Monthly update for exams office staff
June 2019

Message to our members

Additional support for our members during 2019/20

Whilst centres are fully immersed in the summer exams series, we at The Exams Office have started planning for the new academic year. Our priority is always to offer support to new and experienced exams officers, but over the next 12 months we will also be focusing upon:

- Helping centres to create outstanding invigilation teams
- Supporting SLT in identifying their role and responsibilities with managing and administering examinations within their centre

Here is how we will deliver this support.

Invigilation

Our online Invigilator Training and Assessment module will be updated for the 2019/2020 academic year. We will be providing four units within the module for:

- New invigilators
- On-screen testing
- Exam changes for experienced invigilators
- Facilitating access arrangements

We will also be updating the invigilation support resources on our website to include:

- Guides to managing invigilator recruitment, interviewing and training
- Templates for a job description, invigilator availability and information, invigilator confidentiality and security agreement
- Training resources, including a PowerPoint presentation for invigilators and facilitators, trainer notes and an invigilator handbook

We will be hosting five free-to-attend invigilator training sessions during March 2020. Members of The Exams Office will be able to send three new invigilators, or an individual who will be delivering training in your centre. The booking window for these will be open in late 2019, but please note these dates in your diary:

- Bristol – 4 March
- Manchester – 9 March
- Leeds – 13 March
- London – 19 March
- Coventry – 24 March

Senior Leaders

The Exams Office recognises that despite increasing responsibility being placed upon the Head of Centre/SLT, there is little or no support to assist them in fulfilling their role and responsibilities as required by Ofqual and the JCQ.

Consequently, we will be launching a certificated online Senior Leaders Training and Assessment module in October 2019. This support tool will highlight regulations, key tasks and deadlines, and require SLT/Line Managers to complete a short assessment to confirm their understanding.
The Exams Office will also be staging four SLT/Line Manager training events – in Leeds and London – which focus upon regulation changes and planning for the 2019/2020 academic year (October/November 2019) and preparing for the summer 2020 exam series (March 2020). Places can be booked now.

Our 2019/2020 Exams Officer Handbook will also serve as a contingency tool containing a range of checklists, guides and templates which will help SLT/Line Managers in the event of the absence of their exams officer.

This week, we have begun discussions with an association which represents senior leaders within schools and colleges, which we hope will raise awareness of supporting exams officers amongst SLT/Line Managers within centres, so, ‘watch this space’ for updates in the coming months.

New exams officers

To support new exams officers, we will be launching a certificated Exams Officer Induction module in September. This will guide those new to the post through the main aspects of the role, signposting to key documents, highlighting key tasks and deadlines and assessing their understanding.

Our website will continue to host a dedicated area for new exams officers with monthly guides and a range of support materials.

In October, we will host our Actions for Autumn training in conjunction with OCR at five venues across England – bookings are now being taken. These events will focus upon planning and preparation for the academic year, whilst in March 2020, we will be hosting our Spring into Summer training which focuses upon preparation for the summer 2020 exams series.

Our 2019/2020 Exams Officer Handbook will also serve as a planning tool for new Exams Officers, containing a range of checklists, guides and templates whilst our Exams Calendar will help meet key deadlines. Both resources will be dispatched to members in October or November.

Experienced exams officers

A major part of our support is devised for experienced exams officers.

As well as updating all our online resources in line with regulation changes for the 2019/2020 academic year, we will also be delivering six training events on Exam Changes which will update exams officers on JCQ regulations and Ofqual directives. Over 400 exams officers have already booked onto this training course, and with limited availability, please book asap to avoid disappointment.

An exciting initiative is the launch of our Exams Policy Generator in September 2019. Over the next 18 months, this online tool will contain a wide range of exams-related policies, including those required by the JCQ. Exams officers will complete self-assessments to produce centre specific policies in a matter of minutes, which going forward can then be updated on an annual basis. This will save our members a significant amount of time and make a challenging aspect of the role much easier to complete.

National Exams Officer Conferences

We have confirmed the dates for our 2019/2020 winter and summer conferences, and in spring 2020 we will be launching our Exam Year Review module which will enable exams officers to review their exam year whilst also demonstrating their achievements and understanding with a certificated assessment. This may help to support professional development and/or any appraisal process within centres.

Supporting exams officers

Not only will The Exams Office continue to support members and the exams officer community in the forthcoming academic year, but we will embark upon a programme which creates a robust support network for all members of staff involved in the delivery, administration and management of examinations within centres. If we achieve our aims, not only will we help to reduce the burden upon exams officers, but we will also protect the integrity of, and confidence in, the examination system.
June Blog

Managing the special consideration process...and other tasks to undertake at this time of year... is written by Marcia Woods, Invigilator trainer, and ex-Exams Officer at Brookfields Community School, Chesterfield

June TEO updates

National Exams Officer Summer Conferences

The window to book places on the upcoming Summer Conferences opened on Monday 20 May

The London event is now fully booked but plenty of places are still available at our Leeds event

To put your name down for a reserve place at the London event, please email: conference@theexamsoffice.com

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

2019/20 Training events for new exams officers, experienced exams officers and senior leaders

Over 400 exams officers have already booked places on the 'Exam changes' events... places are limited so book early to avoid disappointment

For further details and booking information visit the website here:

https://examstraining.org/results-post-results/

2018/19 units will be deactivated in mid-June...

For the 2019/2020 academic year, we will be including 4 units as part of this module. It will be for Exams Officers to decide which of the following (or all) are completed by their invigilators:

- New invigilators
- On-screen testing
- Exam changes for experienced invigilators
- Facilitating access arrangements

For details and updates visit the website here:

https://www.theexamsoffice.org/online-assessments/

Managing and administering examination results and post-results services

Only a few places remaining on these half day events... book asap to avoid disappointment

2 July 2019: London  9 July 2019: Leeds

For further details and booking information visit the website here:

https://examstraining.org/results-post-results/

International Exams Officer Conference

Invite details from Pearson...

International Conference Dubai

You are invited to the International Conference taking place at the Le Meridien Hotel and Conference Centre, in Dubai on 17 and 18 November 2019.

The two day exams conference will focus on the following...

For more information and to book your place, please visit the Exams Training website.

If you have any questions, please use the Pearson Support Portal.

Online assessments

Additional modules are coming...

The following modules will be launched during the 2019/2020 academic year:

- Exams Policy Generator - September 2019
- New Exams Officer Induction - September 2019
- Senior Leaders/Line Manager Training and Assessment - October 2019
- Exam Year Review - Spring 2020

For details and updates visit the website here:

https://www.theexamsoffice.org/online-assessments/
June  Key tasks

A very 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.

Planning
Exam time may prompt questions to be asked about exams next year, so be prepared.

The online issue of final timetables for November 2019 and the Summer 2020 exam series on awarding body websites is a useful point of reference for questions about exam dates (final summer timetables will be available by the end of June).

For questions around re-sit opportunities for any remaining legacy specifications, refer to Ofqual communications (Timings for the withdrawal of legacy GCSEs, AS and A levels).

Entries
Continue to submit to the relevant awarding body any required amendments (such as tier changes) and any withdrawals for the Summer 2019 exam series up until the time of the exam and even beyond. A mismatch of entries with those candidates who actually sat an exam could delay the issue of results if not resolved.

Pre-exams
Continue to manage preparation for the June exam timetable.

Exam time
Resume managing the June exam timetable (after any half term holiday period you may have managed to take). Ensure all required post-exam related follow up is completed and appropriate information submitted to the awarding body according to the timelines required. Confirm all exam scripts have been dispatched as required. Ensure any communications or queries from awarding bodies on post-exam related matters are dealt with as a priority.

Results and post-results
Complete the management and administration of the March 2019 exam series by receiving certificates (where the awarding body issues certificates in June).

Confirm any required results reporting deadlines and processes for other/vocational qualifications are known, understood and followed.

As June exams come to an end, think about preparing for results day(s) and beyond.

Exams review
Consider good practice and carry out an annual review of the work undertaken, and the service provided by the exams office(r).

June  Key documents

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

Further new or updated documents will be added this month including:

Results and Post-results:
- Results day checklist template New
- Post-results services checklist template New

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. June guide now available here

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

Links to member only content in Key documents requires members to be logged in to The Exams Office website to access this content

Key documents added during May
Results and Post-results:
- A guide to managing results & post-results
- A guide to administering post-results services
- Post-results services: deadlines, fees and charges template
- Post-results services: request, consent and payment form template
Monthly support guide: Support guide for new exams officers: June 2019
- Awarding body results and post-results information links (Summer 2019)
- Candidate permission form template
- Certificate collection information for candidates template
- Moderation returns log template
- Post-results services: tracking log template

**Monthly support guides:** Support guide for new exams officers: July 2019

**IMPORTANT NOTICE**
From mid-July onwards, links to 2018/19 versions of key documents and resources will be deactivated until new/reviewed and updated versions are provided for 2018/19

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**Key organisations**

Regularly check our [JCQ](http://www.theexamsoffice.org/key-organisations/) and [Ofqual](http://www.theexamsoffice.org/key-organisations/) pages for signposts to information and links to recent updates

(20/05/2019) JCQ publish **Information Security Guidance for Heads of Centre**

Guidance to centres on handling electronic data

**[JCQ FAQs](http://www.theexamsoffice.org/key-organisations/) Exams** What to do if the wrong question paper is given to candidates

If the wrong question paper packet is opened and given to students, your staff should do two things:

1. Make sure that affected students remain supervised under exam conditions, even if other students have finished. This is to make sure that any work they have done on the wrong paper can be accepted by the board, if necessary they can be given the correct paper and so confidentiality agreements can be signed.

2. Contact the exam board for specific instructions. Your centre is unlikely to have experienced this before, but the exam board has, so they will be able to advise you on what to do next.

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Monthly update for exams office staff page 5
TEO support: a summary

Main menu www.theexamsoffice.org/
Visit the main menu to see all the support and information available

Resources and tools

TEO Education online store https://www.teoeducation.org/
Fabulous value, high quality equipment including:
- Exam and classroom furniture
- Exam clocks
- Secure storage
- Personalised exam banners, posters and templates

Exam policy templates www.theexamsoffice.org/exam-policy-templates/
Supporting the creation, review and annual update of exams related policies, procedures and plans

Invigilation support resources
www.theexamsoffice.org/invigilation/invigilationsupportresources/
A range of resources to support the recruitment, training and deployment of invigilators

Online tools www.theexamsoffice.org/onlinetools/
Online tools including a composite exams timetable and key dates calendar populated with information provided by the contributing organisations, online assessments and a Network Map

Online assessments www.theexamsoffice.org/online-assessments/
Units available in 2018/19:
1. Conducting examinations
2. Conducting on-screen tests
3. Instructions for conducting examinations – Regulation changes

Invigilator Training and Assessment module

Exams Officer Handbook and Exams Calendar
Annually updated and dispatched1 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

New exams officers www.theexamsoffice.org/new-exams-officers/
Supporting those new to the role by providing
- an induction support guide
- monthly support guides
- an exams key terms glossary

Termly exam checklists www.theexamsoffice.org/termly-exam-checklists/
Providing checklists covering the academic year (September-August) listing generic key tasks that may need to be completed during the autumn, spring and summer terms

Monthly exams update www.theexamsoffice.org/monthly-exams-update/
Providing a monthly update for exams office staff (free access)

Key documents www.theexamsoffice.org/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

Exam policy templates www.theexamsoffice.org/exam-policy-templates/
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1 One dispatch per member centre with an up-to-date paid membership with The Exams Office as at 30 September each year
2 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.

2 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.

Monthly update for exams office staff page 6