

MEMBER MESSAGE

Good luck...and you've got this!

As the summer series starts, The Exams Office would like to thank all exams officers for their hard work and dedication to the role in preparation for the examinations which are taking place over the coming weeks. Naturally, we all wish you the best of luck, but it will be your planning over recent weeks and months which will now stand you in good stead.

Exams officers who are new to the role should remember that it is completely acceptable – and to be expected – if you enter the summer series with some trepidation. However, you should remember that in addition to support from within your centre, the awarding bodies, The Exams Office and the National Association of Examinations Officers are here to help you if you require any information, advice and guidance.

To support all exams officers – new and experienced – we published an article in April which considers the areas which should be focussed on as part of your [final preparations for summer exam series](#). In addition to this, if you are still to deliver a pre-exams candidate briefing, please consider utilising the PowerPoint template which is available on the [Senior Leader/Line Manager Exam Support website](#). Membership to access this website is available free of charge for senior leaders/line managers and exams officers.

In early May, we will be sending an email to all members with information on how to [report issues](#) which they may be experiencing/provide positive feedback in relation to the [Parcelforce yellow label service](#).

Invigilator training

To ensure that your invigilator training meets JCQ requirements, ensure that any invigilators appointed at this late stage – or anyone utilised as a 'last minute' measure – complete relevant units of the online training and assessment module. Upon completion, an online or face-to-face meeting should be held to:

- clarify the regulations (particularly changes for the 2024/2025 academic year)
- highlight centre-specific arrangements
- answer any questions which your invigilators may have following the completion of the online training

You should also ensure that all invigilators have been issued with the [JCQ Checklist for invigilators](#) which should be used to confirm their understanding of key areas in relation to the conducting of examinations as highlighted in [JCQ's Instructions for conducting examinations document](#).

JCQ centre inspection

Centres should expect to receive at least one JCQ centre (general) inspection during the summer exam series. In preparation for this inspection(s), senior leaders and exams officers should create time to review/read the following:

- Previous inspection reports (summer 2024 and, if applicable, November 2024)
- The Exams Office – [A guide to JCQ centre inspections](#) (available in [The Exams Office Hub](#))
- National Association of Examinations Officers article: [Preparing for a JCQ centre inspection](#)

Podcasts

Our latest podcasts from [The Exam Room](#) are now available. They focus upon the following areas to support you through the summer exam series:

- (Episode 3) Preparing for each exam session: The tasks to be undertaken ahead of each exam session
- (Episode 4) During an exam: Dealing with issues which may occur during an exam
- (Episode 5) At the end of the exam: The tasks to be undertaken at the end of the exam

Our next episodes which will focus upon results and post-results will be available during week beginning Monday 2 June.

Senior leader/line manager meeting agendas

Meeting agendas for June, July and August to support senior leaders/line managers in overseeing/managing examinations and assessments within their centre have been added to the [Senior Leader/Line Manager Exam Support website](#).

Membership/access to this website is free of charge for senior leaders/line managers and exams officers.

Supply agency support

After numerous requests from invigilator supply agencies for The Exams Office to train their invigilators, we have decided to offer in person training to these providers to ensure that their invigilators meet JCQ requirements and are aware of the relevant JCQ regulations.

We are currently trialling this with AK Teaching, based in Sunderland. Please see the [Third Parties](#) section of our website for more information.

May ARTICLE

Although the focus of exams officers is on conducting the summer exam series, it is also important to begin to consider arrangements for the downloading and dissemination of results to candidates and the process for managing post-results enquiries. This is also likely to be the final opportunity to issue any relevant information to candidates before they embark upon 'study leave' or start their examinations.

To support exams officers in identifying their role and responsibilities in the results and post-results process, The Exams Office has published the following article:

- RESULTS AND POST-RESULTS: EXAMS OFFICER ROLE AND RESPONSIBILITIES

The Exams Office NEWS and UPDATES

Annual Dispatch

Reminder: 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 Exam Room Podcast

Reminder: The Exams Office, in partnership with OCR and the National Association of Examinations Officers, produces [The Exam Room Podcast](#).

Exams officer and senior leader training 2025/26

The booking portal for our 2025/2026 training events is now open for the following events:
Experienced exams officers – Exam changes and updates for the 2025/2026 academic year

- [Coventry \(25 September\)](#)
- [London \(2 October\)](#)
- [Leeds \(7 October\)](#)
- [Bristol \(13 October\)](#)
- [Manchester \(23 October\)](#)

Senior leader/line manager – Exam changes and updates for the 2025/2026 academic year/Supporting your exams officer

- [London \(3 October\)](#)
- [Leeds \(8 October\)](#)

New exams officer training – Actions for Autumn

- [Coventry \(26 September\)](#)
- [London \(1 October\)](#)
- [Leeds \(6 October\)](#)
- [Bristol \(14 October\)](#)
- [Manchester \(24 October\)](#)

We strongly advise all exam officers – new and experienced – to only attend training events which have been organised by established training providers who work in partnership with awarding bodies to guarantee that the information provided is accurate

The Exams Office Hub

Exam Room Clock Tool

Reminder: This tool is now available to members of The Exams Officer as part of their membership.

Users have the option to display a large digital clock with the centre number and date or to also include exam information.

Please visit [The Exams Office website](#) for more information.

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 access or other issues, 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)

For example:

The name of your Centre Admin will need updating if your Centre Admin has left the role during this academic year

If the Centre Admin role has been taken over by a different member of the team and, although they are listed on the Hub, their role needs to be changed to Centre Admin

If your Centre Admin is due to change after 31 May 2025, do make a note in your diary/hub calendar, etc to remind you to make this change before the start of the new academic year to avoid any system access issues for your centre in 2025/26

- **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

National Association of Examinations Officers NEWS and UPDATES

Exams Officer of the Year 2025

Reminder: The NAO is requesting [nominations for the Exams Officer of the Year award for 2025](#). The nomination window closes on 31 May.

Over 75 nominations have already been submitted based on the following criteria:

- **Impact:** Demonstrating positive change within centre or beyond.
- **Innovation:** Devising innovative processes which promote efficiency and effectiveness and/or creating procedures which guarantee the integrity and security of the examination system, and a 'level playing field' for candidates, within their centre:
- **Support:** Having a positive influence amongst others:
- **Any additional evidence** which demonstrates excellence but is not captured in the categories of Impact, Innovation or Support.

Summer Conference 2025

Over 200 bookings have been received for the conference which takes place at the Kia Oval Cricket Ground, London on Monday 30 June.

Capacity is limited to 300 delegates so if you would like to attend, please [book your place](#) as soon as possible to avoid disappointment.

May message and articles

CEO Message: [Summer Conference 2025](#)

(Exams article) [Preparing for a JCQ centre inspection](#)

(Mindfulness and Wellbeing article) [Creating a calm exam space](#)

Member rewards

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

James Hall
Sarah Hartley
Kim Helyer
Devasri Rawji
Lindsay Wheldrake

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

MAY 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 focus is now clearly on last minute preparations for and conducting exams during May and June.

ENTRIES

Continue to process any required changes to final entries for the **Summer 2025** exam series. Consider the impact any changes made at this late stage of the exam cycle will have on exam preparation tasks (rooming, seating, resources, invigilation, attendance registers, exam materials, etc.).

PRE-EXAMS

Submit centre assessed marks (and required samples of candidates' work for moderation) and endorsement grades to the awarding body deadline(s) for the **Summer 2025** exam series.

EXAM TIME

Start to conduct the **Summer 2025** exam series.

Complete any required administrative follow up/reporting after an exam has taken place and to the timescale/deadline indicated by the awarding body.

Dispatch all exam scripts as required and manage collection/dispatch of scripts as instructed for any exams held on Friday 23May.

RESULTS AND POST-RESULTS

As may be applicable:

Complete the management and administration of the **January 2025** exam series. Submit any final requests for post-results services for the **March 2025** exam series.

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.

MAY 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: JUNE SUPPORT GUIDE](#)

[RESULTS AND POST-RESULTS](#): (Updated for the Summer series)



- A GUIDE TO MANAGING RESULTS AND POST-RESULTS
- A GUIDE TO ADMINISTERING POST-RESULTS SERVICES
- POST-RESULTS SERVICES: DEADLINES, FEES AND CHARGES TEMPLATE
- POST-RESULTS SERVICES: REQUEST, CONSENT AND PAYMENT FORM TEMPLATE
- CANDIDATE PERMISSION FORM TEMPLATE
- CERTIFICATE COLLECTION INFORMATION FOR CANDIDATES TEMPLATE

A reminder of updated documents/resources published in April:

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

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

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