

MONTHLY UPDATE

MEMBER MESSAGE

A new academic year... and a return to some form of normality (hopefully)'

As we embark upon the 2021/2022 academic year, there are several challenges which face the exams officer community. The return to a 'business as usual' summer examination series (hopefully), will mean 'learning the ropes' once again for many experienced exams officers, and delivering a summer series for any exams officer appointed since summer 2019. However, before then, there is an autumn series to deliver, and dealing with the outcomes of the various consultations which will determine which measures are in place to ensure that candidates taking exams in summer 2022 are not disadvantaged.

As exams officers will need to come to terms with preparing for an exam series and ensuring that all relevant tasks are completed accurately and to deadline, **The Exams Office** is preparing a range of support measures which will help our members return to a 'normal' exams year. This includes:

Annual dispatch

During September, all member centres will be sent their annual dispatch which includes:

- Academic year Exams diary
- Exams calendar
- Exams wall planner

Online Portal

The [Online Portal](#) will contain the following updated online assessments during the 2021/2022 academic year to support and train exams officers, invigilators and senior leaders/line managers:

- [Invigilator Digital Accreditation \(IDA\)](#)
- [Invigilator Training and Assessment Module](#)
- [New Exams Officer Induction and Assessment Module](#)
- [Senior Leader/Line Manager Training and Assessment Module](#)
- [Exams Officer Digital Accreditation \(EODA\)](#) – to be launched autumn 2021

...updated tools for 2021/2022, including:

- [Policy Generator Tool](#)
- [Exams Timetable Tool](#)
- [Key Dates Calendar Tool](#)
- [Provisional Exams Timetable Tool](#) – to be updated when provisional exams timetable information is available

...invigilator training and support, including:

- [Invigilator Training Videos](#) (16 videos covering relevant content of *Instructions for conducting examinations*, facilitating and invigilating access arrangements and regulation changes for the 2021/2022 academic year)
- [Invigilator announcement at the beginning of an examination](#) (video and audio)

...a range of exams officer [training videos](#), and new for 2021/2022:

- [Instructions for Candidates video](#) (animated)

Face-to-face training

Our training arm – [Exams Training](#) – is delivering the following face-to-face training in September and

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October:

- [Exam changes 2021/2022](#) – Training for existing/experienced exams officers on the changes across a range of JCQ publications (including a recap of 2020/2021 regulation changes) and the latest updates from the DfE and Ofqual in relation to exams and assessment in 2021/2022
- [Actions for Autumn](#) - New exams officer training highlighting key tasks and deadlines associated with the management, administration and conducting of examinations and good practice, hints and tips to support exams officers in their new role
- [Senior leader/line manager](#) - Training for those with overall responsibility for managing exams within their centre on exam changes across a range of JCQ publications, managing and supporting their exams officer, and an update from the DfE and Ofqual regarding exams and assessments during the 2021/2022 academic year

National Conferences

This academic year will see the return of our [National Exams Officer Conferences](#) – due to take place during January and February across five venues – and a [Virtual Exams Officer Conference](#) for those exams officers and senior leaders who are unable to attend the 'live' events.

Key documents

All of our [key documents and resources](#) will be updated in line with updated regulations for the 2021/2022 academic year, and additional resources will be created to support exams officers in managing and administering exams within their centre.

In January, we will be launching our online Key Documents Library from which exams officers can create bespoke termly centre handbooks.

Invigilator training support

In addition to the 16 invigilator training videos, all our [support materials to help exams officers recruit, train and manage their invigilators](#) will be updated.

Centres can now also book an online [Regulation Changes Training](#) meeting with one of our subject matter experts to update their existing invigilator team and subsequently meet JCQ requirements as per section 12.3 of *Instructions for conducting examinations*.

National Association of Examinations Officers (NAEO)

One of the most exciting initiatives is to support the [launch of the NAEO](#). **The Exams Office** is delighted to be able to support [free](#) the launch of the NAEO by providing IT and staffing support, and funding [membership](#) for exams officers within member centres of TEO for the 2021/2022 academic year.

The support offered by the NAEO will include:

- Employment rights/legal advice
- Personal and professional development
- Articles/videos
- Mindfulness and well-being
- Annual summer conference
- Reward and awards programme
- Online forum (to be launched during 2022/23)
- Job descriptions
- Interview support
- Vacancies section
- Offers and discounts from partner organisations

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Throughout the academic year, we will be adding to our support by adding additional key documents, launching the [Exams Officer Digital Accreditation \(EODA\)](#) – the first subject matter related ‘qualification’ for exams officers - and continuing to provide regular email and video updates to keep the exams officer community up-to-date with the latest information relating to the management, administration and conducting of examinations.

Through our close partnership with the NAEO, we will also be using our knowledge of the sector to ensure that decision makers consider the impact upon the exams officer community when defining exams-related policies.

The Exams Office will continue support members to ensure that any challenges that are faced during the 2021/2022 academic year are dealt with effectively, efficiently and with minimum disruption for staff and students.

September ARTICLE

[New exams officers: A guide to starting your new role](#) considers ten areas which new exams officers should focus upon or address in the early months in role.

September EXAMS BLOG

This month’s blog - [The National Association of Examinations Officers \(NAEO\)](#) - is written by Jugjit Chima, the Chief Executive Officer of the newly launched association, who outlines the aims and objectives of the NAEO and why exams officers may consider joining.

TEO NEWS

What’s new, updates and reminders from **The Exams Office**

Annual dispatch

Dispatch to member centres will take place from 6 September containing our 2021/22 [Exams Desk Diary](#), [Exams Calendar](#) and [Exams Wall Planner](#)

Additional copies and non-members

We have had lots of enquiries regarding additional copies of the diary, calendar and wall planner. An additional set of all three can be purchased for £30 (+vat), or two sets of all three for £40 (+vat).

Don’t forget that additional copies will be available FREE of charge if you are attending any of our training events this autumn.

Please send requests for additional copies to Finance@theexamsoffice.com

Membership update

As the new academic year begins, please could all members review and, if necessary, update their details when they log onto [The Exams Office website](#).

Also, please note that all September invoices have been sent out over the summer break and may be found in junk mail boxes, should your centre's security settings have intercepted them.

Your ongoing membership to and support of **The Exams Office** is hugely appreciated.

See [how to get the most from your membership to The Exams Office](#)

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National Association of Examinations Officers now welcoming members

We are pleased to announce that the National Association of Examinations Officers (NAEO) launched on Wednesday 1 September and is welcoming members.

On behalf of its members and the exams officer community, the NAEO will:

- **Represent** the views of, and issues faced by, the exams officer community
- **Support** exams officers in their professional development and at centre level
- **Influence** educational decision-makers when devising policy which impacts upon the exams officer community

How do I join the NAEO?

Becoming a member of the NAEO is very straightforward and is all handled through the NAEO website. [Click here to access the sign-up page](#) and complete the online form. Once completed, an email will be sent from no-reply@thenaao.org to the email address you provided to confirm your membership.

Training update

The last chance to book onto [New Exams Officer](#), [Exam Changes](#) and [Senior Leader/Line Manager](#) training events is fast approaching. Please find details of all events [here](#).

Due to demand, an additional date for [Exam Changes](#) has been made available in [Leeds on Friday 19 November](#).

National Exams Officer Conferences reminder

The [booking window](#) for the conferences will open in November. Further reminders will be issued to members and the latest information provided [here](#).

Online Portal 2021/22 update

See [how to access and use the resources and tools in the Online Portal...](#)

Online training and assessment

Available from 1 September:

- Invigilator Training and Assessment Module (units 1-4)
- Invigilator Digital Accreditation
- New Exams Officer Induction and Assessment Module
- Senior Leader/Line Manager Training and Assessment Module

See [more about the modules and accreditation...](#)

Exams Timetable Tool

The tool was updated on 3 August, see [what the tool currently contains...](#)

Key Dates Calendar Tool

The tool was updated on 24 August - see [what the tool currently contains...](#)

Policy Generator Tool

Interactive templates in the tool have been reviewed and updated (where applicable) for 2021/22 - see [what the tool currently contains...](#)

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Additional templates will be added during the autumn term.

Training Videos

- **Invigilator training** - from September 2021, 16 studio, scenario and animation-based videos will be available to use as a full 'in-house' training package or to support members delivering centre-designed training

These can each be used as a standalone video to support elements of centre-designed training (in the videos area of the portal, filter by category [Invigilator training](#)) or as a full training presentation where each individual video includes an introduction (filter by category [Invigilator presentation](#))

- **Exam support videos**
 - [Invigilator Announcement 2021/2022](#) is now available (this is also provided separately on the TEO website as an [audio version supported by instructions for use](#))
 - [Instructions for Candidates](#) will be available to support member centres briefing their candidates. This can be used as a standalone video to support centre-devised briefings or used to support the issue/delivery of a centre-customised version of the '[Information for Candidates' briefing template](#))

[See more about the videos...](#)

Invigilation support

[Explore](#) the support offered in the [recruitment, training and deployment of invigilators](#) and the range of options for [training your invigilators](#).

New exams officer support

[Explore](#) the support offered to new exams officers or those less experienced exams officers where these may be of benefit.

Video Updates

Our [updates page](#) continues to provide a central point of reference, highlighting information and updates from key stakeholders and links to relevant pages of stakeholder websites. Our regular video update will be published to support the release of our monthly update to members, unless significant news or announcements relating to the latest arrangements for exams and assessments warrants adhoc publication.

Online Exam Store update

At TEO we strive to provide a quality product at a competitive price and this has meant minimal price changes over past years.

This year, due to continuous external worldwide influences on transportation and material costs, will mean that prices on certain product lines will have to be increased.

We will keep these under constant review and if these costs begin to fall to more normal levels again, we will amend our prices accordingly.

We would advise all members that if they wish to secure the current prices, please ensure your order is placed soon as possible.



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JCQ publications update

Check publications updated for 2021/22 summarised on our [JCQ information page](#).

Vacancies update

From 6 September, vacancies previously advertised [here](#) will be listed on the [vacancies area of the NAEO website](#)

KEY TASKS and KEY DOCUMENTS

September key tasks

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 September to December.

Note you should 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

Start/continue to manage exam planning for 2021/22 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 publications, particularly [General Regulations for Approved Centres](#) and [Instructions for Conducting Examinations](#). Ensure relevant staff in your centre are provided with or signposted to updated JCQ publications.

Entries

Where applicable to your centre, prepare to make/submit entries for the exceptional **Autumn 2021** exam series (including the standard November 2021 series). Note the separate entry deadlines for GCE and GCSE.

Refer to relevant information and updates provided by stakeholders, including DfE guidance on [Responsibility for exams](#).

Collect information regarding any qualifications that may require an upfront registration/qualification entry or entries to be made in other early exam series (for example, the **January 2022** exam series).

Prepare to make estimated entries (where/if required by the awarding body) for the **Summer 2022** exam series.

If you will be responsible for running internal exams, collect relevant (entry) information in advance, enabling you to plan the internal series.

Pre-exams

Determine when preliminary (pre-release), advance or other subject-specific early information may be made available by the awarding body (this is dependent on the qualifications and subjects within qualifications delivered in your centre) for the **Summer 2022** exam series or other series.

(Where applicable) Prepare for GCE exams taking place in October.

Results and Post-Results

(Where relevant to your role) Administer any appeals against **Summer 2021** awarding and submit any stage 2 appeals to the awarding organisation by the September deadline.

For more detailed information on key tasks and JCQ key dates, refer to the monthly support guide for new exams officers added to the website by the beginning of each month – see [September guide](#)

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September key documents

Key documents and resources are provided to support member centres in the management and administration of the exams process.

See key documents to be published this month and those published in August, including:

- [Autumn term checklist](#)
 - [Planning](#) documents
 - [Entries](#) documents
 - [Pre-exams](#) documents
 - [Exam policy templates](#)
 - [Invigilation support resources](#)
 - [New Exams Officer guides](#)
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