

MEMBER MESSAGE

Supporting our member in managing a busy start to the exams year

The Exams Office is delighted to support the [launch of the National Association of Examinations Officers \(NAEO\) annual survey](#).

Your feedback is invaluable in helping to demonstrate the importance of the exams manager/officer role and the responsibilities you undertake. By taking part, you can help raise awareness of the role among key stakeholders and contribute to strengthening its profile and status across the sector.

In recent weeks, The Exams Office has announced the launch of the following free-to-access support for member centres:

Hub training and assessment update

- Invigilator training (updated for 2026/27)
- Safeguarding training for invigilators (new for 2026/27)
- Cyber security training (updated for 2026/27 including an additional 'scenarios' unit)
- Allergy safety in schools training for invigilators (available later this term)

[Exam Year Review Tool](#) - An online tool to review your exams year is newly available tool within the Hub.

[The Learning and Skills Office](#) - A free-to-access website to support CPD, including certificated training and assessment on:

- JCQ regulation training for senior leaders (and exams managers/officers)
- Key skills required to become an effective exams manager/officer
- Mindfulness and wellbeing

Exams managers/officers can also register for, track and receive certification for the [Exams Manager/Officer Professional Standards](#) within The Learning and Skills Office website to confirm achievement of their CPD targets.

[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.

Live streams of exams manager/officer and invigilator training

Exams manager/officer training

To support members who are unable to attend our training events in person, and to help ease pressure on centre budgets, the following events will be **live streamed from Wembley Stadium**:

- **Actions for Autumn** – for new exams managers/officers - 21 October
- **Exam changes and effective management of exams and assessments** - 22 October

The **live streams will begin at 9am** and will be available in the *Training Videos* area of The Exams Office Hub.

Attendance certificates will be provided to those who **register for these events** using this [this link](#).

Both events will also be recorded, allowing you to watch or revisit the training at a later date.

Invigilator training

An **invigilator training session** covering the guidance in JCQ's *Instructions for conducting examinations* will be **live streamed from 4.30pm to 6pm on 22 October**.

The session will also be recorded so that exams managers/officers can use it to support the training of their invigilators.

Please note: attendance certificates will not be available for those who view the invigilator training via the live stream.

Complimentary invigilator badges (2026/27)

For the 2026/27 academic year, members can now claim **up to 50 complimentary invigilator badges** on demand.

The badges are available for invigilators who have completed at least one unit of the **online Invigilator Training and Assessment** module, including the *Invigilator CPD Accreditation* (previously known as the *Invigilator Digital Accreditation*).

The badges are also a small token of our appreciation for your invigilators' contribution to supporting the successful conduct of examinations during the 2026/27 academic year.

To claim your badges, visit the **Invigilator Badges** area within the Hub and select **Claim**.

Additional 2026/27 badges can be pre-ordered from [The Exams Office Store](#).

Please note: Complimentary badges can only be claimed **once**. Please ensure that all eligible invigilators have completed the required training before submitting your claim.

The enamel badges are embossed with **Invigilator** and **2026/27** and are available in six colours: **red, yellow/gold, green, blue, purple and black**.

2027 National Conferences

A reminder that the booking window for our National Exams Manager/Officer and SENCo conferences will be open at **10am on Monday 2 November**.

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.

All attendees will receive a copy of Patoss' [Assessing the Need for Access Arrangements in Examinations: A Practical Guide](#).

Please make your SENCo (or equivalent role holder) aware that 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 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.

The Exams Office Diary, Wall Planner and Desk Card (Reminder)

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)

October ARTICLE

[ROLES AND RESPONSIBILITIES IN THE CREATION, REVIEWING AND UPDATING OF JCQ REQUIRED EXAM-RELATED POLICIES](#) provides an overview of the policies required by JCQ and identifies the staff who may be involved in creating, reviewing and/or updating each policy.

The Exams Office NEWS and UPDATES

The Exams Office Hub

Assessments

As a reminder of the [online assessments](#) available during 2026/27, please refer back to the *member message* above.

Exams Timetable Tool

The [tool](#) was updated during September to correct Cambridge OCR exam codes for GCE Drama and Theatre written papers on 25/05/2027 (for Nell Gwynn, Lovesong & Nine Night)

Key Dates Calendar Tool

The [tool](#) was updated during September to:

- amend (JCQ, AQA, Cambridge OCR, Pearson, WJEC) release of results dates for the GCSE Nov-26 series
- amend AQA dates for re-opening of Special Consideration and opening of Post-Results services for the Nov-26 series
- correct AQA GCSE NEA submission deadline for the Summer-27 series
- amend Cambridge OCR visit arrangement deadline for the Feb-27 series
- confirm OxfordAQA date to receive and check in May/June 2027 International speaking tests and question papers and last date to request a partial refund of fees on medical grounds for May/June 2027 exams
- add Cambridge OCR and WJEC Key dates 2026/27

Policy Generator Tool

All interactive templates within the [tool](#) have been reviewed and updated (effective from September 2026).

Key Documents

Refer to the *key documents* section below for the latest updates which includes the addition of an audio version (male and female voice) of the updated **Invigilator announcement**.

Training Videos

The updated **Invigilator announcement** is also available in video format (male and female voice).

An updated **Information for candidates** animated video will shortly be available. (The delivery of this is supported by an example candidate briefing document - see the *Key Documents* section at the end of this update)

As a reminder, check out the details of the upcoming training [live streams and recordings](#) that will be available within the *Training Videos* area.

Access to The Exams Office Hub

Centre details check

A reminder that 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.

National Association of Examinations Officers NEWS and UPDATES

October message and articles

CEO Message: [The importance of engaging with the 2026 Exams Manager/Officer Survey](#)
(Exams article) [Five ways to demonstrate your value as an exams manager whilst supporting your head of centre/SLT in meeting JCQ requirements](#)
(Mindfulness and Wellbeing article) [Are we preparing students for the exam room - or just the exam paper?](#)

Member rewards

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

- Loren Campbell
- Mark Diggory
- Sue Dinwoodie
- Charlotte Galvin
- Michelle Masters

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

The NAEO would like to thank to The Exams Office for sponsoring this initiative

Membership reminder

Please remember **it is important** that members renew their 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

OCTOBER 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

Ensure the National Centre Number (NCN) [annual update](#) is completed and returned by **31 October**. The [Head of Centre declaration](#) is emailed directly to heads of centre for completion after the NCN annual update has been sent to the centre's NCN contact - usually the exams officer.

ENTRIES

Where applicable to your centre, confirm entries for the (GCSE) [November 2026](#) series have been made to the early October deadline.

Where applicable to the qualifications delivered in your centre, meet relevant October deadlines, including entries for the [January 2027](#) series, estimated/preliminary entries for the **Summer 2027** exam series (where the awarding body may require these), and any qualification registration deadline required by the relevant awarding body.

PRE-EXAMS

Where applicable to your centre, prepare for exams taking place in the **November 2026** series. The common (GCSE) timetable starts on **2 November**.

RESULTS AND POST-RESULTS

Receive/prepare to receive **Summer 2026** certificates for distribution to candidates.

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.

OCTOBER 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 October include:

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

[PRE-EXAMS](#):

- 'INFORMATION FOR CANDIDATES' BRIEFING TEMPLATE (supported by the animated video for candidates)
- CANDIDATE BRIEFING presentation and presenter notes
- ACCESS ARRANGEMENTS:
 - o USING WORD PROCESSORS – INFORMATION FOR CANDIDATES TEMPLATE
 - o ARRANGEMENTS FOR CONDUCTING EXAMS IN THE CANDIDATE'S HOME TEMPLATE
- Managing timetable clashes TEMPLATES

[EXAM TIME](#): Any remaining templates

[INVIGILATION SUPPORT](#): NEW INVIGILATOR TRAINING PRESENTATION TEMPLATE and supporting trainer notes and training booklet

[EXAMS REVIEW](#): Guide and templates

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

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

[PLANNING](#): ANNUAL EXAMS PLAN TEMPLATE (updated to v4) and any remaining planning guides and templates

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

[PRE-EXAMS](#): A GUIDE TO MANAGING EXAM PREPARATION and a range of associated guides and templates

[EXAM TIME](#): A GUIDE TO MANAGING EXAM TIME and associated checklists and log

[EXAM POLICY TEMPLATES](#): POLICY CHECKLIST and all templates (in Word and in the Policy Generator Tool)

[INVIGILATION SUPPORT](#):

- A GUIDE TO MANAGING INVIGILATOR RECRUITMENT AND TRAINING and associated training guides and templates
 - INVIGILATOR ANNOUNCEMENT (updated September 2026) in audio formats (and in video formats in the *Training Videos* area of the Hub) plus INVIGILATOR ANNOUNCEMENT INSTRUCTIONS TEMPLATE
 - (New for 2026/27) UPDATE FOR EXISTING EXPERIENCED INVIGILATORS (including JCQ regulation changes) 2026/27 presentation and trainer notes
-