

DECEMBER 2023**MESSAGES – ARTICLES – NEWS – UPDATES – TASKS – DOCUMENTS****MEMBER MESSAGE****After a testing but successful year, every exams officer deserves to enjoy a restful, peaceful and joyous festive period**

Welcome to our final update for 2023.

As we continue to overcome the impact of the pandemic, it is important to recognise that, overall, 2023 has been a successful year for the delivery of examinations and assessments with very few issues at national level during the summer 2023 exam series. Without doubt, the professionalism and commitment of exams officers has helped the sector return to a position of 'business as usual' more quickly than many had expected.

However, as revealed in the NAO's 2023 Exams Officer Survey, there are still several issues which need to be addressed to allow exams officers to perform to the best of their ability and ensure that the integrity and security of the examination system is protected in every exam centre.

In this month's update, as well as focusing upon the survey, we also provide an update on our forthcoming National Exams Officer Conferences and how centres can book additional (paid) places.

Exams Officer Survey 2023

The NAO has produced the results, and an analysis of, its [annual survey](#).

The survey took place between 1 October and 3 November 2023, with 1,841 exams officers providing responses – compared to 1,489 who completed the survey in 2022 and 958 in 2021.

Ahead of the summer 2024 exam series, the survey has revealed that the main areas of concern amongst the exams officer community include:

- Invigilators – recruitment and/or retention
- Access arrangements – the number of different access arrangements which need to be accommodated and rooming access arrangements candidates
- Workload – insufficient time to undertake current tasks, difficulty in undertaking the exams officer role when also given an additional role to perform, the increased number of qualifications taken within centres increasing the scope of the role
- Senior leaders/teaching staff - lack of support/leadership from senior leadership team/line manager, teaching staff being unaware of exam-related information/deadlines/regulations
- Awarding organisation processes - managing the different processes which exist between awarding organisations

The Exams Office National Exams Officer Conferences

The booking window our 2024 National Exams Officer Conferences closed on 1 December.

Over 1500 exams officers have booked a place at one of the six conferences taking place across England. Below are additional details which should be noted by those exams officers who have booked a place or centres wanting to acquire an additional paid place.

Please note (as detailed at the time of booking) that unless 14 days' notice is given to cancel a booked place, a charge of £50 will be levied to cover the delegate rate imposed by the venue.

Booking an additional paid place

A small number of places are reserved at each conference for centres which require more than one member of staff to attend a conference. The cost of an additional place is £250+VAT, and these are allocated on a 'first come first served' basis.

If you wish to acquire an additional place at any of the conferences, please email conference@theexamsoffice.com with the following information:

- Centre name
- Centre number
- Conference venue required
- Conference date required
- Purchase Order (PO) number
- Delegate name
- Delegate email address
- Dietary requirements (if any)
- Disabilities we can assist with (if any)

Requesting an additional place will confirm acceptance of The Exams Office Terms and Conditions detailed [here](#) and summarised below.

- The centre will be invoiced £250+VAT for each additional conference place as soon as the booking is confirmed
- On behalf of the centre, confirm that The Exams Office cancellation policy for the National Exams Officer Conferences has been read and agreed
- Any cancellation made within 14 days of the conference date will be subject to a £50.00 administration fee. At this stage, delegate numbers will have been agreed with the venues and will be chargeable. An invoice will be raised and sent for prompt payment. Only in exceptional circumstances and with supporting evidence will this fee be waived.

We will reply to all requests within 48 hours of receipt to confirm if an additional place has been allocated.

Delegate letters

Information relating to each conference will be available via a delegate letter which will be available on [The Exams Office website](#) during week beginning 11 December.

Please remember to bring the delegate letter on the day of the conference

Please note that delegate letters should be printed and brought to your chosen conference. The delegate letter is required to provide feedback and enter the prize draw.

Communication

Delegates will be emailed from our conference@theexamsoffice.com email address with additional/relevant information as detailed below:

- Bristol & Leeds - Monday 11 December
- London (both events) - Friday 15 December
- Manchester - Monday 08 January
- Coventry - Friday 12 January

To cancel a place

If you need to cancel a booked place this will need to be done at least 14 days prior to the relevant conference in order to avoid a £50 cancellation fee, and by following the steps detailed below:

- Step 1: Access The Exams Office Hub
- Step 2: Select 'Event Attendance' from the the left-hand Resources menu of your dashboard
- Step 3: Select the event
- Step 4: Select the 'Cancel' icon
- Step 5: Select 'Confirm Cancellation'

An email will be immediately sent to confirm the cancellation

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

New exams officer support

Actions for Autumn

If you have been recently appointed as exams officer at your centre, please take a look at our [Actions for Autumn](#) training videos found in the [Training Videos](#) area of The Exams Office Hub.

This training covers the main tasks and deadlines which an exams officer should undertake and be aware of from October to February.

Spring into Summer

Bookings continue to be taken for the second of our new exams officer training events for the 2023/2024 academic year – *Spring into Summer*.

The content of this training covers the main tasks which an exams officer should undertake in preparation for the summer exam series, and how to manage an exam series.

To book your place, please visit the [Exams Training website](#).

Exam Changes training videos

Our **Exam Changes** training videos (filmed at the Manchester event in October 2023) are now available in the [Training Videos](#) area of The Exams Office Hub.

This series of six videos explain the main changes for the 2023/2024 academic year within the following JCQ publications:

- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- A guide to the special consideration process
- Instructions for conducting non-examination assessments/Instructions for conducting coursework
- Suspected Malpractice: Procedures and Policies.

A pdf copy of the slide set used at the Exam Changes training events (including a review of the summer 2023 exam series and an update from the Department of Education and Ofqual) are available from [The Exams Office website](#).

DECEMBER ARTICLE

[FIVE STEPS TO ENSURE THAT YOUR EXAM ENTRIES ARE MADE TO DEADLINE](#) considers five actions which exams officers should take to ensure that examination entries are made to deadline – and that late fees are avoided at all cost - in their centre.

The Exams Office **NEWS** and **UPDATES**

National **Exams Officer Conferences**

(UPDATE) The booking window to attend one of our winter 2024 conferences has now closed.

Full information, including details of how to book an additional paid place or to cancel an existing booking, are provided on our [National Exams Officer Conferences page](#).

The Exams Office **Hub**

(REMINDER) **Event Attendance**

To **check** confirmation of your booking for one of the National Exams Officer Conferences, select 'Event Attendance' in the left-hand Resources menu of your Dashboard.

(UPDATE) **Key Dates Calendar Tool**

The tool was updated on 15 November to reflect updates/additions to AQA, OCR and Pearson key dates made during October. The receipt of 2023/24 key dates from WJEC/Eduqas for inclusion in the tool are still awaited.

(UPDATE) **Policy Generator Tool**

The Exam Contingency Plan template was further updated in November (under the section **Further guidance to inform procedures and implement contingency planning**) to include links to new JCQ publications - *Guidance for centres on cyber security* and *Information for centres affected by RAAC – the delivery of non-examination assessments and the special consideration process*.

(UPDATE) **Training Videos**

Our **Actions for Autumn** and **Exam Changes videos** (filmed at the Manchester training events in October 2023) are now available.

National Association of Examinations Officers **NEWS** and **UPDATES**

(UPDATE) **2023 Exams Officer Survey**

The annual survey took place between 1 October and 3 November 2023, with 1,841 exams officers providing responses – compared to 1,489 who completed the survey in 2022 and 958 in 2021.

The results, and an analysis of the survey are now available to [view on the NAEO website](#).

(NEW) **Message and articles**

Chief Executive Officer's Message: [Are we succeeding in raising the profile and status of the exams officer role?](#)

Articles:

(Exams) [Exams officer survey 2023 - Results and analysis](#)

(Mindfulness and Wellbeing) [Questions are the Answer](#)

(UPDATE) **'Rewards' draw**

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

Joanna Eaves

Louise Mutch

Krishna Patel

Catherine Wimble
Jordan Young

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

KEY TASKS AND KEY DOCUMENTS

DECEMBER 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

As the autumn term draws to a close there is still no let-up in the exams process. Where applicable to your centre, you may be involved in running internal exams/assessments, preparing for the **January 2024** exam series and preparing for the issue of the **November 2023** exam series results released in January.

ENTRIES

Where applicable to your centre, collate final entries for the **March 2024** exam series (where an awarding body March series entry deadline falls in January).

As appropriate, consider preparation for the collection of final entry information for the **Summer 2024** exam series.

PRE-EXAMS

As December is a shorter month in terms of working days, undertake final checks to ensure you are ready to conduct exams that may be taking place in the **January 2024** exam series.

Where relevant to January entries, prepare to submit marks and samples of candidates' work to the awarding body deadline.

Liaise with the ALS lead/SENCo to determine any modified paper requirements for the **Summer 2024** exam series.

RESULTS AND POST-RESULTS

Where applicable to your centre, prepare for results day – start to consider what needs to be done in terms of preparing for the issue of **November 2023** exam series (GCSE) results in January.

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 [DECEMBER guide](#)

DECEMBER 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:

- JANUARY SUPPORT GUIDE
- EXAMS KEY TERMS GLOSSARY (updated)

TERMLY CHECKLISTS: SPRING TERM CHECKLIST

PLANNING: JCQ PUBLICATIONS CHECKLIST TEMPLATE (updated)

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

NEW EXAMS OFFICER SUPPORT: DECEMBER SUPPORT GUIDE

ENTRIES: DEADLINES FOR ENTRIES, FEES AND CHARGES TEMPLATE (updated for the summer 2024 exam series)
