

SEPTEMBER 2023

**MEMBER MESSAGE****Welcome to a new academic year**

As the examination system recovers from the impact of the pandemic, The Exams Office has continued to work on the support which we offer to exams officers to ensure that all tasks are completed accurately and to deadline, and to enable centres to comply with JCQ regulations.

For the start of the 2023/2024, we are delighted to announce the launch of two initiatives to support members:

**'Planning' dispatch**

From week beginning 25 September, we will be dispatching the following resources to help exams officers and their centre plan for the 2023/2024 academic year:

- *Exams Manual* – this includes an *Exams Manual* folder and folder tabs/dividers with instructions on what should be included in each section. This resource will also aid a centre's contingency and succession planning in the event of the absence or departure of their exams officer
- To-do pad – to help an exams officer prioritise and complete key tasks to deadline
- Checklist for Senior Leaders/Line Managers – a 16-page checklist and meeting record template for senior leaders/line managers to follow and complete to ensure that key tasks are completed ahead of each exams series and that their centre is complying with JCQ regulations

**TEO Hub**

The Exams Office has launched *TEO Hub* to replace the *Online Portal*.

This interactive online area contains the full range of resources, assessments, tools and videos offered by The Exams Office to its members. Access is available to member centres as part of their annual membership.

We also have the following information/updates this month:

**Training**

We are experiencing very high demand for places at our 2023/2024 training events, so please book as soon as possible if you are considering attending any of the following:

- [New exams officer training \(Actions for Autumn\)](#)
- [Exam Changes 2023/2024](#)
- [Senior leader/line manager training \(Exam changes 2023/2024 and how to effectively support your exams officer\)](#)

**Key documents**

See below for the key documents which have been/will be published to aid your planning for the 2023/2024 academic year and which could be added to your *Exams Manual*.

**Invigilator training**

In addition to our online, certificated training and assessments for new and experienced invigilators as part of your centre membership, we also separately offer in-house and online invigilator training. See [here](#) for more information.

### NAEO membership

As in previous years, The Exams Office will be providing a free membership to the National Association of Examinations Officers for the 2023/2024 academic year. An email will be sent to all members during week beginning 18 September with details of how they can acquire a free academic year membership or renew their current membership.

### Upcoming support

Additional support in the coming months (information to be provided in upcoming email updates):

- Launch of the Exams Officer Professional Standards
- Specific advice, guidance and resources for senior leaders/line managers
- Additional online, certificated training and/or assessments
- Launch of the NAEO 2023 exams officer survey
- Opening of the 2024 National Conferences booking window

Please ensure that your membership is fully paid/up to date to access the latest support from The Exams Office.

---

### SEPTEMBER ARTICLE

**NEW EXAMS OFFICERS: A GUIDE TO STARTING YOUR NEW ROLE** considers ten areas which new exams officers should focus upon/address on their appointment.

---

### TEO NEWS AND UPDATES

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

#### Membership update

As the new academic year begins, please could all members review and, if necessary, update your details.

Please note if your membership is scheduled to be renewed in September, your invoice has been emailed over the summer break and may be found in junk mailboxes, should your centre's security settings have intercepted them.

If you require a further copy of your invoice, please contact us by email at [finance@theexamsoffice.com](mailto:finance@theexamsoffice.com)

Please be advised our 'Planning' Dispatch is scheduled to be delivered into centres week beginning 25 September - to ensure this is not delayed, please make sure your membership is up to date.

If you have any queries regarding your membership, please email us at [membership@theexamsoffice.com](mailto:membership@theexamsoffice.com)

#### Exams Training

##### (REMINDER) 2023/24 training events

Last year, over 2000 exams officers and senior leaders/line managers attended one of our training events, and as capacities are limited, we urge you to **book your place** as soon as possible. We have already reached capacity at some venues.

The Exams Office **website**

(UPDATE) Resulting from the development and launch of [TEO HUB](#), changes have been made to the website. A useful point to navigate the website from is the [KEY INFORMATION](#) area which provides quick links to the range of resources and information (which are intended to support centres in the management, administration and conducting of examinations) provided by The Exams Office.

### TEO Hub

#### (UPDATE) Assessments

The following updated modules for 2023/24 are available from early September (subject to the publication of all relevant JCQ publications for 2023/24) and are designed to support and train exams officers, invigilators and senior leaders/line managers:

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

#### (UPDATE) Online Tools

Interactive templates within the [Policy Generator Tool](#) have been/are being 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.

**Reminder:** A version of the tool is still accessible by login to the [Online Portal](#) until 31 October 2023 **only**. This is to allow existing users a short period of time to review, update and download their saved centre policies/procedures for 2023/24 without the need to yet create new policies within [TEO Hub](#). Beyond the end of October, new policies will need to be generated in TEO Hub.

The [Key Dates Calendar Tool](#) contains any remaining dates for the period September-November 2023 relating to exam series' during the 2022/23 academic year together with JCQ November 2023 and June 2024 exam series key dates. The tool will continue to be updated as further key dates for 2023/24 are released by the contributing awarding bodies.

The [Exams Timetable Tool](#) currently contains timetable information from AQA, OCR, Pearson and WJEC/Eduqas, together with contributions from NCFE, OxfordAQA and LIBF (for exam series' in the 2023/24 academic year).

#### (UPDATE) Training Videos

[Invigilator training videos](#): From early October 2023, our updated studio, scenario and animation-based videos will be available for members to use as part of a centre-designed invigilator training programme.

These videos will be found in the Training Videos area of TEO Hub.

#### Exam support videos:

The [Invigilator Announcement 2023/2024](#) video and [audio version supported by instructions for use](#)) will be available in early October

An updated [Instructions for Candidates](#) animated video will also be available early in October 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)

#### New Exams Officer Support

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

### Senior Leader/Line Manager **Support**

(UPDATE) Share links to the support offered to your senior leader/line manager:

[Training events](#) - held in October and March

[Checklist for Senior Leaders/Line Managers](#) – a hard copy will be included in the ‘Planning’ dispatch to current member centres. Additional copies are available at our autumn training events or accessible via [The Exams Office website](#).

[Senior Leader/Line Manager Training and Assessment Module](#) – a certificated training and assessment programme designed to support senior leaders/line managers (with responsibility for exams/the exams officer) by informing and measuring understanding of JCQ regulations and key tasks that may need to be undertaken by them/their exams officer in the management and administration of the exam cycle.

### Invigilation **Support**

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

### Stakeholder **Updates**

(REMINDER) Our [UPDATES page](#) continues to provide a central point of reference to:

- links to relevant information and updates as these are published by key stakeholders
- links to the latest updates from TEO
- links to access individual key stakeholder websites, information and guidance

### JCQ **Publications**

(REMINDER) For an ongoing summary of publications updated for 2023/24, refer to our [JCQ INFORMATION page](#).

### Updates from the **National Association of Examinations Officers**

#### (REMINDER) **NAEO membership renewal**

Members will be sent an email later in September reminding them how to renew their membership to the NAEO for the 2023/2024 academic year.

#### (NEW) **Message and articles**

Chief Executive Officer's Message: [Welcome to a new academic year](#)

Articles:

(Exams) [Lessons learnt from the summer 2023 exams series](#)

(Mindfulness and Wellbeing) [The challenges of separate room invigilation](#)

#### (UPDATE) **'Rewards' draw**

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

Sarah Clark  
Clare Goode  
Jill Lancaster

Sue Needham  
Louise Odlum

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

---

## KEY TASKS AND KEY DOCUMENTS

### SEPTEMBER 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

The focus is on managing exam planning for 2023/24 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](#).

#### ENTRIES

Where applicable to your centre, prepare to make/submit entries for the (GCSE) **November 2023** exam series.

Gather 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 2024** exam series).

Prepare to make estimated entries (where/if required by the awarding body) for the **Summer 2024** 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 2024** exam series.

#### RESULTS AND POST-RESULTS

Continue to administer any post-results services requests for the **Summer 2023** exam series by the September deadline(s).

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 [SEPTEMBER guide](#)

### SEPTEMBER 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:

- INDUCTION SUPPORT GUIDE
- SEPTEMBER 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

**NEW EXAMS OFFICER SUPPORT:** OCTOBER SUPPORT GUIDE

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

**TERMLY CHECKLISTS:** AUTUMN TERM 2023/24

---