



November 2024

## MEMBER MESSAGE

**Good luck to exams officers involved in the November exam series...and ensure you book your place at a National Conference**

Firstly, we would like to wish those of you who are involved in the November exam series the very best of luck over the next couple of weeks. Please remember that there are a wide range of support materials/key documents available on our website to help you deliver a successful exam series.

### National Exams Officer Conferences 2025

On 1 November an email was sent to all members announcing the opening of the booking window for our conferences taking place in January-February.

Details of how to book your place can be found on the [National Exams Officer Conferences page](#) of The Exams Office website.

A reminder that one place is available at one of the events at no cost to exams officers as part of their centre membership to The Exams Office and that bookings should be made as soon as possible as all venues are expected to reach capacity.

### Invigilator training: Update meeting presentation

A video has been added to the Training Videos area of The Exams Office Hub to support exams officers in delivering an update meeting to their existing/experienced invigilators.

This video covers the following areas and has been designed to be used as part of the annual update for invigilators:

- Changes within the JQC *Instructions for conducting examinations* document which are relevant to the invigilator role
- Areas highlighted during centre inspections which relate to the conducting of examinations
- Centre specific arrangements which require direction from the exams officer
- Scenarios faced by invigilators during an examination

Please note that this is the presentation which is delivered in centres by The Exams Office as part of a booked update meeting for existing/experienced invigilators and lasts approximately 50 minutes. It is recommended that exams officers use some/all of this presentation as part of their general update for existing/experienced invigilators. (Please also note, this video is separate to the short video (intended to reiterate the changes in ICE which are relevant to the invigilator role) provided within Unit 3 (2024/25) of the [Invigilator Training and Assessment Module](#))

### National Senior Leader/Line Manager Exams Conference

A [Senior Leader/Line Manager Exams Conference](#) is being held in Coventry on Thursday 6 February.



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More details will be available on the booking process in late November, when we will also email exams officers with information which we ask is forwarded to your line manager/senior leader with responsibility for examinations/assessments.

### Senior Leader and Line Manager Exams Support website and Exams Officer Professional Standards

A reminder that exams officers can now create an account on behalf of their senior leader/line manager on the [Senior Leader and Line Manager Exams Support website](#) and register themselves for the [Exams Officer Professional Standards](#).

### New exams officer training: Actions for Autumn video

Following the delivery of our new exams officer training – *Actions for Autumn* – at five venues across the country during September and October, we have added a video version of the event which was delivered in Manchester on 15 October. This is available within the Training Videos area of The Exams Office Hub (by selecting ‘Actions for Autumn’ from the category dropdown menu).

The content of this series of 11 videos is relevant to those who attended one of the events and would like to confirm their understanding, new exams officers who were unable to attend, or anyone who has been appointed as an exams assistant/to fulfil the contingency role in the event of the absence of the exams officer.

### Autumn training events: Questions & Answers

During our senior leader/line manager and new and experienced exams officer training events which were delivered across the country during September and October, a wide range of questions were asked by delegates.

The questions – and the responses from our Subject Matter Experts – are available to all exams officers and senior leaders from the following pages our training website:

- [New exams officer Q&As](#)
- [Experienced exams officer Q&As](#) (also see ‘Poll Results’ for responses to questions asked of delegates)
- [Senior leader/Line manager Q&As](#) (also see ‘Poll Results’ for responses to questions asked of delegates)

### National Association of Examinations Officers (NAEO) annual survey and membership

The NAEO would like to thank the 2000+ exams officers who participated in its annual survey. The survey is now closed, and after analysing the responses, the outcomes will be exclusively revealed in our December update.

The Exams Office is delighted to confirm that we will continue to support and sponsor the work of the NAEO throughout the 2024/2025 academic year.

We need as many exams officers as possible to join their association to ensure that the exams officer voice is heard within the wider education community.

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## November ARTICLE

[MANAGING SUPERVISED REST BREAKS](#) considers the areas which an exams officer should consider/be aware of in relation to supervised rest breaks.

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## The Exams Office NEWS and UPDATES

### Launch of the National Exams Officer Conferences

The booking window for The Exams Office 2025 National Exams Officer Conferences is now open!

Our conferences are an integral part of the 'exams officer year', providing a unique opportunity to meet with key stakeholders and network with colleagues.

The conferences are offered to members of The Exams Office as part of their centre membership and at no cost. The conferences provide an opportunity for exams officers to engage with key stakeholders including Ofqual, JCQ and the major awarding organisations. This year we have a number of new exhibitors joining us including representatives from MIS organisations, so a great opportunity to meet and chat with platform providers directly. The full list of exhibitors will be released during November and [updated on our website](#).

Attendance at a conference is also a key element of an exams officer's annual professional development with a certificate of attendance awarded post-event. The day includes attending four workshops (selected during the booking process) covering pertinent matters relating to the summer series ahead, keynote speeches and not forgetting (the now legendary) conference Prize Draw!

Remember to [visit our website](#) for detailed information including:

- Conference date, location and venue details
- Booking window, terms and conditions, booking process (including making changes) and delegate information
- Indicative timings (event format)
- Workshops
- Exhibitors

### The Exams Office Hub



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### Policy Generator Tool

**Annual review and update** reminder: A final page is provided within each template which records any changes/updates made to content during its annual review and update at the start of the new academic year.

To review **Changes 2024/2025**:

- select the **Edit** icon against your saved document
- record **Date of review** in the field provided
- review any new statements added (where applicable)
- review free text/insert fields and update accordingly/where applicable
- **Save**

### What's new in the Hub?

To make it easier to identify current assessments in the **Assessments** area of the Hub, a new Archive feature now separates 2024/25 assessments from archived assessments.

### Access to the Hub - 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 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).

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## National Association of Examinations Officers NEWS and UPDATES

### Important: Membership reminder

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



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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.

## November message and articles

CEO Message: [What an exams officer should expect from their line manager/senior leader](#)

(Exams article) [The role and responsibilities of the exams officer in the management, administration and facilitation/conducting of access arrangements](#)

(Mindfulness and Wellbeing article) [Developing the Gift of Gratitude](#)

## Member rewards

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

Mandy McAulay  
Yin McKeown  
Alison Norris  
Clair Pearson  
Sam Woodford

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

### NOVEMBER 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

(Where relevant to your role/the qualifications delivered in your centre) Continue to plan ahead, for example:

- preparation for internal exams/assessments that may be taking place in November/December
- preparation for the issue of **November 2024** (GCSE) results in January



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- preparation for **January 2025** exams
- preparation for **March 2025** entries
- preparation for **Summer 2025** entries

### ENTRIES

Note the release of basedata for the **Summer 2025** exam series in November – this signals a starting point (for centres using a MIS for exams administration) from when preparation for final entries could commence.

### EXAM TIME

(Where applicable) Conduct exams in the **November 2024** exam series.

### RESULTS AND POST-RESULTS

Receive and distribute certificates for the **Summer 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 [NOVEMBER guide](#)

## NOVEMBER 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:** DECEMBER SUPPORT GUIDE

**ENTRIES:** DEADLINES FOR ENTRIES, FEES AND CHARGES TEMPLATE (updated for the summer 2025 exam series)

**RESULTS AND POST-RESULTS:** (For the November series and beyond)

- A GUIDE TO PREPARING FOR A RESULTS DAY
- A GUIDE TO ADMINISTERING POST-RESULTS SERVICES
- MODERATION RETURNS LOG TEMPLATE
- POST-RESULTS SERVICES: DEADLINES, FEES AND CHARGES TEMPLATE
- POST-RESULTS SERVICES: REQUEST, CONSENT AND PAYMENT FORM TEMPLATE
- POST-RESULTS SERVICES: TRACKING LOG TEMPLATE
- CANDIDATE PERMISSION FORM TEMPLATE
- CERTIFICATE COLLECTION INFORMATION FOR CANDIDATES TEMPLATE

A reminder of updated documents/resources published in October:

**NEW EXAMS OFFICER:**

- NOVEMBER SUPPORT GUIDE
- EXAMS KEY TERMS GLOSSARY (updated)

**PLANNING:**

- JCQ DOCUMENTS CHECKLIST TEMPLATE (formerly known as 'JCQ Publications Checklist', updated)



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- A GUIDE TO MANAGING ACCESS ARRANGEMENTS (updated)

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

**EXAMS REVIEW:**

- A GUIDE TO MANAGING EXAMS REVIEW
  - EXAMS REVIEW TEMPLATE
  - CANDIDATE FEEDBACK FORM TEMPLATE
  - INVIGILATOR FEEDBACK FORM TEMPLATE
  - STAFF FEEDBACK FORM TEMPLATE
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