

Monthly update for exams office staff

November 2018

Review the October update [here](#) which includes the message to members: **Supporting contingency and succession planning in centres**

Message to our members

The role of the Head of Centre in supporting their Exams Officer

In the Joint Council for Qualifications' 2018/19 [General Regulations](#) publication, an addition has been made which may be one of the most significant changes for Exams Officers in recent years.

In section 5.3 (page 11) of this publication, it is stated

“It is the responsibility of the head of centre to ensure that his/her centre...enables the examinations officer to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre.”

The Exams Officer community has long asked for support from the relevant authorities in supporting colleagues – new and experienced - in their centres whilst undertaking their everyday role. However, since the demise of the NAA/EDSU support team, and a lack of any support from any other organisations (including those funded by the DfE with the sole aim of supporting the Exams Officer community), an increasing number of Exams Officers have found the role increasingly difficult to perform as a consequence of their working conditions within their centre.

These have included over half of all Exams Officers undertaking an additional role, and approximately 1 in 3 Exams Officers being appointed within the last 12 months. As a consequence, there has never been a more urgent need for Exams Officers to receive the support they require to undertake the role – and for this reason, the JCQ should be applauded for stipulating that there is a responsibility upon Heads of Centres to ensure that there is appropriate training and support for their Exam Officer.

With employment contracts agreed at centre level in most cases, it is difficult for the JCQ and awarding bodies to ‘dictate’ to Heads of Centres over the role of their Exams Officer – but this new requirement has given all Exams Officers the ‘mandate’ to request the training and support they require to undertake examination administration and management in their centre.

Exams Officers must utilise this JCQ requirement of receiving appropriate training and support by carefully considering what they require to undertake their role.

With reference to training, this may focus upon two areas – knowledge and skills.

Knowledge

To increase their knowledge and understanding of the role, it may be appropriate for Exams Officers to engage in training, such as:

- ▶ [National Conferences](#) – attended by all of the JCQ awarding bodies
- ▶ [Tailored training events](#) – for new Exams Officers (helping you become an effective and efficient Exams Officer) and experienced Exams Officers (focusing upon exam regulation changes each academic year)
- ▶ [Specialist training events](#) – to showcase how specific requirements can be met, such as training your invigilators
- ▶ **Awarding body training** – detailing requirements and processes for specific qualifications from each awarding body
- ▶ **Network meetings** – to acquire support and hints and tips from fellow Exams Officers
- ▶ [Online support](#) – access to organisations which provide online tools which save Exams Officers/centres time, and engagement in webinars/online training

Skills

Exams Officers may also want to acquire training, support and guidance in developing a range of skills to undertake their role effectively, including:

- ▶ Organisational (planning, completing processes, meeting deadlines, requesting information from colleagues in a timely manner etc.)
- ▶ Time management (ensuring that tasks as required by the ‘Exams Cycle’ are completed and to deadline)
- ▶ People management (deploying invigilators, instructing reception and site staff etc.)
- ▶ Persuasion (asking staff, such as members of the invigilation team, to undertake specific activities etc.)
- ▶ Negotiation (when requesting information from teaching staff, commandeering rooms for examinations, working with site staff to set up large examination rooms when examinations clash with activities such as parents’ evenings etc.)
- ▶ Presentation (training invigilators, instructing/briefing candidates and/or members of teaching staff etc.)

As for **support**, Exams Officers should ensure that they have a dedicated line manager – preferably someone who is part of the Senior Leadership Team – who supports them in a range of activities, including the following 10 areas:

1. Ensuring that all relevant members of centre staff/ are aware of the JCQ regulations – for example, SENCo, Head of Centre, SLT, Heads of Departments
2. Access to Continuing Professional Development (CPD) – this may include release to attend training events or to acquire the skills as detailed above
3. Gathering information from teaching staff in a timely manner to meet internal/external deadlines
4. Devising/updating exams-related policies – this may also include approval/ ‘signing off’ of such policies
5. Confirming the role of the SENCo and Exams Officer in the access arrangements process

6. Addressing the issue of late examination entry fees with relevant departments (if applicable)
7. Acquiring adequate rooming for examinations
8. Informing staff, candidates and parents of examination-related information – this will include staff roles/responsibilities, examination room regulations and results/post-results information and arrangements
9. Dealing with examination room issues such as late/very late candidate arrival, managing candidate behaviour, identifying candidates, candidate and staff malpractice etc. in line with JCQ regulations
10. Devising and implementing contingency arrangements

The JCQ are doing what they can to help to ensure that centres have a well-trained, adequately supported Exams Officer in role. This ensures that robust examination procedures are in place in the centre, which in turn supports candidates in performing to their academic potential when sitting their examinations – that is why this change to the General Regulations is such a significant change beyond the Exams Officer community.



November blog – *Time flies when you are an Exams Officer...* is written by Gemma Sadler, Assistant Principal (Data & Examinations)/Exams Officer at Shirelands Collegiate Academy, Smethwick

To read the blog, click [here](#)

An update on centre inspections...

JCQ Centre Inspection Service changes – 2018/19

Starting from autumn 2018 the JCQ CIS will be expanding the range of inspections to complement the current summer General Inspections, pre-registration visits, Change of address/secure storage visits and Access Arrangements inspections. The new inspections will include the following:

Readiness inspections

Ensuring centres are fully prepared for an upcoming examination series

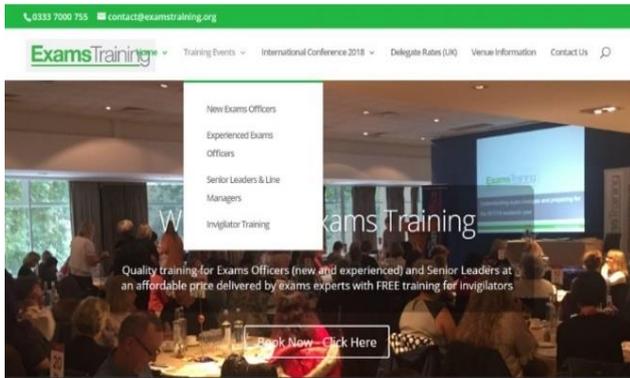
Question paper inspections

Inspections to ensure question papers for a particular subject are stored appropriately in accordance with the published regulations

General inspections during the November examination series

Making sure centres' procedures for delivering examinations are in accordance with the published JCQ regulations...

The above is taken directly from a flyer issued by the JCQ Centre Inspection Service (CIS) on 9 October 2018 – to read more, visit the JCQ website [here](#)



Exams Training

Additional date added for experienced exams officers

3 December 2018 (London)

[Click here to book now](#)

Bookings continue for Spring 2019 events for new exams officers and an event for SLT/line managers <https://examstraining.org/>



New invigilator training

Bookings still being taken for the free* half day event in London (29 November)

[Click here to book now](#)

Bookings continue for the free* events in February, March and April (various dates and locations) <https://examstraining.org/invigilator-training/>

* Two free places per member centre are available on a first come, first served basis. Please note that only those with an up-to-date paid membership with *The Exams Office* at the time of booking and at the time of the event will be eligible for free places. Booking windows will close once all places have been taken.



International Exams Officer Conference

Last chance to book for the November 2018 event in Dubai

[Click here to book now](#)

<https://examstraining.org/international-conference/>



National Exams Officer Conferences

Booking window opens 5 November for the Winter conferences

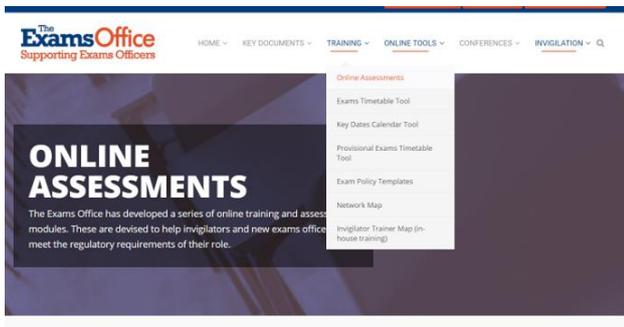
London	(10 January)
London	(11 January)
Leeds	(18 January)
Manchester	(25 January)
Bristol	(1 February)
Birmingham	(8 February)

The Exams Office is the only organisation representing the exams officer community on the JCQ's Malpractice Commission. We have offered the Commission the use of this year's conference booking form to acquire the views of the exams officer community regarding malpractice and to suggest solutions/good practice moving forward. By answering these questions,

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you have an opportunity to influence the work of the Malpractice Commission and ensure that the voice of the exams officer community is heard on this very significant issue.

www.theexamsoffice.org/national-exams-officer-conferences/



Online invigilator training and assessment module

Launching in late November this will be available to all members of *The Exams Office* as part of their membership. Exams Officers will be able to utilise the module to train and assess the knowledge of their invigilators - ensuring compliance with JCQ's requirements

in relation to invigilation and confirming the suitability of invigilators within their centres. This certificated online module will be updated annually to reflect any JCQ exam regulation changes that impact on invigilation.

www.theexamsoffice.org/online-assessments/

Key tasks

Summary of key tasks for November

A very 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 from September to December.

For more detailed information on **all** key tasks and identified JCQ key dates, use the **monthly support guides for new exams officers** added to the website by the beginning of each month

November guide now available [here](#)

Planning

Where relevant to the qualifications delivered in your centre, continue to plan ahead, for example:

- ▶ preparation for internal exams in December
- ▶ preparation for the issue of November 2018 results in January
- ▶ preparation for January 2019 exams
- ▶ preparation for March 2019 entries
- ▶ preparation for Summer 2019 entries

Entries

Where applicable to your centre, for the March 2019 exam series:

- ▶ order modified papers (where an awarding body deadline falls in November)

Note the release of basedata for the Summer 2019 exam series - a starting point for preparing final entries for the exam series ahead.

Pre-exams

Where relevant to your centre, prepare for the January 2019 exam series:

- ▶ request transferred candidate arrangements where this might be relevant to any candidate in your centre (where an awarding body deadline falls at the beginning of December)

- ▶ submit centre assessed marks and moderation samples (where an awarding body deadline falls at the beginning of December)

Exam time

Conduct the November 2018 exam series.

Results and post-results

Receive and distribute Summer 2018 exam series certificates.

Reminder....

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



Key documents

The Exams Office provides key documents and resources to support centres in the management and administration of the exams process

www.theexamsoffice.org/key-documents/

Links to member only content in [Key documents](#) requires members to be logged in to *The Exams Office* website to access this content

Further new or updated documents will be added during **November**, including:

[Results and post-results](#) (updated for the November 2018 series)

- ▶ A guide to preparing for a results day
- ▶ A guide to administering post-results services
- ▶ Candidate permission form template
- ▶ Post-results services: deadlines, fees and charges template
- ▶ Post-results services: request, consent and payment form template

[Exams review](#)

- ▶ A guide to managing exams review
- ▶ Exams review template
- ▶ Candidate feedback form template
- ▶ Invigilator feedback form template
- ▶ Staff feedback form template

[Monthly support guides](#)

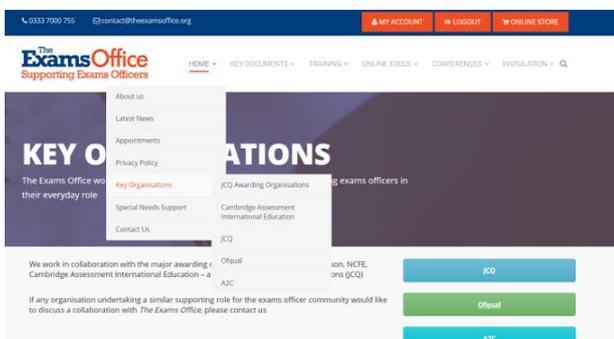
- ▶ Support guide for new exams officers: December

A reminder of key documents added during **October**

Planning A guide to administering BTEC qualifications BTEC: Assessment staff conflict of interest log template	Monthly support guides Support guide for new exams officers: November
Pre-exams A guide to administering internal assessment A guide to dealing with candidate absence	Invigilation support resources Invigilator training presentation template Invigilator trainer notes template Invigilator training evaluation form template

<p>A guide to managing confidentiality and security in the exam cycle</p> <p>Candidate exam handbook template</p> <p>Extra time guide</p> <p>Extra time calculator tool</p> <p>NEA security checklist template</p> <p>Resolving exam clashes form template</p> <p>Managing overnight supervision form template</p> <p>Seating plan template</p> <p>Access arrangements: candidate notification form template</p> <p>Access arrangements: candidate tracking spreadsheet template</p> <p>Private candidate: final exam information template</p> <p>Private candidate: checklist template</p>	<p>Invigilator training certificate of attendance template</p> <p>Invigilator handbook template</p> <p>Roving invigilator checklist template</p> <p>Access arrangements: training presentation template for facilitators and invigilators supporting and supervising candidates</p> <p>Access arrangements: training evaluation form template</p>
<p>Exam time</p> <p>Exam box checklist template</p> <p>Suspected malpractice: candidate notification form template</p> <p>Access arrangements: managing emergency arrangements form template</p> <p>Access arrangements: word processor checklist template</p>	<p>Exam policy templates</p> <p>Complaints and Appeals Procedure (exams) template</p> <p>Disability Policy (exams) template</p> <p>Emergency Evacuation Policy (exams) template</p> <p>Exam Contingency Plan template</p> <p>Exams Policy template</p> <p>General Data Protection Regulation Policy (exams) template</p> <p>Internal Appeals Procedures template</p> <p>Lockdown Policy (exams) template</p> <p>Non-examination Assessment Policy template</p> <p>Special Consideration Policy template</p> <p>Word Processor Policy template</p>

We also encourage members to email requests for generic documents they would like to see produced.



Key organisations

Lookout out for signposts to information and recent updates from **JCQ** and **Ofqual**

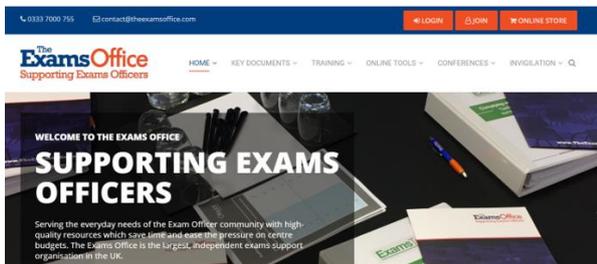
www.theexamsoffice.org/key-organisations/

Support from *The Exams Office*

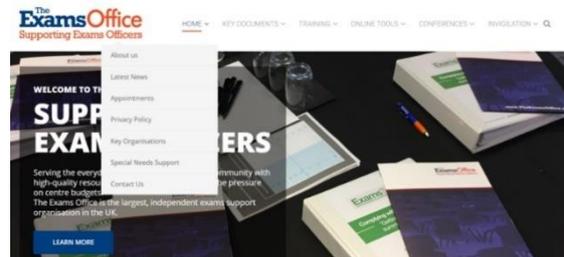
Main menu

Visit the main menu to see all the support and information available

www.theexamsoffice.org/



Home page



Useful information for exams officers including signposts to **key organisations** in the exams process, **appointments** and more...

www.theexamsoffice.org/

TEO Education online store

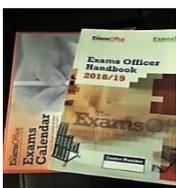


Fabulous value, high quality equipment including:

- Exam and classroom furniture
- Exam clocks
- Secure storage
- Personalised exam banners, posters and templates

<https://www.teoeducation.org/>

Key documents, resources and tools to support exams officers



Exams Officer Handbook and Exams Calendar

Annually updated and dispatched* to centres

Invaluable support resources for new exams officers during their first year in role and for experienced exams officers to support contingency and succession planning

*One dispatch per member centre with an up-to-date paid membership with *The Exams Office* as at 30 September each year

Termly exam checklists

Providing checklists covering the academic year (September-August) listing generic key

New exams officers



Supporting those new to the role by providing

- an **induction support guide**
- **monthly support guides**
- an **exams key terms glossary** (free access)

www.theexamsoffice.org/new-exams-officers/

Monthly exams update

Providing a monthly update for exams office staff (free access)

tasks that may need to be completed during the **autumn, spring and summer** terms

www.theexamsoffice.org/termly-exam-checklists/

Key documents



Providing guides and templates divided into the stages of the exam cycle (**Planning; Entries; Pre-exams; Exam time; Results and Post-results**) helping exams officers to determine when these could be useful during the exams process; additional key documents (to support **exams review**) and **exam policy templates** are also provided

www.theexamsoffice.org/key-documents/

Exam policy templates



Supporting the creation, review and annual update of exams related policies, procedures and plans

www.theexamsoffice.org/exam-policy-templates/

This update is free-to-access, however links to member only content contained within the update will require members to be logged in to *The Exams Office* website to access this content

www.theexamsoffice.org/monthly-exams-update/

Invigilation support resources

A range of resources to support the recruitment, training and deployment of invigilators



www.theexamsoffice.org/invigilation/invigilationsupportresources/

Online Tools

Providing online tools including a composite **exams timetable** and **key dates calendar** populated with information provided by the contributing organisations, a **Network Map** and new to be lauched **online assessments**



www.theexamsoffice.org/onlinetools/

Training and Conferences



Exams Training

Training events for **new exams officers, experienced exams officers and senior leaders/line managers**

<https://examstraining.org/>

Spring 2019 events

New exams officers	
26 February: Birmingham (Novotel)	27 February: Bristol (The Bristol)
1 March: London (Grand Connaught Rooms)	5 March: Leeds (Hilton Leeds City)
6 March: Manchester (Emirates Old Trafford)	
Senior leaders/line managers (with responsibility for examinations)	

12 March: London (80, Strand)

New invigilator training

Free* half day events available in the autumn and spring terms. Perfect for new invigilators (helping them to meet JCQ requirements) and Exams Officers who want hints and tips on what to include in training in their own centre



Invigilator training (in-house)

Sessions are offered to book directly with a trainer

www.theexamsoffice.org/invigilator-training/

*Two free places per member centre are available on a first come, first served basis. Please note that only those with an up-to-date paid membership with *The Exams Office* at the time of booking and at the time of the event will be eligible for free places. Booking windows will close once all places have been taken.

Autumn 2018 events			
Date	Location	Date	Location
6 November	Leeds	14 March	London
7 November	Birmingham	20 March	Plymouth
29 November	London	21 March	Bristol
Spring 2019 events		24 April	Manchester
5 February	Newcastle	25 April	York
6 February	Newcastle	26 April	Coventry
7 February	Nottingham	30 April	London
13 February	London		



National Exams Officer Conferences

Members of *The Exams Office* can attend a **winter** and a **summer** conference free of charge*

www.theexamsoffice.org/national-exams-officer-conferences/

*One free place per member centre is available on a first come, first served basis. Please note that only those with an up-to-date paid membership with *The Exams Office* at the time of booking and at the time of the event will be eligible for a free place. The booking window will close once all places have been taken.



International Exams Officer Conference

Exams Training, in association with *The Exams Office* and **Pearson**, is hosting an international exams officer conference at the JW Marriott Marquis Hotel in Dubai on **19**

and **20 November 2018**. A free invigilator training session will take place on **21 November** for interested Dubai-based centres.

www.theexamsoffice.org/international-conference/