

MAY 2024

MESSAGES – ARTICLES – NEWS – UPDATES – TASKS – DOCUMENTS

### MEMBER MESSAGE

#### Good luck to all exams officers

As the summer 2024 exam series is almost upon us, The Exams Office would like to wish all exams officers the best of luck for the coming weeks. We remind exams officers, particularly those new to the role, to contact the relevant awarding body if they have any questions or require any advice and guidance in relation to the regulations and/or the conducting of examinations.

Exams officers should also take advantage of the wide range of support materials available from The Exams Office (see below) and utilise these during the exam series.

#### Exams Training

Last week, we opened the booking window for our 2024/2025 exams training events. Over 200 exams officers have already booked their place at the new and experienced exams officer training events.

We are taking bookings for the following events:

#### Experienced exams officer training - Exam Changes 2024/2025

- Coventry (24 September)
- Bristol (27 September)
- London (1 October)
- Leeds (8 October)
- Manchester (14 October)
- London (2 December)

#### New exams officer/refresher training: Actions for Autumn

- Coventry (23 September)
- Bristol (26 September)
- London (30 September)
- Leeds (7 October)
- Manchester (15 October)

Senior leader training: Autumn training (Exam changes and supporting your exams officer/managing exams in your centre)

- London 2 October
- Leeds 9 October
- Coventry 18 October

#### Summer exams conference

Over 100 exams officers have already booked onto the [NAEO Summer Conference](#) which is being held this year at Elland Road Stadium, Leeds United Football Club.

The capacity at the conference will be limited to 150 delegates, therefore, exams officers are advised to [book their place](#) as soon as possible to avoid disappointment.

The focus of the conference (which is sponsored by The Exams Office) is to support members in 'Becoming a more effective exams officer', with the following workshops available to delegates:

- The Exams Office: Train the Trainer – Hints and tips on creating an engaging invigilator training session
- OCR: Managing examination results
- AQA: To develop a number of tools and techniques to enhance communication skills
- Pearson: Artificial Intelligence (AI) in Assessments: Mitigating Risks of Academic Malpractice
- Morrish Solicitors: The Do's and Don'ts of Grievance and Disciplinary Matters
- Katherine McDiarmid: Juggling kittens against the clock? My approach to managing my time/workload
- Geraldine Jozefiak: Creating a 'mindful' exam officer reaction plan

### Exams Officer of the Year

A reminder that the NAO are taking nominations for its [2024 Exams Officer of the Year award](#) (which is sponsored by The Exams Office) until 31 May.

Exams officers can nominate peers/colleagues via the [NAEO website](#) whilst senior leaders/line managers can nominate their exams officer via the [Senior Leader and Line Manager Exam Support website](#).

Nominations should be focused upon the delivery of excellence by an exams officer which may be defined as:

- 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

### Senior leader/Line Manager Exam Support website

Since launching our [Senior Leader/Line Manager Exam Support website](#) in early March, over 800 senior leaders/line managers have taken advantage of the opportunity to acquire a **free** registration to the website.

This website has been created to support senior leaders/line managers in acquiring a good working knowledge of the examination system, and to provide advice, guidance and support materials in helping senior leaders/line managers in undertaking tasks for which they have responsibility. These include:

- **Recruitment:** Job description, person specification, interview process, salary and contract
- **Supporting your exams officer:** New to role, new to centre, experienced, new EO induction, meeting agendas, appraisal, performance review
- **Exams Officer Professional Standards**
- **Exams Officer of the Year**
- **Support materials:** Checklist for senior leaders, monthly & termly checklists, Exam policies, key documents, sharing exam information, contingency planning, training
- **Stakeholder information:** DfE, Ofqual, JCQ and awarding body updates
- **Future projects:** Exams officer key skills, cyber security

This website also includes a *Candidate briefing template* (and guidance notes) under the *Sharing Examination Information* section. This template can be adapted and utilised to brief candidates on examination regulations prior to the forthcoming summer exam series.

### Articles

The following articles are now available on The Exams Office and NAO websites:

- The Exams Office article: [Special consideration – What, when and how](#)
- NAO CEO message: [Ensuring that you are prepared for every exam day](#)
- NAO exams article: [Sharing examination/results with third parties \(including parents\)](#)

### Key Documents

Refer to the extensive range of support materials which are contained within The Exams Office [Hub](#). These include:

- A GUIDE TO DEALING WITH CANDIDATE ABSENCE - Highlights some of the key points to be considered when dealing with candidate absence from examinations/assessments
- A GUIDE TO MANAGING EXAM TIME - Highlights some of the key areas that need to be considered at exam time
- ACCESS ARRANGEMENTS: MANAGING EMERGENCY ARRANGEMENTS FORM TEMPLATE - Provides a way of recording actions around emergency/temporary access arrangements put in place for a candidate during the exams period and confirms follow-up activity, where applicable, has been completed
- ACCESS ARRANGEMENTS: SUPERVISED REST BREAK RECORD TEMPLATE - Provides a means of recording the conduct of supervised rest breaks
- ACCESS ARRANGEMENTS: WORD PROCESSOR CHECKLIST TEMPLATE - Provides a format for ensuring the logistics and instructions around candidates using a word processor for exams are in place in readiness for each exam (Also provides a suggested means of 'Candidate verification')
- EMERGENCY EVACUATION POLICY (Exams) TEMPLATE
- EXAM BOX CHECKLIST TEMPLATE - Provides an example checklist to help ensure a standard set of centre-provided exam materials are available in every exam room
- EXAM DAY CHECKLIST TEMPLATE - Provides a reminder of key tasks to be undertaken each exam day and pointers on how to deal with unplanned events (what to do in the event of) that may arise on a daily basis
- EXAM ROOM CHECKLIST TEMPLATE - Provides an example checklist to help ensure each exam room is set up in a standard way and in accordance with JCQ requirements
- EXAM ROOM INCIDENT LOG TEMPLATE - Provides a way of logging any irregularities/unplanned for incidents, that may happen in the exam room, at the point of occurrence
- EXAM SCRIPTS CHECKLIST TEMPLATE - Provides an example checklist to evidence checks/to confirm required tasks have been undertaken when collecting and/or packing scripts
- INVIGILATOR ANNOUNCEMENT 2023-24 - Audio File
- INVIGILATOR ANNOUNCEMENT 2023/24 INSTRUCTIONS TEMPLATE - If using the recorded announcement audio (MP3 format) and/or video (MP4 format), customise these instructions for issue to invigilators to provide detail on how to control the announcement along with other relevant information
- LOCKDOWN POLICY (Exams) TEMPLATE
- ROVING INVIGILATOR CHECKLIST TEMPLATE - Provides a framework on which to build a customised checklist for your centre to ensure visits to every required exam room are conducted in a consistent manner and in accordance with JCQ requirements
- SPECIAL CONSIDERATION POLICY TEMPLATE
- SPECIAL CONSIDERATION: APPROPRIATE EVIDENCE FORM TEMPLATE - Provides a means of recording appropriate evidence signed by a member of the senior leadership team, to support an application for special consideration
- SUMMER EXAMS WEEKLY REPORT FORM TEMPLATE - Provides a format to briefly record

issues as they may arise that impact on the smooth running of the daily exam timetable or impact on the time management of the exams officer

- **SUSPECTED MALPRACTICE: CANDIDATE NOTIFICATION FORM TEMPLATE** - Provides a way of notifying a candidate that an alleged, suspected or actual report of malpractice is being made against them

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## MAY ARTICLE

**SPECIAL CONSIDERATION – WHAT, WHEN AND HOW** considers as part of their preparations for the summer exam series, exams officers will need to be aware of the special consideration process and when and how it is applied during an exam series.

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

### Annual **Dispatch**

(REMINDER) Our 2024/25 Annual Dispatch is scheduled to be sent to UK member centres in late June/early July.

To ensure your dispatch is not delayed, please ensure your membership is up to date.

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

### Exams **Training**

(REMINDER) Bookings are now being taken for our **training events which take place during autumn 2024 and spring 2025**.

During 2023/24, over 3000 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.

### The Exams Office **Hub**

#### (UPDATE) **Key Dates Calendar Tool**

The tool was updated during April to reflect OCR updates to key dates information made during April) information (Added post-results services deadlines for June 2024 series).

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

### (REMINDER) **Summer Conference**

The NAO **Summer Conference 2024** will be held at Elland Road, Leeds United Football

### (REMINDER) **Exams Officer of the Year 2024**

Nominations for the NAO annual Exams Officer of the Year award, which is supported by The Exams Office, are being taken via the nomination form on the **NAEO website**. Nominations are accepted until 31 May 2024.

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

Chief Executive Officer's Message: **Ensuring that you are prepared for every exam day**

Articles:

(Exams) [Sharing examination information/results with third parties \(including parents\)](#)

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

### (UPDATE) 'Rewards' draw

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

Lee Boodhun  
Gemma Clarke  
Naomi Kostick  
Marion Nash  
Lisa Stone

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

### MAY key tasks

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

**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 now clearly on last minute preparations for and conducting exams during May and June.

#### ENTRIES

Continue to process any required changes to final entries for the **Summer 2024** exam series. Consider the impact any changes made at this late stage of the exam cycle will have on exam preparation tasks (rooming, seating, resources, invigilation, attendance registers, exam materials, etc.).

#### PRE-EXAMS

Submit centre assessed marks (and required samples of candidates' work for moderation) and endorsement grades to the awarding body deadline(s) for the **Summer 2024** exam series.

Provide any required NEA centre declaration forms to the awarding body deadline. Finalise exam preparation to ensure readiness for exam time.

#### EXAM TIME

Start to conduct the **Summer 2024** exam series.

Complete any required administrative follow up/reporting after an exam has taken place and to the timescale/deadline indicated by the awarding body.

Dispatch all exam scripts as required and manage collection/dispatch of scripts as instructed for any exams held on Friday 24 May.

#### RESULTS AND POST-RESULTS

Where applicable, complete the administration of any post-results services request for the **January 2024** exam series.

As may be applicable, manage results for the **March 2024** exam series and administer any post-results services requests.

Where applicable, complete the management and administration of the **January 2024** exam series.

As may be applicable, complete the administration of any post-results services for the **March 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 [MAY guide](#)

### **MAY 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: JUNE SUPPORT GUIDE  
RESULTS AND POST-RESULTS:**

- A GUIDE TO MANAGING RESULTS AND POST-RESULTS
- A GUIDE TO ADMINISTERING POST-RESULTS SERVICES (updated)
- POST-RESULTS SERVICES: DEADLINES, FEES AND CHARGES TEMPLATE (updated)
- POST-RESULTS SERVICES: REQUEST, CONSENT AND PAYMENT FORM TEMPLATE (updated)

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

**NEW EXAMS OFFICER SUPPORT: MAY SUPPORT GUIDE**  
**EXAM TIME: SUMMER EXAMS WEEKLY REPORT FORM TEMPLATE**  
**EXAMS REVIEW: KEY TASKS REVIEW CHECKLIST TEMPLATE**

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