

MEMBER MESSAGE

Welcome back to a new academic year

We hope you have been able to enjoy some well-deserved 'downtime' over the summer and are feeling refreshed and ready for the new academic year.

Since the end of the previous academic year, the team at The Exams Office has been busy developing and expanding the support we provide to centres, with a particular focus on supporting exams managers/officers.

Over the coming weeks, we will be sharing updates on a range of new and enhanced resources, tools and initiatives, all of which will be available as part of your membership of The Exams Office. These include:

Week beginning 7 September

- **Hub training and assessment update**
 - o Invigilator training (updated for 2026/27)]
 - o Safeguarding training for invigilators (new for 2026/27)
 - o Cyber security training (updated for 2026/27 including an additional 'scenarios' unit)
- **Exam Year Review Tool** - A newly available tool within the Hub

Week beginning 14 September (date updated)

- **The Learning and Skills Office** - A free-to-access website to support CPD, including certificated training and assessment on:
 - o JCQ regulation training for senior leaders (and exams managers/officers)
 - o Key skills required to become an effective exams manager/officer
 - o Mindfulness and wellbeing
- **ATP Cyber** – A plagiarism and AI detection tool, exclusively available to member centres of The Exams Office, which offers 50,000 free words/credits within its plagiarism and AI detection tool and the opportunity to purchase additional words/credits at a heavily discounted rate of £10 for 10,000 words. Guidance is also provided for the use of this tool in line with JCQ regulations.
- **Exams Manager/Officer Professional Standards** (updated for 2026/27)

Week beginning 21 September (date updated)

- **Invigilator Badges** – Up to 50 free badges to be available on demand throughout the 2026/27 academic year
- **Exams manager/officer survey** - to be launched on Monday 5 October

The Exams Office Diary, Wall Planner and Desk Card (update 03/09/2026)

JCQ has revised key dates for the **November 2026** series.

REVISED DATES:

- **12 January 2027** – Restricted release of results to centres only
- **13 January 2027** – Release of results to candidates

Please update your versions of these resources accordingly.

Also, since the production of The Exams Office Wall Planner, which was dispatched to member centres in June as part of our annual dispatch, there have been changes to two dates.

Please update your wall planner accordingly:

NEW DATE:

- **16 October 2026** - Deadline for entries (Pearson Jan-27)

REMOVE PEARSON:

- **21 October 2026** - Deadline for entries • Deadline to process applications for access arrangements (AQA, Cambridge OCR, ~~Pearson~~ and WJEC Jan-27)

New exams managers/officers

If you are new to the role of exams manager/officer, welcome to your new role!

We have a dedicated [New Exams Manager/Officer area](#) on our website, where you can access a range of resources and support to help you get started.

We strongly recommend that you:

- complete the online [New Exams Manager/Officer Induction and Assessment Module](#) to develop your understanding of the role and key responsibilities; and
- register for [New Exams Manager/Officer Training](#), delivered across the country in partnership with Cambridge OCR.

These resources and training will help you build your knowledge, confidence and understanding as you begin your new role.

Exams manager/officer and senior leader training 2026/27

JCQ regulations state that an exams officer must:

'...receive appropriate training and support to facilitate the effective delivery of examinations and assessments within the centre and ensure compliance with the published JCQ and awarding body regulations...and must...undertake regular CPD, such as attending an annual update course' (see *General Regulations for Approved Centres*, section 5.3)

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

2027 National 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.

National Exams Manager/Officer Conferences

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

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.

September ARTICLE

[NEW EXAMS MANAGERS/OFFICERS: A GUIDE TO STARTING YOUR NEW ROLE](#) outlines a range of areas, tasks and information which a new exams managers/officers should be aware of/tackle during their first weeks/months in post.

The Exams Office NEWS and UPDATES

The Exams Office Hub

Access to The Exams Office Hub

Action required by Centre Admin

A reminder that 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.

Exams Timetable Tool

The [tool](#) was updated during 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

Key Dates Calendar Tool

The [tool](#) was updated during August (and 1 September) to add:

- WJEC Key dates 2026/27
- JCQ VTQ key dates for the summer (June) 2027 series
- Pearson UK Key dates 2026-2027
- AQA and OxfordAQA Key dates 2026/27

Any Users 2025/26 saved calendars and all key dates prior to 1 August relating to 2025/26 exam series have been removed.

National Association of Examinations Officers NEWS and UPDATES

September message and articles

CEO Message: [September 2026: The NAEO - here to support our members in 2026/27](#)

(Exams article) [The importance of reviewing the previous academic year](#)

(Mindfulness and Wellbeing article) [Before the exam year gets busy: What will your team do differently this time?](#)

Member rewards

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

- Leah Hall
- Mick Hartley
- Salim Khelil
- Catherine Perkins
- Emma Tariket

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

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

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 2026/27 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 documents, particularly [General Regulations for Approved Centres](#) and [Instructions for conducting examinations](#).

ENTRIES

Where applicable to your centre, prepare to make/submit entries for the [November 2026](#) series.

Refer to awarding body final exam timetable information and key dates information and/or the [Exams Timetable Tool](#) to confirm exam dates and the [Key Dates Calendar Tool](#) to confirm key dates and deadlines.

Gather information regarding any qualifications that may require an upfront registration or qualification entry to be made, or entries to be made in early exam series (for example, the [January 2027](#) series).

Prepare to make estimated entries (where/if required by the awarding body) for the **Summer 2027** series.

PRE-EXAMS

Where applicable to your centre/any candidate(s), order modified papers for the [November 2026](#) series.

As may be applicable, be prepared to submit centre consortium arrangements (for the GCSE English Language, Spoken Language Endorsement) for the [November 2026](#) series.

RESULTS AND POST-RESULTS

Continue to administer any post-results services requests for the [Summer \(June\) 2026](#) 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 Exams Office Hub (*Key Documents* area) by the beginning of the month it relates to.

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 in the Hub during September include:

[NEW EXAMS MANAGER/OFFICER](#): OCTOBER SUPPORT GUIDE

[PLANNING](#): ANNUAL EXAMS PLAN TEMPLATE (updated to v3) and any remaining guides and templates

[ENTRIES](#): DEADLINES FOR ENTRIES, FEES AND CHARGES TEMPLATE (November series)

[PRE-EXAMS](#): A GUIDE TO MANAGING EXAM PREPARATION

[EXAM TIME](#): A GUIDE TO MANAGING EXAM TIME

[EXAM POLICY TEMPLATES](#): POLICY CHECKLIST and all 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 the Hub during August:

[NEW EXAMS MANAGER/OFFICER](#):

- INDUCTION SUPPORT GUIDE
- TASK COMPLETION CHECKLIST TEMPLATE
- SEPTEMBER SUPPORT GUIDE

[TERMLY CHECKLISTS](#): AUTUMN TERM 2026/27

[PLANNING](#): A GUIDE TO MANAGING EXAM PLANNING (updated to v2)

- ANNUAL EXAMS PLAN TEMPLATE (updated to v2)
- 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
 - EXTERNAL ENTRIES COLLECTION FORM TEMPLATE
 - INTERNAL ENTRIES COLLECTION FORM TEMPLATE
 - CHANGES TO ENTRY INFORMATION FORM TEMPLATE
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