

MEMBER MESSAGE

Final preparations for the summer exam series...

With the summer general qualifications exam series only a month away, the attention of exams officers will be on ensuring that they are fully prepared to administer and conduct the summer examination timetable. To support exams officers in this task, The Exams Office has published an article which focuses upon some of the key tasks associated with making [final preparations for the summer exam series](#).

To maintain our commitment of providing as much support as possible to centres and the exams officer community, and to ensure that a membership to The Exams Office is as cost-effective as possible, we have launched two tools to support exams officers during the summer series – the [Exam Room Clock](#) and the [Interactive Online Calendar](#) which can now be downloaded and shared within internal centre calendars - and provide information of another tool - the [Invigilator Rota Planning Tool](#) - which will be launched in September 2025 to support exams officers in managing their invigilators.

See below for information on all three tools.

NAEO Summer Conference

The Exams Office is delighted to support the NAEO in hosting its annual [Summer Conference](#).

The content of the conference – delivered by awarding organisations, The Exams Office and serving exams officers - focuses upon supporting exams officers in becoming more effective in their role.

[Bookings are now being taken](#) for the conference which takes place at the Oval Cricket Ground, London on Monday 30 June. Capacity is limited to 300 delegates.

Exams Officer of the Year 2025

The NAEO is now taking [nominations for its Exams Officer of the Year award](#) for 2025.

Please consider any exams officer(s) who has supported you during this academic year, and in particular where they have made an impact, innovated and offered support:

- **Impact:** Demonstrated positive change within their centre and/or in other centres
- **Innovation:** Devised innovative processes which have promoted efficiency and effectiveness and/or created procedures which have guaranteed the integrity and security of the examination system, and a 'level playing field' for candidates, within their centre and/or in other centres
- **Support:** Having a positive influence upon other exams officers

Video/Podcasts

The Exams Office, in conjunction with OCR, will be publishing regular video and podcasts which provide information and guidance on a range of key tasks associated with the management, administration and conducting of examinations.

Two trial episodes were filmed in March which are now available in video format only on The Exams Office website covering:

- Briefing candidates ahead of the summer exam series
- Training your invigilators

In April, we will be filming a 'Summer exam series' special video and podcast which covers the main areas which exams officers should be aware of during an exam series. Details of this episode will be sent to exams officers once it is published on The Exams Office website and an official podcast platform.

Later in the summer, we will record episodes which cover results and post-results, and in September we will focus upon the changes in JCQ regulations.

Exams Training 2025/2026

In April, we will be emailing all members with details of our 2025/2026 training programme for new and experienced exams officers and senior leaders with overall responsibility for examinations and assessments within their centre.

For information, we will be offering the following events:

- **Exam Changes** (taking place during **September and October**): For exams officers and senior leaders highlighting, analysing and explaining the impact of JCQ, awarding organisation and Ofqual/DfE changes and updates for the 2025/2026 academic year.
- **Actions for Autumn (September and October) and Spring into Summer (March)**: For new exams officers and senior leaders who need to acquire a good working knowledge of the examination system, and information relating to key tasks and deadlines associated with the management, administration and conducting of examinations throughout an academic year and across the 'exam cycle'.

National Conferences 2026

The dates and venues for [The Exams Office National Conferences](#) are now available. Attendance is free of charge (it is part of your centre membership to The Exams Office) for one staff member at one conference. The booking window will open on 3 November 2025.

Please add these dates to your diary and acquire permission to attend from your senior leader/line manager ahead of the opening of the booking window.

Exam Room Clock Tool

The Exams Office has launched an [Exam Room Clock Tool](#) which is available in the Hub. The tool is part of your membership and can be used in mock or formal timetabled examinations.

The tool offers the ability to create clock displays showing examination information (as detailed in section 11.9 of JCQ's *Instructions for conducting examinations* document) for use in one or multiple exam rooms and/or the ability to use as a clock only displaying the date and centre number.

Additional features include options to use a clock display with a 12/24h format, use in mocks/internal exams/assessments, a finish time(s) pause/restart (recalculation) function in the event of an evacuation of the exam room/suspension of the exam and a range of text and background colour options. Exam information can also be added directly from the *Exams Timetable Tool*.

Please [read the user guide](#) before creating your clock displays. You can also view a [video filmed as part of the Virtual Conference](#) which demonstrates how clock displays can be set up and shared with invigilators.

Invigilator Rota Planning Tool

The Exams Office is currently creating an *Invigilator Rota Planning Tool* which will be launched in September 2025.

This tool will allow:

- invigilators to confirm their availability
- exams officers to allocate and send am/pm exam session 'shifts' to their invigilators
- invigilators to accept/decline a shift
- exams officers to have a 'central' calendar within the Hub which contains their invigilator rota for an exam series (including mock/internal examinations)

During the 2025/2026 academic year, we will be adding further functionality to support exams officers in managing their invigilators.

Interactive Online Calendar

Centre administrators within the Hub can now export their online calendar into their centre calendar.

This will allow exams officers to share their calendar with their senior leader/line manager to use in the event of the absence of the exams officer and support a new exams officer upon their appointment.

Sharing examination information/results with third parties (including parents)

Ahead of the exam series, senior leaders and exams officers should identify the regulations relating to the sharing of examination information, including results, with third parties. If applicable, they should also be aware of how to handle requests from non-resident parents relating to their child's examination results.

The NAO has published an article which provides information and guidance on [sharing examination information/results with third parties \(including parents\)](#).

Supply agencies – Invigilator training

It has come to our attention that some supply agencies are claiming that they are working with The Exams Office in the training of their invigilators, this may involve presenting certificates which have not been issued by The Exams Office.

We would like to remind our members that The Exams Office **does not** provide access for supply agencies to our online invigilator training and assessment modules.

However, we have decided to offer the following to supply agencies to ensure that their invigilators are well trained and that their knowledge and understanding has been rigorously tested in line with the requirements as set out in section 12.6 of JCQ *Instructions for conducting examinations*:

- A pdf copy of the slides/content of the training session
- An attendance certificate for each invigilator attending the training session
- A completed *Invigilator Training Record*
- A *Centre Specific Invigilator Training Record* (invigilators must take this to the centre and ask for information relating to each area)
- A letter from The Exams Office confirming the training/support offered to invigilators from the supply agency/third party

Do not accept any other information than that detailed above to confirm that The Exams Office has trained invigilators from a third party. If you are unsure about the information provided by a supply agency please do not hesitate to contact us.

Please see [The Exams Office website](#) for more information and a list of verified/approved third parties (including supply agencies).

April ARTICLE

[FINAL PREPARATIONS FOR THE SUMMER EXAM SERIES](#) considers some of the final checks/tasks which an exams officer should undertake at this stage of the exam cycle ahead of the summer series.

The Exams Office NEWS and UPDATES

Annual Dispatch

Our 2025/26 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

The Exams Office Hub

What's new in the Hub?

The [Exam Room Clock Tool](#) was launched in March. This functionality has been designed in response to member requests for an affordable exam room tool to support them in meeting JCQ requirements. As well as a link to the user guide, access to *Frequently Asked Questions* is also provided within the tool.

Enhanced functionality within the **Interactive Online Calendar** now enables a user's populated calendar to be shared. The newly published user guide within this area of the Hub provides full details.

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 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.

The Exam Room Podcast

The Exam Room will soon be available from wherever you get your podcasts, but in the meantime you can [watch the first two episodes](#) as videocasts.

National Association of Examinations Officers NEWS and UPDATES

Exams Officer of the Year 2025

[Nominations](#) for the NAO annual Exams Officer of the Year award can now be made. An exams officer can be nominated by fellow exams officers or peers/colleagues within their centre. Senior leaders/line managers can also nominate their exams officer from the [Senior Leader/Line Manager Exam Support website](#).

Summer Conference

Bookings are now being taken for the conference which takes place in London on Monday 30 June.

April message and articles

CEO Message: [The launch of 2025 Exams Officer of the Year award](#)

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

(Mindfulness and Wellbeing article) [Why students need time to practice stress management skills before exams](#)

Member rewards

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

Hannah Concannon
Marie Hunt
Mo James
Sherry Nanan
Izaskun Santamarina

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

Membership reminder

Please remember that you need to renew your NAE0 membership from 1 September every year.

Membership renewal simply requires clicking on the re-registration details link at the bottom of the [Join](#) screen.

KEY TASKS and KEY DOCUMENTS

APRIL 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 main focus is likely to be preparation for the **Summer 2025** exam series.

ENTRIES

Continue to monitor and check with teaching teams if their final entries for the **Summer 2025** exam series are still correct.

Note that for qualification grades to be successfully awarded in summer 2025, entries must be accurate

Check entry feedback following the submission of any amendments. Particularly note and meet the April deadlines offered by some awarding bodies for making changes (amendments and withdrawals) to entries (without charge).

PRE-EXAMS

Continue preparation for the **Summer 2025** exam series. Submit any currently known notifications for alternative site arrangements to meet the required timeframe.

RESULTS AND POST-RESULTS

Where applicable, complete the administration of any post-results services request for the **January 2025** exam series.

As may be applicable, manage results for the **March 2025** exam series and administer any post-results services requests.

For more detailed information on key tasks and JCQ key dates, refer to the [monthly support guide](#) added to The Exams Office Hub by the beginning of the month it relates to.

APRIL 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: MAY SUPPORT GUIDE](#)

[EXAM TIME: SUMMER EXAMS WEEKLY REPORT FORM TEMPLATE](#)

[EXAMS REVIEW: KEY TASKS REVIEW CHECKLIST TEMPLATE](#)

To support exams officers in preparing for and managing results day(s) and administering post-results services, The Exams Office provides a range of [RESULTS AND POST-RESULTS](#) resources. These will be reviewed/updated and published during May and June to support the **Summer 2025** exam series.

A reminder of new/updated documents/resources published in March:

[NEW EXAMS OFFICER: APRIL SUPPORT GUIDE](#)

[TERMLY CHECKLISTS: SUMMER TERM CHECKLIST](#)

[PLANNING: A GUIDE TO JCQ CENTRE INSPECTIONS \(updated\)](#)

