

MARCH 2024

MESSAGES – ARTICLES – NEWS – UPDATES – TASKS – DOCUMENTS

MEMBER MESSAGE

Examination entry tasks do not end upon the submission of entries...

With entries submitted, the attention of all exams officers turns to preparing for the summer exam series. This will include undertaking tasks such as arranging timetabling, rooming and seating plans, in addition to handling confidential examination materials, organising logistics for access arrangements and preparing invigilators.

However, exams officers must also be aware that although exam entries may have been submitted to the 21 February deadline, there are several post-entry checking exercises which must be undertaken:

- Check for any new or missed entries, for either new or existing candidates
- Check that any amendment does not need to be made to an existing entry, e.g. amending a tier or option for an individual candidate
- Check that any candidate does not need to be withdrawn from one or more of their examinations/assessments
- Check awarding body entry reports, including any warning reports
- Ask candidates and teaching staff to check entry information for accuracy and amends

Exams officers should note that a new entry made after the entry deadline will normally be classified as a late entry and will incur a late entry fee, whilst any amendment or withdrawal must be made to the relevant awarding body deadline to avoid a fee (see The Exams Office [Deadlines for Entries, Fees and Charges](#) template).

If teaching colleagues request a change to entry information, ensure that there is an audit trail by using documentation such as The Exams Office [Changes to entry information form](#) template in hard copy or electronic format.

Virtual Conference 2024

We have launched the 2024 Virtual Conference. It can be found on this page of The Exams Office website: <http://theexamsofficetv.com/>

The presentations were filmed at the final [National Exams Officer Conferences](#) at Coventry, and Manchester, and are available to view with PDF versions of the slide sets.

Access to the Virtual Conference is free of charge for senior leaders and exams officers.

The updates given by keynote speakers and workshop content were excellent and we recommend, if you were unable to attend, you invest the time to watch as the information provided will assist you in your preparations ahead of the summer exams series. If you did attend an event, the presentations and slide sets will be a great reminder of the learnings, and key 'takeaways' from the day.

National Exams Officer Conference attendance certificates

For those exams officers who attended one of the recent conferences, an attendance certificate can now be obtained via The Exams Office Hub.

This certificate should be downloaded and retained as evidence of your professional development.

Senior leader/line manager support

The Exams Office, in partnership with the National Association of Examinations Officers (NAEO) and The Learning and Skills Office, are launching a website to support senior leaders/line managers acquire a good working knowledge of the examination system to enable them to effectively and efficiently manage the examination system in their centre.

We ask that exams officers forward the website link to their senior leader/line manager for them to register (at no cost) and support will be available in one secure and central site in the following areas:

- Recruiting and interviewing an exams officer
- Supporting an exams officer
- Registering an exams officer for the Exams Officer Professional Standards, managing progress, and acquiring a certificate of achievement upon completion
- Support materials to effectively line manage an exams officer and the examination process within their centre
- Latest stakeholder information
- Nominating an exams officer for the Exams Officer of the Year award

The [Senior Leader/Line Manager Exam Support](#) website will launch on 6 March so remember to send your line manager the link and take the opportunity to add your senior leader/line manager to The Exams Office Hub, if they are not already, to open up access to this vital exam management resource.

Exams Officer Professional Standards

The Exams Officer Professional Standards are (finally!) to launch this month.

A senior leader/line manager can register their exams officer for the standards each academic year by completing the form on the new Senior Leader/Line Manager Support website.

This website also contains information on how to set targets for the standards, assess progress and acquire a certificate upon completion of all targets.

We advise that you prepare your senior leader/line manager to register you for the standards.

Exams Officer of the Year 2024

Nominations for the NAEO annual Exams Officer of the Year award, which is supported by The Exams Office, are now being taken.

An exams officer can be nominated by fellow exams officers or peers/colleagues within their centre via the nomination form which is available on the [NAEO website](#).

Senior leaders/line managers can nominate their exams officer via this form which is also available from the Senior Leader/Line Manager support website.

Please remember that the nominations which are most likely to succeed will provide evidence of the following:

- Positive change within their centre or beyond, and/or
- Devising innovative processes which promote efficiency and effectiveness, and/or
- Creating procedures which guarantee the integrity and security of the examination system, and a 'level playing field' for candidates, within their centre, and/or
- Having effected a positive influence amongst their peers

Contingency planning

A major focus in the coming months for The Exams Office and the NAO will be to support centres in developing robust procedures in relation to their contingency planning.

JCQ centre general inspections, during the summer 2023 exam series, revealed contingency planning as one of the major areas of concern, and therefore, we will be providing advice, guidance and best practice in covering the exams officer at critical stages of the exam cycle in the event of the absence of the exams officer, and sourcing an alternative venue if your centre is unavailable on an exam day/during an exam series or on results day(s).

To begin this support, the NAO has published an article which focuses upon [Exam contingency planning – Finding an alternative venue](#).

Next month, we will be adding an article which details some of the contingency measures which could be implemented in the event of the absence of an exams officer.

MARCH ARTICLE

[ACCESS ARRANGEMENTS: THE ROLE AND RESPONSIBILITIES OF THE EXAMS OFFICER](#) considers areas where an exams officer may be involved in the access arrangements process.

The Exams Office NEWS and UPDATES

Online Exam Store

(UPDATE) With the summer exam series fast approaching, we would advise all members who are considering placing an online order to do so as early as possible.

Currently all items are in stock and available, and our current lead time is 5-7 working days.



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

National Exams Officer Conferences

(UPDATE) Delegate certificates of attendance

See details in the Event Attendance section below.

(UPDATE) Virtual Conference

The Exams Office [2024 Virtual Conference](#) has been launched.

The Exams Office Hub

(REMINDER) User Management

This area allows a user registered as Exams officer/Exams assistant to add other centre users by creating user accounts which gives these users access to the hub.

Add your senior leader/line manager (select the Role Name 'Senior leader/Line manager') so they can view and use the Resources available in the hub. (NB An Invigilator user account only allows the user access to the *Assessments* area of the hub)

Important note: By creating user accounts individually or by bulk upload, you are responsible for informing each user of their login details (Email and Password). You must have acquired permission from each user to create an account and use their email address. You must have informed users that their information/assessment results will be kept by The Exams Office and

may be shared with stakeholders including the Department for Education, Ofqual, JCQ and its awarding organisations. Wherever possible, when creating accounts including those for invigilators, [centre](#) email addresses should be used.

(UPDATE) **Event Attendance**

To obtain your certificate, select the *Event Attendance* area from the Resources menu. The details of the conference you attended will be shown.

Select the icon in the column headed 'Certificate' – select the workshops attended on the day and save – your certificate will then be available to download.

(UPDATE) **Policy Generator Tool**

Visit the tool to review the Malpractice Policy template which has been further updated in relation to **AI Use in Assessments**

Support for **Senior Leaders**

(UPDATE) **Senior Leader/Line Manager Exam Support website**

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

(UPDATE) **Exams Officer Professional Standards**

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(UPDATE) **Exams Officer of the Year 2024**

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(NEW) **Message and articles**

Chief Executive Officer's Message: [The launch of 2024 Exams Officer of the Year award](#)

Articles:

(Exams) [Exam contingency planning – Finding an alternative venue](#)

(Mindfulness and Wellbeing) [Freedom of speech in the workplace](#)

(UPDATE) **'Rewards' draw**

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

Subadarshini Balasubramaniam

Karen Clarkson

Julie Hemstock

Hazel Parr

Sade Williams-Walters

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

KEY TASKS AND KEY DOCUMENTS

MARCH key tasks

A brief summary of main key tasks is provided here. In addition, the [SPRING TERM CHECKLIST](#) provides a general overview of key tasks and good practice during the period January to March.

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

March is likely to be another extremely busy month, where a wide variety of tasks may need to be undertaken across multiple exam series.

Final entries for the **Summer 2024** exam series have been made and the focus turns to exams preparation (pre-exams) tasks.

ENTRIES

Where an awarding body may offer a March entry deadline for certain qualifications, submit entries for the **Summer 2024** exam series that were not submitted at the same time as the main general qualifications summer 2024 entries in February.

Submit any entries where the awarding body provides an entry deadline in March to enter those candidates taking re-sits in June 2024 following the publication of **January 2024** exam series results.

PRE-EXAMS

Start/continue preparation for the **Summer 2024** exam series. Submit any requests for transferred candidate arrangements and ensure any outstanding access arrangement approvals have been processed by the final deadline.

If not already undertaken this academic year, March may be a good time to train/update your invigilation team.

EXAM TIME

Where applicable, conduct exams in the **March 2024** exam series.

RESULTS AND POST-RESULTS

Manage the issue of results and any post-results services requests for the **January 2024** 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 [MARCH guide](#)

MARCH 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: APRIL SUPPORT GUIDE](#)

[TERMLY CHECKLISTS: SUMMER TERM CHECKLIST](#)

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

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

[PRE-EXAMS:](#)

- [CANDIDATE EXAM HANDBOOK TEMPLATE \(updated\)](#)

- [CANDIDATE DECLARATION/CONFIRMATION FORM TEMPLATE \(updated\)](#)