

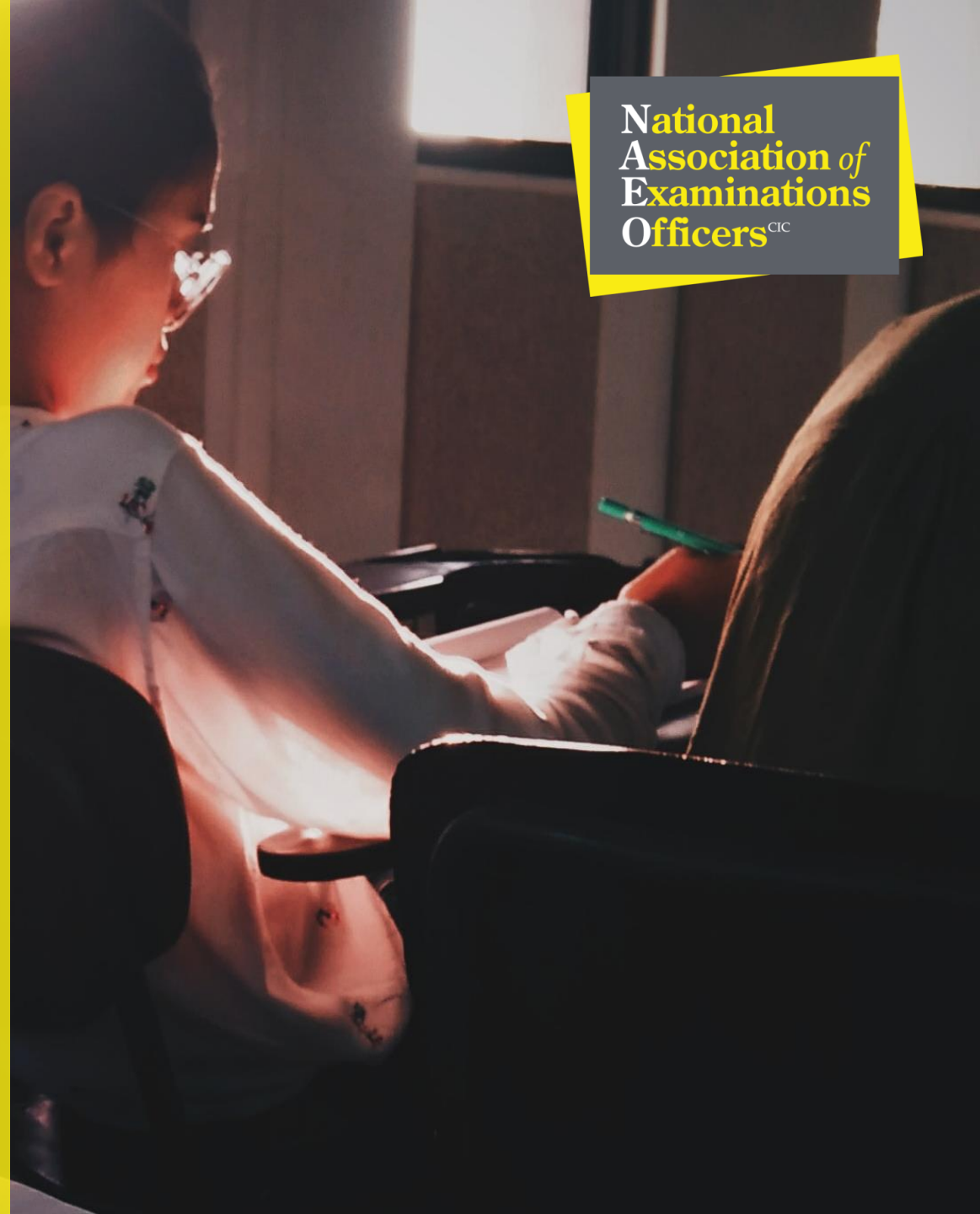
Challenges facing exams officers in 2022

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Key areas

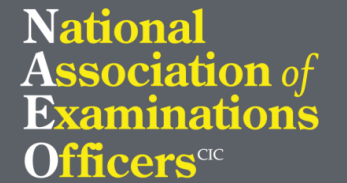
- The importance of the exams officer role and raising the status and profile of exams officers
- Conducting exams during COVID-19/summer 2022
- Challenges facing exams officers this summer – malpractice and invigilators
- Preparing for JCQ inspections
- Access arrangements



Exams Officer survey 2021

In summary, there is still significant work to be done to raise the profile and status of exams officers

- Almost 1 in 5 exams officers have not experienced a summer exams series
- There are an increasing number of new exams officers/exams officer vacancies
- The majority of exams officers are required to undertake an additional role within their centre
- More than half of exams officers were required to undertake an additional role during Covid – 1 in 5 have retained this role (to date)
- Almost 1 in 3 exams officers do not have access to an annual appraisal
- 1 in 5 exams officers do not feel well supported or valued by their line manager/SLT
- Almost half of all senior leaders believe that the exams officer role is only required/exams officer are busy when exams are taking place

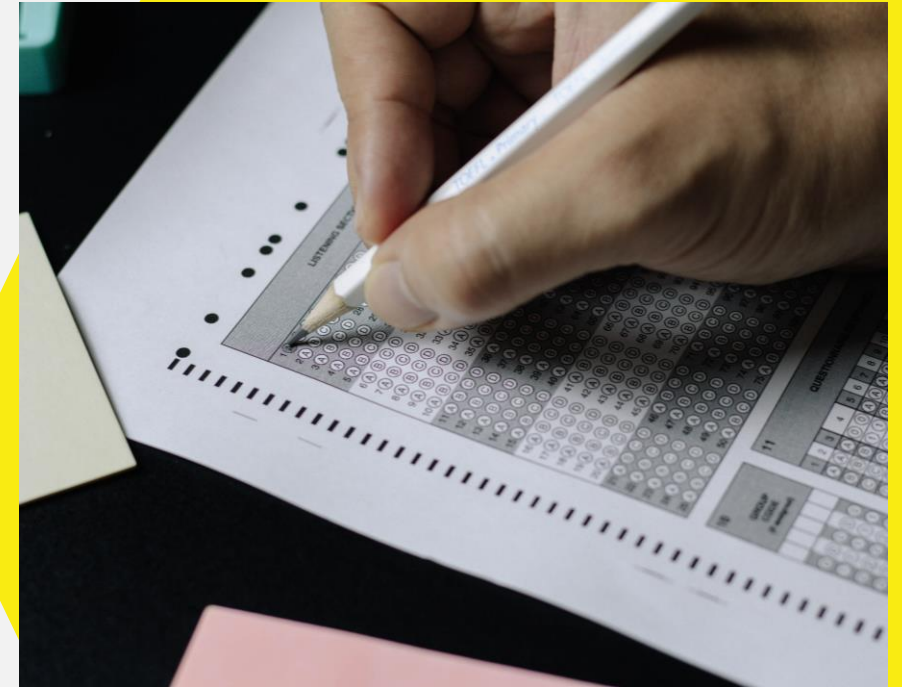


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- There is a lack of contingency planning in 38% of centres (37.8%)
- In 79% of centres there is little or no succession planning in the event of the exams officer leaving their post/the appointment of a new exams officer
- 1 in 3 heads of centre/SLT do not read/refer to/familiarise themselves with the entire contents of the relevant JCQ publications
- More than half of centres are experiencing/expect to experience issues with recruiting, training and/or retention of invigilators ahead of the summer 2022 exams series

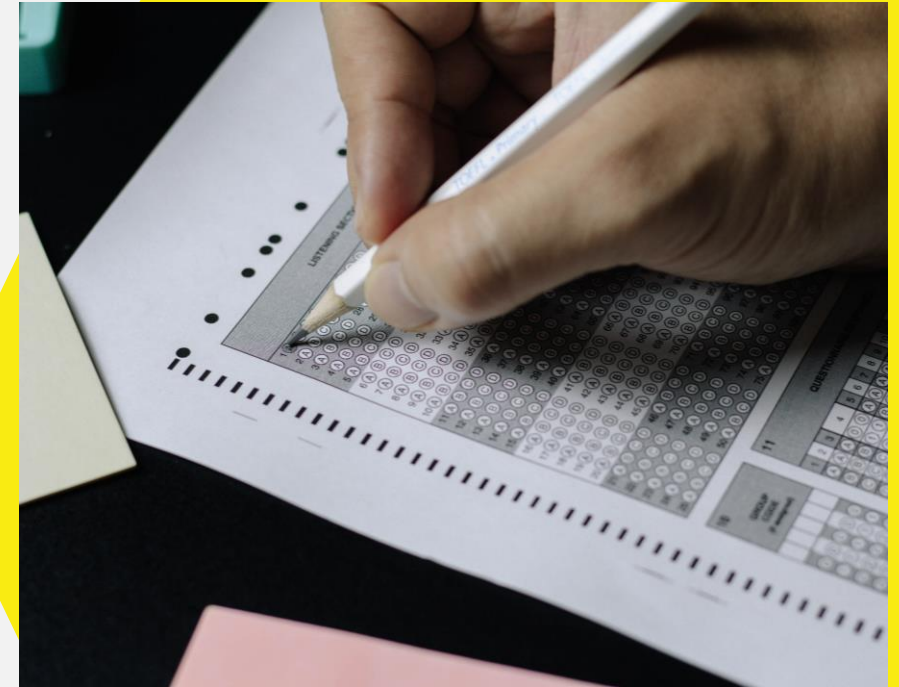
Exams in summer 2022

- Adaptations to exams and exam aids in some GCSE subjects; advance information about the focus of the content of exams in the majority of GCSE, AS and A Level subjects
- Timetabling of exams to reduce the risk of students missing all exams in a subject
- Students who miss one or more exams in a subject being able to achieve a grade through the special consideration process, so long as they have completed the assessment for at least one component of the qualification
- Guidance for centres on how to ensure exams can be conducted safely



Exams in summer 2022

- **Invigilators** – vulnerable group, adequate numbers, training, safety
- **PPE and sanitisation** – for invigilators, candidates and equipment
- **Rooming** – layout, ventilation, distancing
- **Entering the examination room** – queueing, large cohorts
- **Equipment** – supplying and sharing equipment
- **During the examination** – candidate/invigilator interaction
- **After the examination** – disposing of waste, sanitisation
- **Access arrangements** – assistive technology, rooming, equipment
- **Results day(s)** – disseminating results, equipment, interactions with staff
- **Contingency** – invigilator shortage, exams officer absence, local lockdown, centre health issues



Access arrangements

- What is the role of an exams officer in the management and administration of access arrangements?
 - Supporting the submission of applications?
 - Training invigilators and supporting the training of facilitators?
 - Exam room(s) set up?
 - Informing access arrangements candidates of their arrangement and how it will be applied on an exam day?
 - Actions on an exam day – informing invigilators (seating plan), managing emergency access arrangements, organising and acting as the roving invigilator, managing the evacuation of rooms where an access arrangement is being applied on a one-to-one basis in the event of an emergency?

Exam Policies and Procedures

The policies and procedures listed here are required by the Joint Council for Qualifications (JCQ) – and possibly for inspection purposes

- Examination contingency plan
- Escalation process
- Internal appeals procedure (internal assessment decisions)
- Internal appeals procedure (review of results or appeals)
- Non-examination assessments policy
- Emergency evacuation policy
- Word processor policy plus supporting statement over awarding and usage
- Complaints and appeals procedure
- Candidate identification process



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- Candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals procedure
- Process to check the qualifications of the centre's assessor(s)
- Child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance (relating to exams)
- Data protection policy (relating to exams)
- Equalities policy (relating to exams)

Invigilators

Potential issues

- 55% of exams officers foresee issues around the recruitment, training and/or retention of invigilators for the summer 2022 exam series
- Problems in retaining invigilators (particularly as many existing invigilators are classified as 'vulnerable' by current health guidance)
- Significant issues in recruiting invigilators. This suggests a potential shortage for summer 2022 exams
- With a significant number of new exams officers, or those who have not experienced a summer exam series, there is a concern over training new and existing invigilators ahead of this summer

Exams Officer Professional Standards

Knowledge and Understanding

An awareness of the regulations associated with the management, administration and conducting of examinations

Developing key skills

Identifying and developing the key skills which are required to perform the various tasks required of an exams officer

Values and attributes

Recognising and promoting the high standards of personal and professional conduct which are required to undertake the role

The Exams Officer Professional Standards will be devised during 2022 and launched in early 2023 with centres encouraged to use these when appointing a new exams officer, during annual appraisals and to support professional development

Exams Officer Professional Standards

- Next steps
 - Inform stakeholders
 - Create a steering group
 - Confirm steering group scope and quarterly meetings
 - Produce framework for the professional standards
 - Present framework for the Exams Officer Professional Standards to stakeholders
 - Lobby for the professional standards to be used when appointing an exams officer and as part of an annual appraisal/performance management
 - Consider using the Standards as the basis of a national (minimum) pay scale for exams officers?