

## MEMBER MESSAGE

The new academic is well underway...starting with the NAEO annual Exams Officer Survey

The Exams Office is supporting the promotion of the [National Association of Examinations Officers annual Exams Officer Survey](#) which was launched on 27 September.

We encourage all exams officers in our member centres to complete the survey as not only are the responses shared with key stakeholders including the DfE, Ofqual, Joint Council for Qualifications and its awarding bodies, they are also considered when shaping regulations, procedures and processes.

### National Exams Officer Conferences 2025

We will be contacting members later this month with details of the booking process for our [National Exams Officer Conferences](#). However, at this stage, we recommend that exams officers note the date of the opening of the booking window (Monday 4 November) and details of the five conferences:

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

An email will be sent to member centres on Monday 4 November.

### Exams Officer Professional Standards

Later this month, we will be emailing exams officers in all member centres with details of the improved access to the [Senior Leader/Line Manager Support website](#) for exams officers which provides:

- The ability to create an account on the [Senior Leader/Line Manager Support website](#) from which an exams officer can register themselves for the standards
- Additional guidance on the areas of knowledge and understanding which new and experienced exams officers should cover during an academic year
- A simpler process for exams officers to claim their annual standards certificate

### Online tools and resources – user guides

Updated user guides on the following are now available within the [‘How to...’ page of our website](#):

- [How to use the Exams Timetable Tool](#)
- [How to use the Key Dates Calendar Tool](#)
- [How to access Key Documents](#)
- [How to use the Policy Generator Tool](#) (updated guide to be published in October/early November)
- [How to access Training Videos](#)

There are also guides on 'How to get the most out of your centre membership' and for invigilators on 'How to access and complete online training and assessments'.

### Online invigilator training and assessment

All four [online invigilator training and assessment units](#) within The Exams Office Hub have been reviewed and updated for the 2024/2025 academic year:

- (Unit 1) NEW INVIGILATORS: INSTRUCTIONS FOR CONDUCTING EXAMINATIONS
- (Unit 2) INSTRUCTIONS FOR CONDUCTING ON-SCREEN TESTS
- (Unit 3) EXISTING/EXPERIENCED INVIGILATORS: UPDATE (including JCQ regulation changes)
- (Unit 4) SUPERVISING AND SUPPORTING ACCESS ARRANGEMENTS: INSTRUCTIONS FOR INVIGILATORS AND FACILITATORS

A reminder that:

- exams officers (as the centre administrator within the Hub) can now select the units which each of their invigilators can view and attempt
- the use of our online assessments as a means of training and assessing your invigilators must be supplemented with a training/briefing session to cover centre-specific arrangements and processes (and to provide your invigilators with the opportunity to ask questions about or clarify areas of JCQ regulations and requirements)
- new exams officers are encouraged to complete this online invigilator training to improve their knowledge and understanding of JCQ regulations and if they wish to support the invigilation of the upcoming November exam series

### Policy Generator Tool

The tool has been updated to include regulation changes for the 2024/2025 academic year.

Please note that JCQ regulations require a number of policies which must be reviewed and updated annually (*General Regulations for Approved Centres*, section 5.3z).

A 'Policy Checklist' which details the policies/procedures required by JCQ is available in the Key Documents area of the Hub (under category 'Exam Policy Templates').

### Senior leader support

The Exams Office, in conjunction with the NAO and the Learning and Skills Office, has launched the free to access [Senior Leader and Line Manager Exam Support website](#).

This website supports senior leaders in meeting their role and responsibilities in relation to managing examinations and assessments within their centre.

This website is also the source for senior leaders to register their exams officers for the annual Exams Officer Professional Standards (see the [NAEO website for more information](#)).

In response to requests from exams officers, we have decided to provide access for exams officers to the senior leader support website. Exams officers can now acquire access at no cost to:

- Register themselves for the standards
- Record their progress
- Confirm completion of all three areas of the standards
- Claim certification
- View support resources provided to senior leaders to meet their responsibilities

#### National Senior Leader/Line Manager Exams Conference

Please remind your senior leader of this inaugural [conference which takes place in Coventry on Thursday 6 February](#).

Booking details will be shared in the coming weeks.

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## October ARTICLE

[A SUMMARY OF THE MAIN CHANGES WITHIN THE ICE DOCUMENT](#)

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## The Exams Office NEWS and UPDATES

### The Exams Office Hub

#### Access to the Hub

Here's a [further reminder](#) for Centre Administrators who have yet to verify their centre's hub account for 2024/25:

**Verify your centre's account for 2024/25**

If you have not yet done so, on first time login this new academic year, the Centre Administrator will be required to verify all centre users, and update any incorrect records, before access is restored for all the centre users.

### **Verify Users process**

Once the correct Centre Administrator(s) has logged into the hub, the process to verify users is as follows:

To verify centre users, 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 automatically removed from the system. **It is important to emphasise that any user accounts NOT ticked will be DELETED and their data will be lost.**

**Once the list of centre users has been verified, the verification 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's user accounts, the user will be prompted to contact their Centre Administrator.

The Centre Administrator must perform this verification process before centre user accounts are restored and active once again.

### **User Management**

This area of the Hub has had a handy update.

To see what's changed, select User Management from the Dashboard menu. The Centre Administrator(s) now appear highlighted/starred at the top of the list. Other centre users then follow by role, and in alphabetical order by user name within each role type, as follows: Exams officer/Exams assistant, Senior leader/Line manager, Invigilator.

### **Do we hold the correct information for you and your centre?**

Please regularly log into your Hub account to review the information we have listed for your centre.

To ensure you are able to book one free place at one of our upcoming National Exams Officer Conferences and to avoid any issues in receiving our next Annual Dispatch in summer 2025, please check the following:

- **We have the correct Centre Admin listed for your centre** (this can be reviewed within the User Management area of the Hub)

- **Your centre's centre number, centre name and postal address are correct** (this can be reviewed within the Centre Management area)
- **Your centre's Finance email address is correct** (this can be reviewed within the Centre Management area)

If any of the above information requires updating/amending, please email [contact@theexamsoffice.com](mailto:contact@theexamsoffice.com).

### The Exams Office Conferences 2025

Click [here](#) for a reminder of the details of the National Exams Officer Conferences and [-here](#) for the Senior Leader/Line Manager Exams Conference.

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## National Association of Examinations Officers NEWS and UPDATES

### Important: Membership reminder

Please remember that you will need to renew your NAEO membership from 1 September every year.

Membership is available at no cost for serving exams officers, but to allow the NAEO to retain members' details and to support its members accordingly, memberships must be renewed each academic year.

**Membership renewal** is a [simple process](#) which involves following the on-screen instructions and ticking a box to confirm renewal for the 2024/2025 academic year.

### October message and articles

CEO Message: [The importance of engaging with the 2024 Exams Officer Survey](#)

(Exams article) [The School Support Staff Negotiation Board \(SSSNB\)](#)

(Mindfulness and Wellbeing article) [Who do you think you are?](#)

### Member rewards

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

Helen Allen  
Elaine Bridge  
Nicola Franklin

Lindsey MacAdam  
Una Walsh

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

### OCTOBER 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

Ensure the National Centre Number (NCN) [annual update](#) (emailed to centres at the beginning of the autumn term by OCR on behalf of the JCQ) is completed and returned by **31 October**. The [Head of Centre declaration](#) is emailed directly to heads of centre for completion after the NCN annual update has been sent to exams officers.

#### ENTRIES

(Where applicable to your centre) Confirm entries for the (GCSE) **November 2024** exam series have been made to the early October deadline.

(Where applicable to the qualifications delivered in your centre) Meet relevant October deadlines, including entries for the **January 2025** exam series, estimated/preliminary entries for the **Summer 2025** exam series (where the awarding body may require these), and (as example) the BTEC registration deadline.

#### PRE-EXAMS

(Where applicable) Prepare for exams taking place in the **November 2024** exam series.

#### RESULTS AND POST-RESULTS

Prepare to receive **Summer 2024** certificates for distribution to candidates.

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 [OCTOBER guide](#)

### OCTOBER 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.

Updated documents/resources to be published this month include:

**NEW EXAMS OFFICER:** NOVEMBER SUPPORT GUIDE

**EXAM TIME:** remaining associated GUIDES and TEMPLATES

**EXAMS REVIEW:** GUIDE and TEMPLATES

A reminder of updated documents/resources published in September:

**NEW EXAMS OFFICER:**

- OCTOBER SUPPORT GUIDE

- CHECKLIST FOR SENIOR LEADERS/LINE MANAGERS

**PLANNING:** remaining associated GUIDES and TEMPLATES

**ENTRIES:** A GUIDE TO MANAGING ENTRIES and remaining associated GUIDES and TEMPLATES

**PRE-EXAMS:** A GUIDE TO MANAGING EXAM PREPARATION and the associated GUIDES and TEMPLATES

**EXAM TIME:**

- A GUIDE TO MANAGING EXAM TIME

- EXAM DAY CHECKLIST TEMPLATE

- EXAM BOX CHECKLIST TEMPLATE

- EXAM ROOM CHECKLIST TEMPLATE

- EXAM ROOM INCIDENT LOG TEMPLATE

**EXAM POLICY TEMPLATES:** POLICY CHECKLIST and the associated TEMPLATES

**INVIGILATION SUPPORT:** A GUIDE TO MANAGING INVIGILATOR RECRUITMENT AND TRAINING and the associated GUIDES and TEMPLATES