

MEMBER MESSAGE

It's August...so it's all about results...and post-results

We hope that you have had a chance to take a well-earned break to recuperate after the summer exam series and to enjoy the summer.

Early reflections on the summer exam series suggest that it was delivered very successfully across the vast majority of centres - thanks in no small measure to your commitment and diligence. The National Association of Examinations Officers (NAEO) has obtained early feedback from the summer series and identified the following ten areas as the cause for most concern within centres and amongst exams officers:

- The volume of access arrangements, particularly supervised rest breaks and the use of word processors
- Lack of rooms (partly caused by the increasing number of access arrangements)
- Lack of invigilators
- Parental pressure for access arrangements/alternative rooming
- Time taken to copy question papers onto coloured paper
- Exam Timetable - clashes and large GCSE and A level exams taking place in the same session
- Lack of SLT support/decision making and knowledge of regulations
- Timing of MFL speaking test window
- Lack of dispatch envelopes from AQA
- Incorporating extra time for Music exams

The NAEO has forwarded this feedback to the DfE, Ofqual, JCQ and the awarding bodies to ask them to consider these issues and implement measures to address them so they do not impact centres and exams officers in future exam series.

However, as August arrives, the focus turns to result day(s) and the subsequent post-results enquiries.

This update includes information on the support available to exams officers in managing results and post-results, and a look ahead to our autumn training events and additional/updated online training and assessment which will be available to centres in September.

Results and Post-Results: support materials

Our latest [Question Time podcast](#), which focuses upon *Sharing examination information/results with third parties (including those with parental responsibility)*, is now available and supports the [article on a similar theme which was published by the NAEO in March](#).

We have also published a podcast in partnership with OCR which offers advice on [Managing a results day\(s\) – Regulations and good practice](#).

To support exams officers in managing the results and post-results process within their centre, the following documents are available within the Key Documents area of [the Hub](#):

[Preparing for the issue of results](#)

- *A guide to managing results and post-results* - Provides a brief overview of the main aspects of the processes that need to be managed in the main summer results and post-results period
- *Awarding body results and post-results information links template* - Provides a central point of reference to links to selected awarding body results and post-results information that will be useful for the summer series
- *Candidate permission form template* - Provides a process to gather permission for results and/or certificate collection where candidates cannot attend the centre to collect these in the normal way
- *Results day checklist template* - Provides a way of drawing up a list of key tasks that need/may need to be undertaken to effectively plan and prepare for results day(s) in summer and beyond

Managing post-results services

- *A guide to administering post-results services* - Post-results services are offered by awarding bodies after the issue of exam results; this guide is intended to support exams officers in understanding the services and how to effectively plan and prepare to administer them
- *Post-results services checklist template* - Provides a way of drawing up a list of key tasks that need/may need to be undertaken to effectively plan and prepare for the administration of post-results services in summer
- *Post-results services: deadlines, fees and charges template* - Provides the opportunity to collate awarding body information on deadlines, fees and charges for post-results services into one document as a point of reference for candidates and centre staff
- *Post-results services: request, consent and payment form template* - Provides a form that could be used to explain to candidates the full range of post-results services available and the agreement they are entering into by requesting to review their result(s) or requesting the return of copies of their scripts
- *Post-results services: tracking log template* - Provides an example spreadsheet that could be used to log and track requests submitted to awarding bodies

Exams officer and senior leader training 2025/26

The Exams Office is delighted to announce that from September 2025, OCR will be our exclusive awarding body training partner for all exams officer and senior leader/line manager training events. This collaboration will help us to deliver quality training and professional development for exams officers and senior leaders

The [booking portal for our 2025/26 training events](#) is available for the following:

Experienced exams officers: Exam changes and updates for the 2025/26 academic year

- [Coventry \(25 September\)](#) - 41 places remaining
- [London \(2 October\)](#) - 55 places remaining
- [Leeds \(7 October\)](#) - 26 places remaining
- [Bristol \(13 October\)](#) - 22 places remaining
- [Manchester \(23 October\)](#) - 47 places remaining

Senior leader/line manager: Exam changes and updates for the 2025/26 academic year/Supporting your exams officer

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

New exams officer training: Actions for Autumn (This training is also suitable for senior leaders wanting to acquire a good working knowledge of the examination system)

- [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.

Planning Dispatch

From September, all member centres will be able to acquire a copy of The Exams Office Planning Dispatch which will include:

- An Exams Manual folder (A4)
- A set of labelled dividers to organise exams-related information within the manual
- A 'To-do' pad
- The 2025/2026 Exam Calendar (available until November)

This dispatch was previously sent on a biennial basis to all member centres, however, from September centres will be able to order one copy of the Planning Dispatch (should they wish to receive it) every academic year as part of their membership to The Exams Office.

Further information will be sent to all members in early September.

National SENCo Conferences

The NAO is proposing to host a north (Old Trafford, Manchester) and south (Wembley, London) [National SENCo Conference](#) during early 2026. These conferences are being arranged to support SENCos in managing access arrangements within their centre and to meet JCQ requirements for SENCOs to 'undertake regular CPD such as attending an annual update course on these [Access Arrangements and Reasonable Adjustments] regulations'.

Please inform your SENCo (or equivalent role) that further information on these conferences will be available in September.

The Exams Office National Conferences

Senior Leader/Line Manager Exams Conference

The Exams Office, in partnership with The Learning and Skills Office, will be announcing the booking process for the [National Senior Leader/Line Manager Exams Conference](#) (Wembley, London 28

January) in September. We encourage exams officers to inform their senior leader of the date and venue of the conference, so they are prepared to book their place.

Exams Officer Conferences

The Exams Office will, once again, be hosting its annual [National Exams Officer Conferences](#). The booking window will open at 9am on 3 November – so please add this date to your diary to ensure that you acquire your complimentary place.

We are exploring the possibility of a 'live' stream from the London conference...more details to follow in due course.

Updated invigilator training and assessment portal

In early September, The Exams Office will be launching its updated Invigilator Training and Assessment Module. This now includes:

- Four units which provide comprehensive training for new and experienced invigilators, those invigilating on-screen tests, and invigilating/facilitating access arrangements
- The requirement for users to only repeat questions answered incorrectly
- The addition of self-assessments
- A comprehensive reporting system for exams officers to assess their invigilators

Exam-related cyber security training

We will be launching an online, certificated exam-related cyber security training and assessment module in early September.

This module will help centres and exams office staff meet JCQ requirements for cyber security training and will be available as part of your membership to The Exams Office.

Invigilator Rota Planning Tool

To support exams officers in managing their invigilator timetables, The Exams Office is launching an Invigilator Rota Planning Tool.

This will be available within the Hub and offered as part of your membership to The Exams Office.

'Second pair of eyes check' form

In response to requests from exams officers to save time during an exam series/prior to an examination, The Exams Office will be launching a tool within the Hub which will enable exams officers to download pre-populated 'Second pair of eyes check' forms.

Invigilator badges

In the coming weeks, we will be emailing member centres with an exclusive opportunity to pre-order high quality enamel badges with butterfly clips which can be presented to invigilators to celebrate their role in supporting the delivery of exams during the summer series and/or over an academic year.

These badges will be available in a range of colours, with or without the inclusion of the year.

Our September update will be published during week beginning 1 September in which we will provide additional information on the launch of the innovative and exciting online tools detailed above which will help you in your everyday role.

ARTICLES

As it's the end of the academic year and the focus is on results day(s), our next [article](#) will be published for September.

The Exams Office NEWS and UPDATES

Contacting The Exams Office

As a reminder, our phone lines are closed until **Monday 1 September**.

Our email service continues as normal during this period, by contacting the relevant team directly:

- Exams Training event enquiries: training@theexamsoffice.com
- Finance enquiries: finance@theexamsoffice.com
- Membership enquiries: membership@theexamsoffice.com
- General enquiries: contact@theexamsoffice.com

Exams Training 2025/26

As a reminder, details of our training events taking place during autumn 2025 and spring 2026 are provided through the links below:

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

The Exams Office Hub

Assessments

As a reminder, 2024/25 [assessments](#) have been archived.

Assessments for 2025/26 will be available early in the new academic year (subject to the publication of all relevant updated JCQ documents).

Exams Timetable Tool

The **tool** has been updated to add final timetable data for the following:

- OxfordAQA (Jan-26)

Key Dates Calendar Tool

The **tool** has been updated to add key dates data for the following:

- Pearson UK key dates 2025/26
- AQA 2025/26 key dates
- OxfordAQA 2025/26 key dates

Expired key dates relating to 2024/25 exams series have been removed from the tool.

Access to The Exams Office Hub

Our annual system update takes place on Monday 4 August, and there are actions required following this update:

Action required by Centre Administrators (those designated the user role **Centre Admin**)

On first time login on or any time after **5 August 2025**, the Centre Admin will be required to verify all centre users again before access is restored for all centre users.

To verify centre users, once logged in (current login credentials remain valid), the Centre Admin will be presented with a list of centre users from the 2024/25 academic year. Centre Admin is then required to select the centre users they want to carry forward into the 2025/26 academic year. Any user not selected/verified will be removed from the system.

Once the list of centre users has been verified, the validation 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 Admin has approved/verified the centre user accounts, the user will be prompted to contact their Centre Admin. Centre Admin must perform the centre verification process before centre user accounts are restored and active once again.

Centre Admin users - do we hold the correct information for your centre?

We ask that you regularly review the information we have listed for your centre in the Hub. To avoid any potential issues (such as user access, inability to book a conference place, non-receipt of the Annual Dispatch, etc. 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 leaves the role during the new academic year

If the Centre Admin role has been taken over by a different member of the team and, although they are listed in 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

July message and article

CEO Message: [Supporting SENCOs...to enable us to support exams officers](#)
(Mindfulness and Wellbeing article) [Success is not just about grades...is it?](#)

Member rewards

As we look forward to the new academic year, the next randomly selected winners will be announced in the September member rewards draw.

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

AUGUST 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 on preparing for the release of results this month.

ENTRIES

After the release of results to candidates, questions may be asked about, or requests for entries to be made in, the [November 2025](#) series. Refer to awarding body final exam timetable information and/or the [Exams Timetable Tool](#) to confirm exam dates.

RESULTS AND POST-RESULTS

In the run up to results day(s), ensure your centre's IT systems are working or liaise with relevant centre staff to ensure access to systems will be available when needed. Refer to JCQ's [Release of results](#) notice to confirm the restricted release of results arrangements.

(For centres using a MIS for exams administration) If not already done so, follow any guidance from the MIS provider in terms of preparing for results download, for example conducting a test run or running a required update (such as applying a patch).

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.

AUGUST 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 during August include:

[NEW EXAMS OFFICER:](#)

- INDUCTION SUPPORT GUIDE
- SEPTEMBER SUPPORT GUIDE

[TERMLY CHECKLISTS:](#) AUTUMN TERM 2025/26

[PLANNING:](#) (Subject to the publication of relevant JCQ documents)

- A GUIDE TO MANAGING CONFIDENTIALITY AND SECURITY IN THE EXAM CYCLE
- DECLARATION OF INTEREST FORM TEMPLATE
- CONFLICTS OF INTEREST LOG TEMPLATE
- CONFIDENTIAL MATERIALS LOG TEMPLATES

[ENTRIES:](#)

- A GUIDE TO MANAGING ENTRIES
- A GUIDE TO AVOIDING LATE ENTRIES
- MANAGING ENTRIES: CANDIDATE NAMES AND GENDER IDENTITY
- DEADLINES FOR ENTRIES, FEES AND CHARGES TEMPLATE (November series)
- EXTERNAL ENTRIES COLLECTION FORM TEMPLATE
- CHANGES TO ENTRY INFORMATION FORM TEMPLATE
- LATE ENTRY FORM TEMPLATE
- INTERNAL ENTRIES COLLECTION FORM TEMPLATE

[EXAM POLICY TEMPLATES:](#) (Subject to the publication of relevant JCQ documents)

- POLICY CHECKLIST

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

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

[PLANNING:](#) (Updated for the new academic year)

- EXAMS OFFICER/LINE MANAGER MEETING REPORT FORM TEMPLATE
- JCQ DOCUMENTS CHECKLIST TEMPLATE
- A GUIDE TO MANAGING PRIVATE CANDIDATES

- PRIVATE CANDIDATE: PRELIMINARY INFORMATION AND ENTRY FORM TEMPLATE

ENTRIES: (Updated for the new academic year)

- EXAM ENTRY/RESIT FORM TEMPLATE
 - PRIVATE CANDIDATE: PROVISIONAL ENTRY CONFIRMATION TEMPLATE
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