres in meeting JCQ requirements as stated in section 5.8c of the *General Regulations for Approved Centres*.

This briefing should be adapted as required and include centre-specific information to reinforce to candidates what they must and must not do when sitting written examinations.

[Instructions for candidates video](#)

The Exams Office has produced an [animated video which covers the contents of JCQ's \*Information for candidates for written examinations\* document](#) (also found in Appendix 5 of the *Instructions for conducting examinations* document).

A link to this video is included within the Candidate Exam Briefing PowerPoint presentation template.

The Exams Office gives permission for centres to use this video with their candidates, parents/carers and centre staff. The video can be used for non-commercial purposes, including adding it to the centre website

### Invigilator training

A reminder that if you have not yet trained your invigilators, The Exams Office provides the following support/options to ensure that your new and existing invigilators are trained/updated as per JCQ requirements ahead of the summer exam series:

- [Online training and assessment](#) – a range of certificated training and assessment modules available as part of your membership, including (please note that these online training and assessment modules should be followed up with a meeting to allow invigilators to ask questions and for the exams officer to reiterate centre-specific arrangements):
  - Unit 1: New invigilators: Instructions for conducting examinations
  - Unit 2: Instructions for conducting on-screen tests
  - Unit 3: Existing/experienced invigilators: update (including JCQ regulation changes)
  - Unit 4: Supervising and supporting access arrangements: instructions for invigilators and facilitators
  - [Invigilator Digital Accreditation \(IDA\)](#) – an assessment which measures the knowledge and understanding of existing/experienced invigilators
- [In-house training](#) – this is a half day (approx. 3 hours) training session for new invigilators (and existing invigilators requiring a refresher session) which covers the relevant contents of JCQ's *Instructions for conducting examinations* document. The cost of this training starts from £395+vat.
- [Online update training](#) – this is a one-hour session which is intended to update existing invigilators in JCQ regulation changes, centre-specific arrangements, issues raised during inspections/previous exam series, and how to handle a range of irregularity scenarios which may occur during an examination. The cost of this training starts from £150+vat.

### Additional support

During March we will be emailing centres with information on the following additional support resources (which are currently being user tested) which will be available within the Hub as part of your membership:

- Exam Room Clock Tool – an online tool which displays exam information in line with JCQ regulations as detailed in section 11.9 of the *Instructions for conducting examinations* document
- Invigilator Rota Planning Tool – an online tool to support exams officers in scheduling invigilator rotas/shifts

### Cyber security training programme

The Exams Office, in partnership with the NAO and The Learning and Skills Office, will be launching a cyber security education programme. This has been designed to raise awareness amongst staff in maintaining their personal cyber security and includes a certificated training and assessment programme and information for senior leaders to share with centre staff.

This programme meets the requirements as set out in section 3.21 of JCQ's *General Regulations for Approved Centres* and will be available to centres who are members of The Exams Office at a discounted rate of at least 50%.

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## March ARTICLE

**EXAM CONTINGENCY PLANNING - COVERING THE ABSENCE OF YOUR EXAMS OFFICER** considers the main areas which senior leaders should focus upon when addressing JCQ regulations relating to their contingency plan...and in particular, the absence of their exams officer.

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## The Exams Office NEWS and UPDATES

### Online Exam Store

Due to an increase in production and transports costs, from 1 April 2025 the prices across our exam furniture will be increasing.

If you require any exams desks or chairs, please place your order in March to secure the current prices.



### The Exams Office Hub

#### Conference Attendance

National Exams Officer Conferences and Senior Leader/Line Manager Exams Conference

A reminder to conference delegates that your certificate is available to download from your Hub account. It is recommended that certificates be retained as evidence of your attendance, and CPD, in your centre's [Exam Manual](#).

Please email [conference@theexamsoffice.com](mailto:conference@theexamsoffice.com) should you have any query regarding your certificate or other conference related matter.

### **Policy Generator Tool**

The [How to use the Policy Generator Tool](#) guide has been updated. The user guide can also be accessed directly from the Policy General Tool area of the Hub.

### **Provisional Exams Timetable Tool**

As a reminder, provisional exam timetables for summer 2026 were published (3 February) on [AQA](#), [OCR](#), [Pearson](#) and [WJEC / Eduqas](#) websites. The deadline for feedback comments as detailed on the awarding body websites is 21 March 2025. This provisional timetable information was added to the [tool](#) in early February and will be removed once final exam timetables are published by the awarding bodies.

### **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 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](mailto:contact@theexamsoffice.com).

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## **National Association of Examinations Officers NEWS and UPDATES**

### **Reminders**

The NAO will be emailing exams officers during March and April to announce the launch of the following:

- **Exams Officer of the Year** nomination form – see the [NAEO website](#) for more information

- **Summer Conference** – the conference will be held at the Kia Oval, London on Monday 30 June, so please acquire permission from your centre and confirm travel arrangements. The cost of the conference will be £195+vat. The booking form is currently being designed and will be available in early April.

### March message and articles

CEO Message: [The importance of contingency planning ahead of the summer exam series](#)

(Exams article) [Exam contingency planning – Finding an alternative site](#)

(Mindfulness and Wellbeing article) [It's a mindset thing when shift happens](#)

### Member rewards

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

Nicole Allmark  
Nick Creasey  
Sarah Gerken  
Alexandra Goring  
Katrina Woods

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 renewal simply requires clicking on the re-registration details link at the bottom of the [Join](#) screen.

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## KEY TASKS and KEY DOCUMENTS

### MARCH key tasks

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

**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

March is likely to be another extremely busy month, where a wide variety of tasks may need to be undertaken across multiple exam series.

Final entries for the **Summer 2025** exam series have been made and the focus turns to exams preparation (pre-exams) tasks.

### ENTRIES

Where an awarding body may offer a March entry deadline for certain qualifications, submit entries for the **Summer 2025** exam series that were not submitted at the same time as the main summer 2025 entries to the February deadline.

### PRE-EXAMS

Start/continue preparation for the **Summer 2025** exam series.

Ensure any notification(s) relating to alternative site arrangements (for example, where it is intended that an exam(s) will be conducted at the candidate's home) are submitted to timescale.

Submit any requests for transferred candidate arrangements and ensure any outstanding access arrangement approval applications have been processed by the final deadline.

### EXAM TIME

Where applicable, conduct exams in the **March 2025** exam series.

### RESULTS AND POST-RESULTS

Manage the issue of results and any post-results services requests for the **January 2025** exam series.

For more detailed information on key tasks and JCQ key dates, refer to the [monthly support guide](#) added to The Exams Office Hub by the beginning of the month it relates to.

### MARCH 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: APRIL SUPPORT GUIDE](#)

[TERMLY CHECKLISTS: SUMMER TERM CHECKLIST](#)

[PLANNING: A GUIDE TO JCQ CENTRE INSPECTIONS](#) (updated)

A reminder of new/updated documents/resources published in February:

[NEW EXAMS OFFICER:](#)

- [MARCH SUPPORT GUIDE](#)

- [EXAMS KEY TERMS GLOSSARY](#) (updated)



*March 2025*

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