

NOVEMBER 2023

MESSAGES – ARTICLES – NEWS – UPDATES – TASKS – DOCUMENTS

## MEMBER MESSAGE

### The launch of the National Conferences booking window

Today (27 October) sees the launch of the booking window for The Exams Office 2024 National Exams Officer Conferences. These conferences are an integral part of the ‘exams officer year’, providing a unique opportunity to meet with key stakeholders and network with colleagues.

The conferences are offered to members of The Exams Office as part of their centre membership and at no cost. The conferences provide an opportunity for exams officers to engage with key stakeholders including Ofqual, Jcq and the major awarding organisations. Attendance at one of the conferences is also a key element of an exams officer’s annual professional development.

Below is additional information for exams officers who want to acquire a place at one of the events:

### Where and when are the conferences taking place?

Date and location	Venue
15 January - Bristol	Ashton Gate Stadium, Ashton Rd, Bristol, BS3 2EJ
22 January - Leeds	Hilton Leeds City, Neville Street, Leeds, LS1 4BX
29 January – London	Kia Oval, Kennington, London, SE11 5SS
30 January – London	Kia Oval, Kennington, London, SE11 5SS
5 February – Manchester	Emirates Old Trafford Cricket Ground, Talbot Road, Manchester, M16 0PX
9 February - Coventry	Coventry Building Society Arena, Judds Lane, Coventry, CV6 6AQ

To ensure that delegates acquire the best possible experience at each event, capacities will be limited at each venue.

As the London conference has proved to be the most popular in recent years, we have made the decision to host two conference dates at the Kia Oval.

For more information visit [The Exams Office website](https://www.theexamsoffice.org)

### Which stakeholders are presenting at the conferences?

Delegates will be able to select three workshop presentations to attend from the following:

- **OCR:** Supporting you in 2023/24. This session will cover key updates and top tips to help you successfully administer exams and assessments for general qualifications, Cambridge Nationals and Cambridge Technicals.
- **AQA:** Right First Time – A focus on ‘right first time’ entries and security procedures
- **Pearson:** Setting the course for success!
- **NCFE:** Support and more in 2024 – interactive workshop exploring pain points and solutions. A workshop designed to empower exam officers with the knowledge and skills required to streamline their processes and to explore how you can work smarter with NCFE. This session will give exams officers who work with NCFE the opportunity to provide feedback and gain insight into available solutions. As part of this, we’ll be covering off NCFE’s Portal functionality, upload of student digital evidence, and maintaining accurate data through term-time checking

requests.

*(Please note that this workshop is being delivered at the London and Manchester conferences only. However, it will be available via our Virtual Conference)*

- **JCQ Centre Inspection Service:** Being prepared for when the Inspector calls
- **The Exams Office:** Sharing information with candidates, parents/carers and centre staff ahead of an exam series

### Will there be exhibitors in attendance?

Yes, the following exhibitors will be at each conference (we have also invited Management Information System providers to attend):

- Scanning Pens
- Texthelp
- Wharton Clocks
- Phoenix Safes
- Spaceforme
- Parcelforce Worldwide (yellow label service)

### How do I book my place?

Only the centre administrator within TEO Hub can book a conference place. This can be done by logging in to your dashboard on [The Exams Office Hub](#).

To book your place:

- Scroll through the calendar on the right-hand side of the dashboard, to select the date of the conference you would like to attend
- Click on the date
- The selected conference will then appear in the upcoming events below the calendar
- Click 'Book Now'
- Complete the booking form and submit:
  - Check 'Your Details'
  - Select each of your 'Workshops'
  - Add any additional dietary or disability support requirements you may have and click update to record the information
  - Once you have read and understand the booking terms, tick the box to accept 'Booking Terms'. The full Ts & Cs and are also shown at [National Exams Officer Conferences - The Exams Office](#)
- An email confirmation will be sent to the address registered within TEO Hub (check your spam/junk if the confirmation is not immediately received to your inbox)
- Confirmation of your booking will also appear within the 'Event Attendance' area of TEO Hub which can be found in the left hand 'Resources' menu of your dashboard. You will see a 'ticket' icon under 'Attendance'. From here you can also cancel or amend your booking (see below)

Please note that:

- Only one free place is offered per member centre
- Only the Centre Admin for your centre account within TEO Hub can book a place
- Initially, only Centre Admin users can book a place for themselves from which point they can cancel or amend their booking (please see below for instructions on cancelling or altering the name of the attendee from your centre)

### How do I cancel my place or amend the delegate who will be attending?

To **cancel** your place:

- Select 'Event Attendance' from the 'Resources' menu, on the left hand-side of your dashboard
- Select the 'Cancel' icon under 'Action'
- Select 'Confirm Cancellation'
- An email will be sent to confirm the cancellation

*Please note that if a cancellation is made within 14 days of the conference date, a £50 administration fee will be charged.*

To **change the name** of the attendee:

- Select 'Event Attendance' from the 'Resources' menu, on the left hand-side of your dashboard
- Select the 'Change User' icon under 'Action'
- From the dropdown, select the name of the individual who will be attending instead, click 'Submit'
- An email will be sent to both the original attendee (cancelling their booking) and the new attendee (confirming their booking)

To **change** the conference you want to attend:

- Cancel your place (see instructions above)
- Rebook a new place at the new conference location
- Follow the instructions above 'To book your place'

**Can I book an additional (paid) place?**

Yes. The booking window will close on 1 December from which point we will assess capacity at each venue. An email will then be sent to all members with details of venues where there is capacity for additional paid places and the booking process.

**How long have I got to book my place?**

The booking window for each conference will remain open until 1 December or until capacity is reached at each venue – whichever is earlier.

**Will you be sending a delegate letter ahead of my attendance at a conference?**

Delegate letters for each venue will be added to the [National Exams Officer Conferences page of The Exams Office website](#) in December.

An email will be sent to all delegates at least 21 days before each conference to signpost to the delegate letter, and to provide a final opportunity to cancel your place without incurring a cancellation fee. (Please note that cancellations made within 14 days of a conference date will incur a £50 administration fee)

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## NOVEMBER ARTICLE

[SHOULD AN EXAMS OFFICER ACT AS AN INVIGILATOR DURING AN EXAM SERIES?](#) considers whether exams officers should serve as invigilators during an exam series.

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## TEO NEWS AND UPDATES

[Membership update](#)

**(REMINDER)** As we are expecting a high demand for places at our **National Exams Officer Conferences** this year, to avoid any delays/issues with your booking, please ensure your membership subscription is up to date.

Only those centres with an up-to-date paid membership with The Exams Office at the time of booking and at the time of the event will be eligible for one free place.

If your access has been suspended or you have a query regarding your membership, please email [finance@theexamsoffice.com](mailto:finance@theexamsoffice.com)

### National Exams Officer Conferences

**(UPDATE)** The booking window to attend one of our winter 2024 conferences is now open.

As we expect demand for places to be high, members should book onto their chosen event in **TEO Hub** as soon as possible.

Please visit our **National Exams Officer Conferences** page for further information regarding the events, including details of the key updates, workshops and exhibitors.

Once again, we very much look forward to welcoming you to our conferences

### TEO Hub

#### **(UPDATE) Assessments**

##### **Invigilator Training and Assessment Module**

Links to view invigilator training videos have now been embedded into relevant sections of the units of the module.

##### **Certificates**

Updated functionality now ensures that when a user successfully completes an assessment (and receives an email notification), the (Centre Admin) exams officer will also receive a notification email.

#### **(UPDATE) Key Documents**

##### **INVIGILATOR ANNOUNCEMENT**

The 2023/24 announcement is now available in audio (MP3) format.

##### **EXAM POLICY TEMPLATES**

For clarification of those provided as Word templates in the Key Documents area, see [here](#).

#### **(REMINDER) Policy Generator Tool**

For confirmation of the templates provided in the tool, see [here](#).

#### **(REMINDER) Training Videos**

Explore the [range of videos](#) available in TEO Hub.

### NAEO NEWS AND UPDATES

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

As you are aware, exams officers and exams office 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 [the \(21 September\) update](#).

### (FINAL REMINDER) Exams Officer 2023 Survey

The NAEO [annual Exams Officer Survey](#) closes at 17:00 on Friday 3 November 2023.

Thank you for taking the time to complete the survey and for entering the prize draw to win one of four £25 gift vouchers.

### (NEW) Message and articles

Chief Executive Officer's Message: [The importance of acquiring effective support and supervision from your line manager](#)

Articles:

(Exams) [Factors to consider when negotiating a pay review](#)

(Mindfulness and Wellbeing) [How to start with Meditation](#)

### (UPDATE) 'Rewards' draw

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

Anne Beardsley  
Lesley Eddington  
Laura Pritchard  
Christine Whitaker  
Stephen Whitmore

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

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## KEY TASKS AND KEY DOCUMENTS

### NOVEMBER 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

(Where relevant to your role/the qualifications delivered in your centre) Continue to plan ahead, for example:

- preparation for internal exams/assessments that may be taking place in November/December
- preparation for the issue of **November 2023** (GCSE) results in January
- preparation for **January 2024** exams
- preparation for **March 2024** entries
- preparation for **Summer 2024** entries

#### ENTRIES

Note the release of basedata for the **Summer 2024** exam series in November – this signals a starting point (for centres using a MIS for exams administration) from when preparation for final entries could commence.

**EXAM TIME**

(Where applicable) Conduct exams in the **November 2023** exam series.

**RESULTS AND POST-RESULTS**

Receive and distribute certificates for the **Summer 2023** exam series.

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 [NOVEMBER guide](#)

**NOVEMBER 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: DECEMBER SUPPORT GUIDE](#)

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

[NEW EXAMS OFFICER SUPPORT: NOVEMBER SUPPORT GUIDE](#)

[INVIGILATION SUPPORT RESOURCES: INVIGILATOR ANNOUNCEMENT \(MP3\)](#)

[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
- MODERATION RETURNS LOG TEMPLATE
- POST-RESULTS SERVICES: DEADLINES, FEES AND CHARGES TEMPLATE
- POST-RESULTS SERVICES: REQUEST, CONSENT AND PAYMENT FORM TEMPLATE
- POST-RESULTS SERVICES: TRACKING LOG TEMPLATE
- CANDIDATE PERMISSION FORM TEMPLATE
- CERTIFICATE COLLECTION INFORMATION FOR CANDIDATES TEMPLATE

[EXAMS REVIEW](#):

- A GUIDE TO MANAGING EXAMS REVIEW
- EXAMS REVIEW TEMPLATE
- CANDIDATE FEEDBACK FORM TEMPLATE
- INVIGILATOR FEEDBACK FORM TEMPLATE
- STAFF FEEDBACK FORM TEMPLATE