

MEMBER MESSAGE

Preparing for results and post-results

We hope you have had the opportunity to take a well-deserved break after the summer exam series and have been able to enjoy some time over the summer.

Early feedback indicates that the summer exam series was delivered successfully across the vast majority of centres. This achievement is thanks in large part to the commitment, professionalism and hard work of exams managers/officers and their colleagues.

The National Association of Examinations Officers (NAEO) has gathered initial feedback from the summer series and identified the following ten issues as the most significant challenges for centres and exams managers/officers:

- Managing an increased number of access arrangements, in particular, supervised rest breaks
- Issues relating to the security and timing of question paper deliveries
- Yellow label service script collections not taking place as scheduled
- Centre-assessed marks submission deadlines within the exam series impacting upon workload
- Special consideration - lack of knowledge amongst senior leaders and parental pressure
- Other issues (inconsistencies between awarding bodies, mid-year JCQ regulation changes)

The NAEO has shared this feedback with the Department for Education (DfE), Ofqual, JCQ and the awarding bodies, asking them to consider these issues and implement improvements to reduce their impact on future exam series.

As we move into August, attention now turns to **results days and the post-results services** that follow. Please refer to our August article (linked below) to support you in successfully preparing for and managing this period.

Additionally, as the new academic year approaches, this update includes a reminder about our autumn training programme and a summary of the new and updated online training and assessment resources that will be available to member centres from September.

Exams manager/officer and senior leader training 2026/27

The [booking portal for our 2026/2027 training events](#) (with very limited availability at some venues) remains open for the following events:

- [Exam changes 2026/27 and effective management of exams and assessments](#)
This training is also suitable for senior leaders/line managers who need to acquire knowledge of exam changes for the 2026/27 academic year.
- [New exams manager/officer & senior leader training - Actions for Autumn](#)
This training is also suitable for senior leaders/line managers who need to acquire a good working knowledge of the exam system and exam cycle.

Live stream

To ensure that members who are unable to attend in person can still benefit from the training, both events will be live streamed. Each session will also be recorded, enabling delegates to watch or revisit the training at a time that is convenient for them.

Additional support

To further support centres in preventing and detecting the use of mobile phones in the exam room, every centre attending an in-person event will receive **one complimentary mobile phone detection tool**. Additional tools can be purchased through [The Exams Office Store](#).

Cost

To support centre budgets, members of The Exams Office and Cambridge OCR centres can access the following discounted/reduced delegate rates:

- £275 per delegate (discounted from £295)
- The cost for two attendees from the same member centre at the same event has been reduced to £495 (£247.50 per delegate) with each additional delegate charged at £250 (attending the same event)

These are full-day events, with refreshments and lunch included. All prices are exclusive of VAT.

We strongly advise all exam managers/officers - new and experienced - to only attend training events which have been organised by established training providers who work in partnership with awarding bodies to guarantee that the information provided is accurate

Planning Dispatch

From September, all UK member centres will be able to acquire a **complimentary copy** of [The Exams Office Planning Dispatch](#) via The Exams Office Store which will include:

- An Exams Manual folder (A4)
- A set of labelled dividers to organise exams-related information within the manual
- A 'To-do' pad

Member centres have the option to order one copy of the *Planning Dispatch* every academic year as part of their membership to The Exams Office.

Further information will be sent to all members in early September.

2027 Conferences

National SENCo Conferences

Following the success of last year's events, The Exams Office is planning to host four [National SENCo Conferences](#) during early 2027.

The conferences are designed to support SENCoS in managing access arrangements within their centres and to help meet the JCQ requirement for SENCoS to undertake regular continuing professional development (CPD), including attending an annual update course on the *Access Arrangements and Reasonable Adjustments* regulations.

Please make your SENCo (or equivalent role holder) aware that further details of these conferences will be available in September.

The conferences will take place on:

- 21 January - Birmingham (International Convention Centre)
- 27 January - London (Wembley Stadium)
- 1 February - Manchester (Old Trafford cricket ground)
- 4 February - Leeds (Aspire)

National Exams Manager/Officer Conferences

The Exams Office will, once again, be hosting its annual [National Exams Manager/Officer Conferences](#) during January/February 2027:

- 19 January - Bristol (Ashton Gate Stadium)
- 22 January - Birmingham (International Convention Centre)
- 28 January - London (Wembley Stadium)
- 2 February - Manchester (Old Trafford cricket ground)
- 5 February - Leeds (Aspire)

The booking window will open at 10am on Monday 2 November – so please add this date to your diary to ensure that you acquire your complimentary place.

Member centres of The Exams Office will be able to access a 'live' stream from the London conference.

Updated online invigilator training and assessment

Following the continued success of our online **Invigilator Training and Assessment** programme - more than **107,000 invigilators** completed at least one training unit during the 2025/26 academic year - The Exams Office will launch its updated programme for the 2026/27 academic year in early September.

The updated programme will include:

- All four existing training units, reviewed and updated for the 2026/27 academic year
- Two new safeguarding training units for invigilators:
 - o **Unit 1:** Knowledge and understanding of safeguarding requirements
 - o **Unit 2:** Applying safeguarding requirements to exam-related scenarios

Further details will be included in our September update.

Cyber security training

The Exams Office will be launching an updated version of its certificated **Exams-Related Cyber Security Training and Assessment** programme in early September, reflecting the latest guidance and best practice from the National Cyber Security Centre (NCSC).

The updated programme will include a new, second scenario-based training unit, providing additional practical support to help centres and exams staff meet the JCQ requirement for regular cyber security training.

As part of your membership with The Exams Office, this certificated online training is available to all staff within your centre, not just those working in exams.

Further details will be included in our September update.

August ARTICLE

BEST PRACTICE IN MANAGING EXAMINATION RESULTS AND POST-RESULTS considers the steps an exams manager/officer should take to successfully prepare for and manage results and post-results.

The Exams Office NEWS and UPDATES

Contacting The Exams Office

A reminder that our phone lines re-open on **Tuesday 1 September**.

Our email service continues as normal during this period, by contacting the relevant team directly:

- Exams Training event enquiries: training@theexamsoffice.com
- Finance enquiries: finance@theexamsoffice.com
- Membership enquiries: membership@theexamsoffice.com
- General enquiries: contact@theexamsoffice.com

The Exams Office Hub

Access to The Exams Office Hub

Action required by Centre Admin

On first time login on or any time after **1 August**, the Centre Admin will be required to verify all centre users for the 2026/27 academic year.

To verify centre users, once logged in (current login credentials remain valid), the Centre Admin will be presented with a list of centre users from the 2025/26 academic year. Centre Admin is then required to select the centre users they want to carry forward into the 2026/27 academic year. Any user not selected/verified will be removed from the system.

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.

Centre details check

A reminder that from the new academic year, a quarterly centre details check will be required. Centre Admin users will be alerted to this within the Hub and be prompted to complete this check.

Assessments

As a reminder, 2025/26 [assessments](#) have now been archived.

Assessments for 2026/27 will be available early in the new academic year (subject to the publication of any relevant updated JCQ documents).

Exams Timetable Tool

The [tool](#) was updated during July (and the beginning of August) to:

- remove any Users 2025/26 saved timetables and to remove all exam data prior to 1 August relating to 2025/26 exam series
- add WJEC Jan-27 and Summer-27 data
- add NCFE 2026/27 data (exam dates **only**)

Key Dates Calendar Tool

The [tool](#) was updated during July (and early August) to:

- add Pearson UK Key dates 2026-2027
- add AQA and OxfordAQA key dates 2026/27
- remove any Users 2025/26 saved calendars and to remove all key dates prior to 1 August relating to 2025/26 exam series
- add JCQ VTQ key dates for the January 2027 series

National Association of Examinations Officers NEWS and UPDATES

August message and articles

CEO Message: [Preparing for the Employment Rights Act 2025](#)

(Exams article) [What the Employment Rights Act means for exams managers/officers](#)

(Mindfulness and Wellbeing article) [Preparing for a calmer exam season starts in September](#)

Member rewards

As we look forward to the new academic year, the next randomly selected winners will be announced in the September member rewards draw.

Membership reminder

Please remember **it is important** that you 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.

KEY TASKS and KEY DOCUMENTS

AUGUST key tasks

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

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 preparing for the release of results this month.

ENTRIES

After the release of results to candidates, questions may be asked about, or requests for entries to be made in, the **November 2026** series. Refer to awarding body final exam timetable information and/or the [Exams Timetable Tool](#) to confirm exam dates.

RESULTS AND POST-RESULTS

In the run up to results day(s), ensure your centre's IT systems are working or liaise with relevant centre staff to ensure access to systems will be available when needed. Refer to JCQ's [Notice to centres - Release of results June 2026](#) to confirm the restricted release of results arrangements.

(For centres using a MIS for exams administration) If not already done so, follow any guidance from the MIS provider in terms of preparing for results download, for example conducting a test run or running a required update (such as applying a patch).

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

AUGUST 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.

As a reminder, see the wide range of documents to support you with the summer [RESULTS AND POST-RESULTS](#) process.

Updated documents/resources to be published in the Hub during August include:

[NEW EXAMS OFFICER:](#)

- INDUCTION SUPPORT GUIDE

- SEPTEMBER SUPPORT GUIDE

TERMLY CHECKLISTS: AUTUMN TERM 2026/27

PLANNING: (Subject to the publication of relevant JCQ documents)

- 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:

- A GUIDE TO MANAGING ENTRIES
- A GUIDE TO AVOIDING LATE ENTRIES
- MANAGING ENTRIES: CANDIDATE NAMES AND GENDER IDENTITY
- DEADLINES FOR ENTRIES, FEES AND CHARGES TEMPLATE (November series)
- EXTERNAL ENTRIES COLLECTION FORM TEMPLATE
- CHANGES TO ENTRY INFORMATION FORM TEMPLATE

A reminder of updated documents/resources published in the Hub during July:

NEW EXAMS MANAGER/OFFICER: AUGUST SUPPORT GUIDE

PLANNING:

- EXAMS REPORT FORM TEMPLATE (formerly titled EXAMS OFFICER/LINE MANAGER MEETING REPORT FORM TEMPLATE)

PRIVATE CANDIDATES

- A GUIDE TO MANAGING PRIVATE CANDIDATES
- PRIVATE CANDIDATE: PRELIMINARY INFORMATION AND ENTRY FORM TEMPLATE

(ENTRIES) **PRIVATE CANDIDATES:** PRIVATE CANDIDATE: PROVISIONAL ENTRY CONFIRMATION TEMPLATE
