

MONTHLY UPDATE

MEMBER MESSAGE

Supporting exams officers in meeting the current challenges

Although we are only a few weeks into the new academic year, many exams officers are already contemplating, and preparing for, an autumn exam series. This proves that the impact of the last 18 months on the exam system, and exams officers in particular, is far from over and that a return to a 'business as usual' exam year is still some way off yet.

In response to supporting exams officers in meeting these unprecedented challenges, The Exams Office has produced a significant amount of support materials in recent weeks. Here is a summary of what members can now access:

Key Documents

In an [update sent to members](#) on Friday 17 September, details were provided on the documents which have been produced/updated for the 2021/22 academic year.

Over sixty documents have been added within the following sections of The Exams Office website:

- [New exams officers](#)
- [Planning](#)
- [Entries](#)
- [Pre-Exams](#)
- [Exam Time](#)
- [Results and Post-Results](#)

Exam Policies

The following [exam policies/procedures](#) are available as Word templates on our website and/or within the [Policy Generator Tool](#):

- Access Arrangements Policy*
- Access to Scripts, Reviews of Results and Appeals Procedures*
- Candidate Absence Policy*
- Candidate Identification Procedure
- Candidate Late Arrival Policy*
- Certificate Issue Procedure and Retention Policy
- Complaints and Appeals Procedure (Exams)
- Data Protection Policy (Exams)
- Emergency Evacuation Policy (Exams)
- Equalities Policy (Exams)
- Escalation Process
- Exam Contingency Plan*
- Exams Archiving Policy
- Exams Policy
- Food and Drink Policy (Exams)
- Internal Appeals Procedure (Internal assessment decisions)*
- Internal Appeals Procedure (Reviews of Results/Appeals)*
- Internal Appeals Procedures
- Leaving the Examination Room Policy
- Lockdown Policy (Exams)
- Managing Behaviour Policy (Exams)*

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- Non-examination Assessment Policy*
- Overnight Supervision Arrangements Policy
- Separate Invigilation Policy*
- Special Consideration Policy*
- Word Processor Policy (Exams)*

All templates have been reviewed and updated (where applicable) for the 2021/22 academic year.

* Those denoted by an asterisk include a 2021/22 update/updates to the interactive template in the Policy Generator Tool (PGT), and may require a response or confirmation that the existing text/action is still applicable.

If you have previously created policies within the PGT and these are saved in your 'Centre Policies', any updates for the 2021/22 academic year are automatically included within these. Review your existing responses (by selecting Edit Policy) to ensure that they still apply and are an accurate reflection of practice within your centre and add additional information if required to create accurate, self-assessed exam policies within a matter of minutes.

Training and Assessment Modules

The following online Training and Assessment Modules have been updated for the 2021/2022 academic year and are available to members via our [Online Portal](#):

- [Invigilator Training and Assessment Modules](#) (including videos/animations)
 - (Unit 1) New invigilators – Instructions for conducting examinations
 - (Unit 2) Instructions for conducting on-screen tests
 - (Unit 3) Experienced invigilators – Changes to Instructions for conducting examinations
 - (Unit 4) Supporting and supervising access arrangements (Instructions for invigilators and facilitators)
- [Invigilator Digital Accreditation \(IDA\)](#)
- [New Exams Officer Induction and Training Module](#)
- [Senior Leader/Line Manager Training and Assessment Module](#)

Invigilator Training Videos

The following videos/animations are now available on the [Online Portal](#) and are embedded within the Invigilator Training and Assessment Module:

- Conducting written timetabled examinations
 - The role of an invigilator
 - The examination room (animation)
 - Exam materials
 - Question papers
 - Identifying candidates and the people present in the examination room
 - Starting the examination
 - During the examination
 - Supervising candidates (school-based video)
 - Dealing with emergencies (school-based video)
 - Dealing with malpractice (school-based video)
 - At the end of the examination
- Exam regulation changes for the 2021/2022 academic year (relevant to invigilation)
- Conducting on-screen tests
- Access Arrangements (training for invigilators and facilitators)
 - Invigilating and facilitating access arrangements
 - The role of a reader (animation)

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- The role of a scribe (animation)

Each video/animation is presented with and without an introduction. This gives exams officers the opportunity to play each video in full to their invigilators, or utilise them as part of a centre-devised training programme with specific introductions given for each section.

Training

[Actions for Autumn \(for new exams officers\)](#)

Over the coming weeks, we are hosting face-to-face training for new exams officers which guides them through the key aspects of their new role, including tasks, deadlines, guidance and hints/tips.

[Exam Changes](#)

This series of training events, developed specifically for exams officers, focuses upon exam regulation changes for the new academic year and how these will impact upon your role in your centre, including changes in key JCQ publications. There is also an update on how exams will be conducted during the 2021/22 academic year.

[Senior Leaders/Line Managers training](#)

This training has been devised for senior leaders/line managers with responsibility for exams within their centre and line management of their exams officers. The content focuses upon JCQ/Ofqual and DfE exams-related changes for the new academic year from the perspective of a senior leader/line manager. We also consider how an exams officer can be effectively supported and managed, and the areas of exams administration in which an exams officer will require the support of a senior leader or their line manager.

Invigilator Announcement

We have produced [audio and visual files of the suggested announcement given at the start of written examinations](#) taken during the 2021/22 academic year reflecting appendix 3 of JCQ's *Instructions for conducting examinations*.

This may be of particular use in centres where invigilators may not be heard clearly by candidates. A supporting [instructions template](#) is also available which can be customised for use in your centre.

The announcement is available as an [audio](#) file which can be downloaded and used within your own IT system or a [video](#) accessed through the **Online Portal**.

The Exams Office dispatch

The Exams Office has dispatched an Exams Diary, Calendar and Wall Planner to all member centres. If you have not received your dispatch, please email contact@theexamsoffice.com.

National Association of Examinations Officers (NAEO)

Exams officers within member centres can acquire a [free academic year membership to the NAEO](#). The Exams Office encourages all exams officers to take the time to complete the [NAEO 2021 Exams Officer survey](#).

Next month, we will be launching additional support for our members – further details to follow in our November update.

October ARTICLE

Two articles that look at [Why exams officers should not act as invigilators](#) and [Managing and administering University Admission Tests \(UATs\)](#)

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October EXAMS BLOG

This month's blog - [Support for exams officers](#) - is written by Lisa Longstaff, exams officer at Dunottar School, who considers the support available to exams officers... particularly those who are new to role

TEO NEWS

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

National Association of Examinations Officers

The 2021/22 NAEO Annual Survey has now launched and all members of **The Exams Office** (TEO) and the **National Association of Examinations Officers** (NAEO) are encouraged to complete the survey to ensure that their voices and views are heard.

The dual-sponsored (TEO and NAEO) survey performs three main purposes: to capture a 'state of the nation' snapshot of the exams administration community's views on how the previous academic year went; to inform **TEO's** ongoing provision for its member centres; and to inform the remit and mandate for the **NAEO's** activities on behalf of the exams officer community.

The survey can be found here <https://www.smartsurvey.co.uk/s/8YUXEL/> or by visiting the NAEO website - www.thenaeo.org.

The survey will be open for completion throughout October.

Thank you in advance for taking the time to complete the survey.

Online Portal update

An [Instructions for Candidates](#) video is now available. This animated video highlights the rules which apply before, during and after an examination as defined in JCQ's *Instructions for conducting examinations* (Appendix 5 – see note below).

To support the delivery of this video to candidates, you may also wish to refer to use of the ['Instructions for Candidates' briefing template](#).

Please note: This video does not cover sections B1, B2, B3 and E1 of Appendix 5 (*Information for candidates for written examinations – effective from 1 September 2021*) of JCQ's *Instructions for conducting examinations*.

Training update

Thank you to those delegates who attended our [Exam Changes](#) events in Coventry and Bristol and the [New Exams Officer](#) event in Bristol at the end of September. We look forward to seeing delegates at our events in London, Leeds and Manchester during October.

Annual dispatch

The dispatch has been completed. If any member centre has not yet received the dispatch (Exams Diary, Calendar, Wall Planner), please email contact@theexamsoffice.com.

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KEY TASKS and KEY DOCUMENTS

October 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

Ensure the National Centre Number Register (NCNR) [annual update](#) (emailed to centres from mid-September) is completed and returned by **31 October**.

Entries

Note the October entry deadlines including the **January 2022** exam series (where applicable to the qualifications delivered in your centre) and the very early November BTEC registration deadline.

Pre-exams

(Where applicable) Prepare for GCSE exams taking place in November.

Exam time

(Where applicable) Conduct the October GCE exam timetable.

Results and Post-Results

Prepare to receive **Summer 2021** certificates for distribution to candidates

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 [October guide](#)

October 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 September:

- [Planning](#) documents
 - [Private Candidates](#) documents
 - [Pre-exams](#) documents
 - [Access arrangements](#) documents
 - [Exam time](#) documents
 - [Results and Post-Results](#) documents
 - [Exam policy templates](#)
 - [Invigilation support resources](#)
 - [New Exams Officer guides](#)
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