

JULY 2024

MESSAGES – ARTICLES – NEWS – UPDATES – TASKS – DOCUMENTS

### MEMBER MESSAGE

#### Exam season completed.... now for results day(s)

Firstly, congratulations on completing the summer 2024 exam series. Your diligence in successfully delivering examinations and assessments in your centre during recent weeks and throughout the academic year should never be underestimated, nor should the impact your efforts have on your students as you create the best possible environment to enable candidates to perform to the best of their ability.

#### Results and post-results

To support members in preparing for and managing results day(s) and requests for post-results services, The Exams Office provides the following support materials which are available in The Exams Office [Hub](#):

- 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
- Post-results services - Deadlines, fees and charges template: A template to collate awarding body information on deadlines, fees and charges for post-results services into one document as a point of reference for candidates and centre staff
- Post-results services – Request, consent and payment form template: A template which explains to candidates the full range of post-results services available and the agreement they are entering into by requesting to review their result(s) or requesting the return of copies of their scripts
- Post-results services – Tracking log template: A spreadsheet template to log and track requests submitted to awarding bodies

The Exams Office also encourages all exams officers (and senior leaders) to read the following article produced by the NAO to ensure that they are clear over the regulations relating to sharing students' examination results: [Sharing examination information/results with third parties \(including parents\)](#) ( published on 30 April 2024).

#### Exams Officer of the Year

At the recent NAO [Summer Conference](#) (held at Leeds United Football Club on 28 June), Kirsty Wilson, exams officer at The Cherwell School, Oxford, was announced as the [Exams Officer of the Year for 2024](#).

The NAO would like to congratulate Kirsty – and the runners up (John O'Meara from Rickmansworth School and Katie Sebire from Elizabeth College, Guernsey) - on her achievement and we look forward in supporting her professional development during the 2024/25 academic year.

#### NAO Summer Conference 2024 – Virtual Conference

WWW.THEEXAMSOFFICE.ORG

E. [contact@TheExamsOffice.com](mailto:contact@TheExamsOffice.com) T. 0333 7000 755

 [@theexamsoffice](https://twitter.com/theexamsoffice)  The Exams Office

The conference was held at Leeds United Football Club on 28 June and attended by over 150 exams officers.

To view the presentations delivered at the Summer Conference please visit the [NAEO website](#).

### **The Exams Office Conferences 2025**

Looking ahead to the 2024/2025 academic year, the dates for the [National Exams Officer Conferences](#) have been announced:

- Leeds (23 January)
- Bristol (28 January)
- London (30 January)
- Manchester (3 February)
- Coventry (7 February)

Please ensure that you have these dates in your diary and approval to attend one of our conferences when the booking window opens on 1 November to avoid disappointment. Attendance at the Exams Officer Conferences is free of charge for members of The Exams Office (one free place per centre membership).

Also, please inform your senior leadership team/line manager that we are staging a [National Senior Leader/Line Manager Exams Conference](#) on Thursday 6 February at the Coventry Building Society Arena, Coventry. There is a cost of £195+vat to attend this conference.

### **The Exams Office Annual Dispatch 2024/2025**

The Annual Dispatch – consisting of the 2024/2025 exams diary, calendar and wall planner – has been sent to member centres in the UK from 26 June.

If you have not received the Annual Dispatch, please email [finance@theexamsoffice.com](mailto:finance@theexamsoffice.com).

An additional copy of the Annual Dispatch can be purchased at a cost of £25.99+vat by emailing [finance@theexamsoffice.com](mailto:finance@theexamsoffice.com).

Additional copies of the diary, calendar and wall planner can be acquired at our autumn training events.

### **Parcelforce Worldwide script collection feedback (Yellow Label Service)**

The NAEO has launched two online forms for exams officers to feedback issues or provide positive feedback in relation to the collection of exam scripts by Parcelforce Worldwide as part of the yellow label service in England:

- [Script collection positive \(driver\) feedback form](#)
- [Script collection issues feedback form](#)

This feedback will be shared with senior colleagues at Parcelforce Worldwide.

### **Exams Training**

Since the opening in April of the booking window for our 2024/2025 exams training events, over 1000 exams officers have 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 some events have already reached capacity:

#### [Experienced exams officer training - Exam Changes 2024/2025](#)

- Coventry (24 September) – Fully booked
- Bristol (27 September)
- London (1 October) – Fully booked
- Leeds (8 October) – Only 22 places remaining

- Manchester (14 October)
- Coventry (17 October) – Extra date added
- 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

### NCFE Aspiration Awards 2024

The Exams Office was proud to support NCFE's Aspiration Awards as one of the judging organisations.

The nominations were of incredibly high quality this year, with hundreds of inspiring stories about learners, educators, and centres who are going the extra mile in education to make a real difference and impact. We're proud that our very own Jacqui Jones was able to be a part of this process in the Support Staff of the Year Category - but deciding a winner was no easy feat given the standard of the nominations and the amazing achievements of the nominees.

You can find out more about the deserving winners on the [NCFE website](#).

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## The Exams Office NEWS and UPDATES

### Annual Dispatch

(UPDATE) 2024/25 marks the 10<sup>th</sup> anniversary of The Exams Office – we are celebrating 10 years supporting Exams Officers.

All exams officers from member centres should have received their commemorative Annual Dispatch 2024/2025.

Compiled by our subject matter experts, the need for planning and organisation is the inspiration for the dispatch. The commemorative dispatch includes the following:

Exams Diary  
Calendar  
Wall Planner  
Desktop Calendar

Additional complimentary copies of these valuable support resources are available at our [training events](#) in the autumn term.

### From 2014-2024 - thank you for your ongoing support!

Now is a good time to start to populate key dates in your new diary/calendar/planner to prepare for the new academic year ahead. Our 2024/25 [annual exams plan template](#), which is populated with

many of the 'need to know' key dates, is a very useful point of reference to support you in this task and in building your annual exams plan.

### Exams Training

(REMINDER) Where venue capacity allows, bookings continue to be taken for our [training events](#) which take place during [autumn 2024](#) and [spring 2025](#).

### The Exams Office Hub

#### (UPDATE) Exams Timetable Tool and Key Dates Calendar Tool

During week commencing **8 July**, the tools will be prepared for update for 2024/25 bringing improved search and filtering functionality. Any timetables or calendars a user has created/saved from 2023/24 data will no longer be available.

2024/25 exam timetable data and key dates information will be added to the tools when it has been provided to The Exams Office by the relevant organisations.

#### (FINAL 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) Contacting The Exams Office

Our phone lines will be closed from Monday **29 July**-Friday **30 August**.

If you need to contact us with any queries during this period, please directly email the relevant team:

Exams Training 2024/25 events - [training@theexamsoffice.com](mailto:training@theexamsoffice.com)

Finance - [finance@theexamsoffice.com](mailto:finance@theexamsoffice.com)

Membership - [membership@theexamsoffice.com](mailto:membership@theexamsoffice.com)

General enquiries - [contact@theexamsoffice.com](mailto:contact@theexamsoffice.com)

#### (UPDATE) Access to The Exams Office Hub

In preparation for the new academic year The Exams Office Hub will be offline, and unavailable, on Monday **5 August** so that we may carry out our essential, annual system update.

The system update is a requirement of our data protection practice(s) and ensures that we retain only accurate, and current, data as we move from one academic year to the next.

Centre Administrators, and other centre users, will not be able to login to the hub on this day and will have no access to any area of the site. The hub will be back up and running on Tuesday 6 August.

#### Action required by Centre Administrators

On first time login on or any time after 6 August, the Centre Administrator will be required to verify all centre users again, and update any incorrect records, before access is restored for all the centre users.

To verify centre users, once the Centre Administrator has logged into the hub (current login credentials remain valid), the Centre Administrator will be presented with a list of users from the 2023/24 academic year. The Centre Administrator is required to select the centre users they want to carry forward into the 2024/25 academic year. Any user not selected/verified will be removed from the system.

**Once the list of centre users has been verified, the validation process is complete.** All retained centre users will then be able to proceed to login and use the system as normal as and when they need to.

If any centre user attempts to login in before the Centre Administrator has approved/verified the centre user accounts, the user will be prompted to contact their Centre Administrator. The Centre Administrator must perform the centre verification process before centre user accounts are restored and active once again.

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

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

Nominations for this year's award were received from fellow peers within the exams officer community or from colleagues within nominees' own centres.

We send our congratulation to all those [nominees shortlisted](#).

The shortlisted nominations were rated in line with the NAEO's aim to recognise excellence, dedication and commitment to the exams officer role. The worthy winner and runners-up were announced during the NAEO [Summer Conference](#).

HUGE congratulations to **Kirsty Wilson**, The Cherwell School, and runners-up **John O'Meara**, Rickmansworth School and **Katie Sebire**, Elizabeth College, Guernsey

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

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

Article: (Mindfulness and Wellbeing) [Creating your Mindful Exam Officer Reaction Plan](#)

### (UPDATE) **'Rewards' draw**

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

Sophie Campbell-Smith  
Anne-Marie Coley  
Frances Compton  
Sarah Holden  
Belinda Knighton

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

### JULY 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 planning for the new academic year may already be underway in centres.

**Gathering information:** As good practice, undertake a qualifications/data check annually with teaching teams – where practically possible start to gather this information before the end of the summer term.

Refer to JCQ publications and awarding body exams administration information for 2024/25 which will start to be made available as the new academic year approaches.

JCQ publishes the 'need to know' key dates for examination series where they are common to all the JCQ awarding bodies. Key dates in the examination cycle for the November 2024 series, January 2025 series and Summer (June) 2025 series are available on the [JCQ website](#).

Gathering information will help to build your annual exams plan for 2024/25.

**Sharing information:** Ensure relevant JCQ publications, as they are updated for 2024/25, are shared with/signposted to the relevant people in your centre.

### ENTRIES

As applicable to your centre, particularly note the key dates that fall early in the new academic year including the final date for entries for the GCSE **November 2024** series and the deadline for entries for the **January 2025** series for Vocational and Technical qualifications.

### PRE-EXAMS

Again, as applicable, particularly note the key dates that fall early in the new academic year in relation to access arrangements including the final date for ordering modified papers using *Access arrangements online* for the **November 2024** series and the deadline for ordering modified papers for the **January 2025** series.

### RESULTS AND POST-RESULTS

Prepare for results day(s) in August and subsequently be prepared to deal with any enquiries about or requests for post-results services.

### EXAMS REVIEW

**Key tasks review:** Reflect on the essential and good practice tasks that need to be undertaken to effectively manage the end of the 2023/24 academic year and prepare for the start of the 2024/25 academic year.

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 [JULY guide](#)

## JULY key documents

Key documents and resources are provided to support member centres in the management and administration of the exams process.

Templates can be customised for use in centres/content of templates can be used to inform electronic processes in centres.

(UPDATE) Updated documents/resources to be published this month include:

### NEW EXAMS OFFICER SUPPORT: AUGUST SUPPORT GUIDE PLANNING:

- A GUIDE TO MANAGING EXAM PLANNING
- ANNUAL EXAMS PLAN TEMPLATE
- INFORMATION GATHERING FORM TEMPLATE
- ANNUAL QUALIFICATIONS PLAN TEMPLATE

### ENTRIES: EXAM ENTRY/RESIT FORM TEMPLATE

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

### 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
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