

OCTOBER 2023

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MEMBER MESSAGE

Additional support from The Exams Office

The start to an academic year is always a busy period for The Exams Office as we devise the support required by exams officers to undertake their role throughout the academic year. In this update, we detail the latest support which is available to our members.

Firstly, our 'Planning' dispatch (an *Exams Manual*, 'To-do' pad and *Checklist for senior leaders/line managers*) was sent to members during week beginning 25 September.

The resources detailed below can be found within The Exams Office Hub. If you have not activated your account, please [visit our website for a user guide](#) to gain access to The Exams Office Hub.

Online training

Invigilators

The following certificated [online training and assessment modules](#) are now available:

- For new invigilators:
 - (Unit 1) New invigilators: Instructions for conducting examinations
- For invigilators new to on-screen tests:
 - (Unit 2) Instructions for conducting on-screen tests
- For experienced exams officers:
 - (Unit 3) Experienced invigilators: Changes to instructions for conducting examinations/centre-specific arrangements relating to the conducting of examinations
- For invigilation/facilitation of access arrangements:
 - (Unit 4) Supervising and supporting access arrangements: instructions for invigilators and facilitators
- A timed, certificated online assessment for experienced invigilators:
 - [Invigilator Digital Accreditation \(IDA\)](#)

It is for exams officers to decide, and inform their invigilators, which unit(s) they are expected to complete. It is good practice for experienced invigilators to undertake training on the full contents of the *Instructions for conducting examinations* publication on a regular basis.

New exams officers are encouraged to complete the invigilator training to increase their knowledge of JCQ regulations.

Exams officers will need to create accounts for invigilators. Due to GDPR requirements, we are unable to transfer user/personal information from the previously used *Online Portal*.

New exams officers

- [New Exams Officer Induction and Assessment Module](#)

Experienced exams officers

- [Exams Officer Digital Accreditation \(EODA\)](#)

Senior leaders/line managers

- [Senior Leader/Line Manager Training and Assessment Module](#)

WWW.THEEXAMSOFFICE.ORG

E. contact@TheExamsOffice.com T. 0333 7000 755

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Key Documents

Please refer to the final section of this update for details of the latest documents and resources published.

Training Videos

The following [videos](#) are now available on The Exams Office Hub:

- Managing an exam day
- Training for existing invigilation teams/experienced invigilators:
 - Changes in JCQ Instructions for conducting examinations 2023/2024
 - Centre-specific invigilation arrangements

The following videos will be available during October/November:

- Exam Changes for 2023/2024 (to be filmed at the event taking place in Manchester on 16 October)
- Planning for the academic year: *Actions for Autumn* (to be filmed at the event taking place in Manchester on 17 October)
- Invigilator announcement 2023/2024 (audio and visual versions)
- Invigilator training presentation
- Access arrangements:
 - The role of a reader
 - The role of a scribe
- Instructions for candidates

Online Tools

Policy Generator Tool

Twenty-four policies have been added to The Exams Office Hub, including many of those required for JCQ inspection purposes.

Exam Timetable Tool

The 2023/24 tool was last updated on 14 September with exams timetable information from AQA, OCR, Pearson and WJEC/Eduqas, NCFE, OxfordAQA, LIBF.

Users are able to search for, save and/or download exams/exam dates.

Key Dates Calendar Tool

The 2023/24 tool was last updated on 18 September with key dates information from JCQ (Nov23, Summer24), AQA (and OxfordAQA) 2023/24, OCR 2023/24, Pearson (UK) 2023/24 and remaining dates from 1 September 2023 for any exam series included in the 2022/23 tool.

(Please note that as dates could be subject to change/amendment by an individual awarding body, it is the responsibility of users to check back frequently with each awarding body's confirmed exam timetables and key dates to ensure you have the latest version.)

The Exams Office Hub

We have added two new features to the homepage of The Exams Office Hub:

- Latest news and notifications: Updates/latest information from key stakeholders
- Calendar: This now includes JCQ key dates and information about The Exams Office training and conference dates

OCTOBER ARTICLE

[SELECTED JCQ REGULATION CHANGES \(2023/2024\) RELEVANT TO THE EXAMS OFFICER ROLE](#) highlights some of the main changes across several key JCQ publications which impact the exams officer role.

TEO NEWS AND UPDATES

The Exams Office [website](#)

(REMINDER) Login to the website is no longer available, as all membership resources are now accessed by login to TEO Hub. Our [KEY INFORMATION](#) page is a useful first point of navigation where quick links are provided to further information on the range of resources offered by The Exams Office.

TEO Hub

(REMINDER) [Navigate TEO Hub](#)

On login you are taken to your **Dashboard** where all the resources available to you are listed in the left-hand menu.

The central menu provides:

- **News and Notifications** (a snapshot and links to some of the latest information)
- **Your Assessments** (listing all those that are available to you and details of any you have started/completed)
- **Centre User Summary** (listing any user accounts you have created, the Assessments available to them and details of any they have started/completed)

The right-hand menu provides a **Calendar** and **Upcoming Events** (listing details of upcoming JCQ key dates/deadlines and The Exams Office training events and conferences).

Remember, [‘HOW TO...’ VIDEO GUIDES](#) are provided to help members gain access to and effectively use the resources within TEO Hub.

(REMINDER) [Assessments](#)

All updated [assessments](#) for 2023/24 are now available for users to undertake.

Remember when you first +Add a user, you are responsible for informing that user of their login details (Email and Password) to enable login to TEO Hub to undertake assessments.

(UPDATE) [Policy Generator Tool](#)

All interactive templates within the [tool](#) have all been reviewed for 2023/24 and updated where any changes are applicable.

The final page within each template records any changes made to content and provides the opportunity for the user to record any centre-specific changes made.

(Note since publication on 08/09/2023, a revision was made to the **Escalation Process** template on **27/09/2023**)

Final reminder: A version of the tool is still accessible by login to the **Online Portal** until **31 October 2023** to allow existing users a short period of time to review and update their existing centre policies/procedures for 2023/24 without the need to yet create new policies within **TEO Hub**. Once reviewed/updated in the Online Portal, your centre policies **must be downloaded/saved** to your own system to enable you to use and refer to them during 2023/24. The Online Portal will no longer exist in any capacity after 31 October, so centre policies that have only been saved within the portal will be lost. Beyond that, centre policies will need to be re-created in TEO Hub.

Online Exam Store

(UPDATE) With the beginning of the new academic year, we are pleased to confirm that all our secure storage units, exam furniture and clocks are now back in stock. Our current lead time is 5-7 working days.

If you have any questions, please email us at TEOEducation@theexamsoffice.com



NAEO NEWS AND UPDATES

(REMINDER) NAEO membership renewal

As you may be aware, exams officers and exams officer staff in centres which have an active membership to The Exams Office can acquire a [free academic year membership](#) to the National Association of Examinations Officers (NAEO).

As The Exams Office funds many of the activities and functions performed by the NAEO, we encourage all members to take advantage of the [free membership to the NAEO](#).

If you have an existing membership to the NAEO, this will need to be renewed for the 2023/2024 academic year. You can renew your membership **free of charge** by following the steps detailed in [this update](#) which was sent to members on Thursday 21 September.

(NEW) Message and articles

Chief Executive Officer's Message: [The importance of engaging with the 2023 Exams Officer survey](#)

Articles:

(Exams) [Recognising JCQ's role in raising the status and profile of the exams officer role](#)

(Mindfulness and Wellbeing) [The Power of Fear](#)

(UPDATE) 'Rewards' draw

The randomly selected winners of the October member rewards draw are:

Rebecca Dean

Nicki Easton

Naomi Kostick

Rob McDermott

Helene Morgan

Well done to the individuals above. A £20 gift voucher will be on its way to you.

KEY TASKS AND KEY DOCUMENTS

OCTOBER key tasks

A 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 always 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 (NCN) [annual update](#) (emailed early in the autumn term by OCR on behalf of the JCQ) is completed and returned by **31 October**. The [Head of Centre declaration](#) is emailed directly to heads of centre for completion after the NCN annual update has been sent to exams officers.

ENTRIES

Where applicable to your centre, confirm entries for the (GCSE) **November 2023** exam series have been made to the early October deadline.

Where applicable to the qualifications delivered in your centre, meet relevant October deadlines, including entries for the **January 2024** exam series, estimated entries for the **Summer 2024** exam series (where the awarding body may require these), and (as example) the BTEC registration deadline.

PRE-EXAMS

(Where applicable) Prepare for exams taking place in the **November 2023** exam series.

RESULTS AND POST-RESULTS

Prepare to receive **Summer 2023** certificates for distribution to candidates.

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

OCTOBER key documents

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

(UPDATE) Updated documents/resources to be published this month include:

NEW EXAMS OFFICER SUPPORT: NOVEMBER SUPPORT GUIDE

PRE-EXAMS: any remaining GUIDES and TEMPLATES

EXAM TIME: any remaining GUIDES and TEMPLATES

RESULTS AND POST-RESULTS: (For the November series and beyond)

- A GUIDE TO PREPARING FOR A RESULTS DAY
- A GUIDE TO ADMINISTERING POST-RESULTS SERVICES
- POST-RESULTS SERVICES: DEADLINES, FEES AND CHARGES TEMPLATE
- POST-RESULTS SERVICES: REQUEST, CONSENT AND PAYMENT FORM TEMPLATE
- CANDIDATE PERMISSION 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

(REMINDER) Updated documents/resources published in September included:

NEW EXAMS OFFICER SUPPORT: OCTOBER SUPPORT GUIDE

PLANNING: all remaining GUIDES and TEMPLATES

ENTRIES: A GUIDE TO MANAGING ENTRIES and the associated GUIDES and TEMPLATES

PRE-EXAMS: A GUIDE TO MANAGING EXAM PREPARATION

EXAM TIME: A GUIDE TO MANAGING EXAM TIME

EXAM POLICY TEMPLATES: POLICY CHECKLIST and the associated TEMPLATES

INVIGILATION SUPPORT: A GUIDE TO MANAGING INVIGILATOR RECRUITMENT AND TRAINING and the associated GUIDES and TEMPLATES including PDFs of the content of the online training and assessment materials