

MEMBER MESSAGE

Managing exams...but also preparing for results day(s) and post-results

As we approach the mid-point of the summer exam series, we hope that exams are being delivered successfully in your centre and that you had a well-earned break during half term last week.

In response to numerous questions in recent weeks requesting clarity over the special consideration process, our June article explains [what constitutes special consideration and when and how it can be applied](#).

We have also been asked by a number of exams officers for support in informing candidates and parents/carers about JCQ regulations and what is/is not permissible. Consequently, The Exams Office and the NAO have jointly produced a [Key information for candidates and parents/carers](#) document which clarifies the regulations and can be shared with your candidates or their parents/carers. This document could also be signposted to in instances of challenge/undue pressure.

As your attention will soon turn to results and the post-results period, please read our May article – [Results and Post-Results: Exams officer role and responsibilities](#) – which considers the main aspects of disseminating results to candidates and managing the post-results services process. Also refer to our extensive range of [key documents](#) intended to support to you in managing the results and post-results stage of the exam cycle.

Parcelforce collections

If you are experiencing any issues with the collection of scripts by Parcelforce as part of the yellow label service, please refer to the information on the [DfE website](#) or contact the Parcelforce Worldwide Exams Helpdesk on 0344 561 7998.

As a reminder however, you can also [report any issues](#) which you may be experiencing, and provide positive feedback in relation to the Parcelforce yellow label service, via the [NAEO website](#). We will ensure that your issue is addressed by colleagues at Parcelforce.

Podcasts

Our latest podcast from [The Exam Room](#) is now available. It focuses upon the effectively managing a results day(s):

- Episode 6 – Results day(s): Managing a results day(s) – regulations and good practice

Our next episode which will focus upon post-results will be available during week beginning Monday 30 June.

Exams Timetable Tool

To support exams officers and senior leaders in their planning, the [Exams Timetable Tool](#) has been updated for the 2025/2026 academic year.

The tool includes timetable data relating to a range of qualifications delivered by AQA, OCR, Pearson, WJEC (NCFE and OxfordAQA data to follow). The Exams Office would like to thank these awarding bodies for providing their information.

June ARTICLE

SPECIAL CONSIDERATION – WHAT, WHEN AND HOW explains the process and when and how it is applied during an exam series.

The Exams Office NEWS and UPDATES

Annual Dispatch

Final reminder: Our 2025/26 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 Training 2025/26

Reminder: Bookings continue to be taken for our training events which take place during autumn 2025 and spring 2026. As capacities at certain venues may be limited, we urge you to book your place on the relevant event(s) below as soon as possible:

- [EXAM CHANGES](#)
- [NEW EXAMS OFFICER](#)
- [SENIOR LEADER/LINE MANAGER](#)

The Exams Office Hub

Assessments

Completion and certification of any current [online assessment](#) must take place by the **end of July** as all (2024/25) assessments will then be archived. (2025/26) Assessments will be launched

early in the new academic year (subject to the publication of all relevant 2025/26 JCQ documents).

Exam Room Clock Tool

Based on current user feedback the following enhancements have been made:

Clock with exam information: The size of the actual timings has been increased to the maximum that can be displayed without impacting on the other exam information displayed.

Clock only: The time display has been significantly increased.

During the current exam series it would not be prudent to make any fundamental changes, but we intend to review the display ahead of the 2025/26 academic year as we are keen to continually improve this tool/all our tools, and act on member feedback where possible, to ensure they meet exam management needs in member centres.

Exams Timetable Tool

The tool was updated during May to add final timetable data for the following:

- AQA (Jan-26, Summer-26 series)
- OCR (Jan-26, Summer-26 series)
- Pearson (Autumn-25, Winter (Jan-26, Feb-26), Summer-26 series)
- WJEC (Summer-26)

Key Dates Calendar Tool

The tool was updated during May to add:

- JCQ (GQ) Key Dates - June (Summer) 2026
- JCQ Post-Results Services key dates and deadlines for the June (Summer) 2025 series
- OCR post-results services deadlines for June (Summer) 2025 series

Provisional Exams Timetable Tool

Data for summer 2026 was removed from the tool when the awarding bodies published their final timetables on 6 May 2025.

Provisional timetable data for summer 2027 will be added to the tool once The Exams Office receives this information directly from AQA, OCR, Pearson and WJEC in early 2026.

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

- **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

The nomination window for the [Exams Officer of the Year 2025](#) closed on 31 May.

All nominations are now being reviewed and shortlisted for consideration by our judging panel made up of representatives from key stakeholders. The overall winner and runners up will be contacted once judging has been completed. The *Exams Officer of the Year* announcement will be made during the [Summer Conference](#).

Summer Conference 2025

Over 250 bookings have been received for the conference which takes place at the Kia Oval Cricket Ground, London on Monday 30 June. The [delegate letter](#) will be available in mid-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.

June message and articles

CEO Message: [What has JCQ ever done for the exams officer community?](#)

(Exams article) [Key information for candidates and parents/carers](#)

(Mindfulness and Wellbeing article) [Is all stress bad for us? How to use stress to your advantage](#)

Member rewards

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

Amy Coulis
Sarah Joint
Heidi Leggett
Patrick McNulty
Gillian Ronksley

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 NAEO 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

JUNE 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 time may prompt questions to be asked about exams next year, so be prepared.

The issue of final timetables for the **November 2025**, **January** and **Summer 2026** exam series on awarding body websites (and included in the [Exams Timetable Tool](#)) are points of reference for questions about exam dates.

GCSE English Language and Mathematics offered in the November exam series is only available to candidates who have reached at least the age of 16 on or before the preceding 31 August (these can be taken as a first-time entry and/or more commonly as a re-sit entry).

JCQ [Key Dates](#) – **November 2025** and **June 2026** are available (and included in the [Key Dates Calendar Tool](#)) are further points of reference.

As time allows, consider planning for the new academic year and start to gather any updated information for 2025/26 as this is made available by JCQ and relevant awarding bodies.

ENTRIES

As may be required, continue to process and submit any required changes (amendments and/or withdrawals) for the **Summer 2025** exam series to the relevant awarding body up until the time of the exam(s) and even slightly beyond if necessary. A mismatch on entries with those candidates who actually sat an exam could delay the issue of results if not resolved.

PRE-EXAMS

Continue to manage preparation for conducting the remainder of the **Summer 2025** exam timetable

EXAM TIME

The daily management of the **Summer 2025** exam timetable resumes on 2 June (after any half term holiday period you may have managed to take).

Ensure all exam scripts have been dispatched as required and any necessary post-exam related follow up is completed and submitted to the awarding body according to the timelines required.

Ensure any communications or queries from awarding bodies on post-exam related matters are dealt with as a priority.

RESULTS AND POST-RESULTS

As the pressure of the June exam timetable starts to ease, consider preparation for August results day(s) and beyond.

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.

JUNE 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 in the Hub this month include:

NEW EXAMS OFFICER: JULY SUPPORT GUIDE

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

- RESULTS DAY CHECKLIST TEMPLATE
- POST-RESULTS SERVICES CHECKLIST TEMPLATE
- AWARDING BODY RESULTS AND POST-RESULTS INFORMATION LINKS TEMPLATE

A reminder of updated documents/resources published in the Hub during May:

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