

JUNE 2024

MESSAGES – ARTICLES – NEWS – UPDATES – TASKS – DOCUMENTS

MEMBER MESSAGE

Managing exams and preparing for results day(s)

As we approach the mid-point of the summer exam series, we appreciate how busy you are so our June member message and email update is briefer than usual.

As your attention will soon turn to results and post-results, please read our June article – [Preparing for results day\(s\)](#) – which considers the main aspects of disseminating results to candidates and managing the post-results services process. Also note the support materials detailed below which are available via our [Hub](#).

Below are some reminders/updates which will support you in the coming weeks.

Parcelforce collections

If you are experiencing issues with the collection of scripts from Parcelforce as part of the yellow label service, please refer to the information on the [DfE website](#) or contact the Parcelforce Worldwide Exams Helpdesk on 0344 561 7998.

If the issues persist, please feel free to email jugjit@theexamsoffice.com with your centre postcode, centre number and a brief description of the issue you are facing, and Jugjit will address on your behalf with colleagues at Parcelforce Worldwide.

Malpractice

All incidents of malpractice must be reported to the relevant awarding body/bodies.

Please read the [NAEO CEO June message](#) for advice and guidance on how to deal with instances where senior leaders/heads of centre decide not to report incidents of malpractice.

Special consideration

If your centre needs to make applications for special consideration, please read our May article – [Special consideration: What, when and how](#). This article highlights the main aspects of the special consideration process and when and how to submit applications to the relevant awarding body/bodies.

As it is the responsibility of the senior leader to lead on special consideration applications, exams officers are encouraged to forward a link to this article to their senior leader/line manager (JCQ regulations state that ‘All applications must be supported by appropriate evidence signed by a member of the senior leadership team.’)

NAEO Summer Conference 2024

This is your final opportunity to book your place at the [conference](#) which is being held this year at Elland Road Stadium, Leeds United Football Club.

As the capacity is limited to 150 delegates, only 15 places remain, and therefore, you are encouraged to [book your 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

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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 Training

Last month, we opened the booking window for our 2024/2025 exams training events. Over 600 exams officers have already booked their place at the new and experienced exams officer events.

We are taking bookings for the following events and we urge exams officers/senior leaders to book their place asap as we expect some events to reach capacity in the coming weeks:

- [Experienced exams officer training - Exam Changes 2024/2025](#)
- [New exams officer/refresher training: Actions for Autumn](#)
- [Senior leader training: Autumn training \(Exam changes and supporting your exams officer/managing exams in your centre\)](#)

Exams Officer of the Year

The nomination window for the [2024 Exams Officer of the Year award](#) (which is sponsored by The Exams Office) has now closed.

A shortlist of 10 finalists will be forwarded to our judging panel (made up of colleagues from the major awarding bodies) from which a winner and two runners-up will be selected.

The final results will be announced at the NAEO Summer Conference on 28 June.

The winner will receive a certificate and £500 of gift vouchers, whilst the runners-up will also receive certificated and gift vouchers of £250 and £125.

Senior Leader and Line Manager Exam Support website

Since launching our [Senior Leader and Line Manager Exam Support website](#) in early March, over 1000 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 is 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, awarding body, The Exams Office and NAEO updates
- **Future projects:** Key skills platform for exams officers, cyber protection training and assessment

Key documents

As attention turns to results and post-results, please refer to the extensive range of support materials which are contained within The Exams Office [Hub](#). These include:

- A guide to administering post-results services: A guide to support exams officers in understanding the post-results services offered by awarding bodies after the issue of exam results and how to effectively plan and prepare to administer them
- A guide to managing results and post-results: A brief overview of the main aspects of the processes that need to be managed in the main summer results and post-results period
- Candidate permission form template: A template to gather permission for results and/or certificate collection where candidates cannot attend the centre to collect these in the normal way
- Certificate collection information for candidates template: A template for use where a centre issues certificates on a set date (or several set dates) and expects candidates to collect them
- Moderation returns log template: A template to log candidates' work returned to the centre at the end of the moderation period and confirming retention for the required period

JUNE ARTICLE

PREPARING FOR RESULTS DAY(S) considers the areas and tasks associated with disseminating examination results to students.

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

Annual **Dispatch**

(FINAL 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

Exams **Training**

(REMINDER) Bookings continue to be taken for our **training events which take place during autumn 2024 and spring 2025**. As capacities at certain venues are limited, we urge you to book your place as soon as possible.

The Exams Office **Hub**

(REMINDER) **Assessments**

Completion and certification of any **assessment** must take place by the **end of July** as all assessments will be de-activated from then until they are re-activated early in the new academic year (subject to the issue of all relevant updated JCQ publications) after review and update for 2024/25.

(UPDATE) **Key Dates Calendar Tool**

The tool was updated during May to reflect JCQ Post-Results Services key dates and deadlines for the June 2024 series.

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

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

The nomination process for the NAEO annual **Exams Officer of the Year** award has now closed. The winner and two runners-up will be announced at the NAEO **Summer Conference**.

(NEW) Message and articles

Chief Executive Officer's Message: [The importance of reporting incidents of malpractice](#)

Articles:

(Mindfulness and Wellbeing) [Managing our emotions and staying in control](#)

(UPDATE) 'Rewards' draw

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

Sarah Badger
Samantha Hole
Linda McHardy
Adele Swain
Michael Williams

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

KEY TASKS AND KEY DOCUMENTS

JUNE 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

Exam time may prompt questions to be asked about exams next year, so be prepared.

The issue of final timetables for the **November 2024** and **Summer) 2025** exam series on awarding body websites is a useful point of reference for questions about exam dates.

GCSE English Language and Mathematics offered in the November exam series is normally only available to candidates who have reached at least the age of 16 on or before the preceding 31 August (these can be taken as a first-time entry and/or as a re-sit entry). JCQ Key Dates – **November 2024** and **June 2025** are also available [here](#).

As time allows, consider planning for the new academic year and start to gather any updated information for 2024/25 as this is made available by JCQ and relevant awarding bodies.

ENTRIES

As may be required, continue to process and submit any required changes (amendments and/or withdrawals) for the **Summer 2024** exam series to the relevant awarding body up until the time of the exam and even slightly beyond. A mismatch on entries with those candidates who actually sat an exam could delay the issue of results if not resolved.

PRE-EXAMS

Continue to manage preparation for conducting the remainder of the **Summer 2024** exam timetable

EXAM TIME

The daily management of the **Summer 2024** exam timetable resumes on 3 June (after any half term holiday period you may have managed to take). Ensure all required post-exam related follow up is completed and appropriate information submitted to the awarding body according to the timelines required. Confirm all exam scripts have been dispatched as required. Ensure any communications or queries from awarding bodies on post-exam related matters are dealt with as a priority.

RESULTS AND POST-RESULTS

As may be applicable, complete the management and administration of the **March 2024** exam series.

As the pressure of the June exam timetable starts to ease, consider preparation for August results day(s) and beyond.

Where relevant to your centre for any Level 3, Level 1/2 and Level 2 vocational and technical qualifications (VTQs) used for progression and taken alongside or in place of A-levels and GCSEs refer to [VTQ information hub 2023 to 2024: key dates and deadlines](#).

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 [JUNE guide](#)

JUNE 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: JULY SUPPORT GUIDE

RESULTS AND POST-RESULTS:

- RESULTS DAY CHECKLIST TEMPLATE
- AWARDING BODY RESULTS AND POST-RESULTS INFORMATION LINKS TEMPLATE
- POST-RESULTS SERVICES CHECKLIST TEMPLATE

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

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)
 - POST-RESULTS SERVICES: TRACKING LOG TEMPLATE (updated)
 - CANDIDATE PERMISSION FORM TEMPLATE (updated)
 - CERTIFICATE COLLECTION INFORMATION FOR CANDIDATES TEMPLATE (updated)
 - MODERATION RETURNS LOG TEMPLATE (updated)
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