ACCESSING AND COMPLETING ONLINE TRAINING AND ASSESSMENTS
ASSESSMENTS USER GUIDE

HOW TO ACCESS YOUR USER ACCOUNT IN THE EXAMS OFFICE HUB

(**First time user**)

An invigilator/centre staff user account will be created for you by your centre's exams officer who will then provide you with your login details.

Once you have your login details you will need to take the following steps for **first time** login:

- go to The Exams Office public website www.theexamsoffice.org

- from the Home page, click on the **Invigilator Login** button at the top of the screen


- enter your login details (email address and password) and verify the **I'm not a robot** reCAPTCHA

- click **Login**

- read through the **Terms of Use**

- to agree to these terms, tick and click **Submit**

- you will then be taken to your **Dashboard,** where you are strongly advised to update your password to something more secure

- to update your password, click on your account (your) name (top right) and select **Edit**
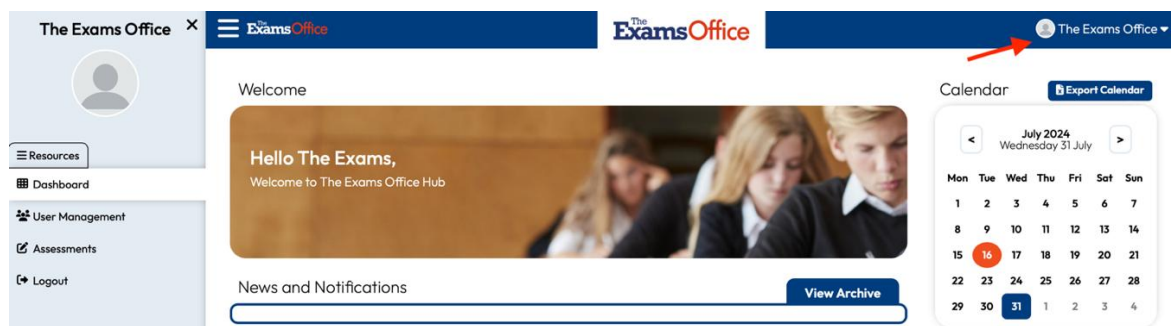
- enter your new password in the **Update user password** and **Re-enter Password** fields

- click **Submit**

How to subsequently login to The Exams Office Hub

To access your account any time after your first time login, simply login from The Exams Office website using the **Invigilator Login** button or go directly to the Hub login screen here.

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HOW TO ACCESS ASSESSMENTS

To access the training and assessments available to you based on your user role:

- Select **Assessments** from the Resources menu on the left-hand side of the screen
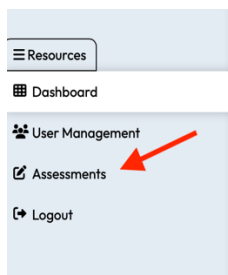
- You will then see the assessments available to you (these may differ from those shown in the below image depending on what has been set for you by your exams officer)

- Choose the assessment you need to undertake and select See Sections in the **Action** column:
  - read through the confirmation/declaration (this only appears when accessing the assessment for the first time)
  - to confirm, tick and click **Submit** (if you are not able to agree to the terms, you will be unable to progress any further and should take up this issue with your exams officer)

  You will then see the sections that make up the assessment you have selected.

To enter the assessment, click the **Start** button in the **Action** column of (Section 1).
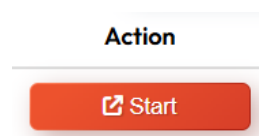
A new window will open, and the screen (landing page) will load. You will then see the instructions and the 3 Steps to follow. (only **Step 3 - Assessment** will show when completing the *Invigilator Digital Accreditation* (IDA)*)
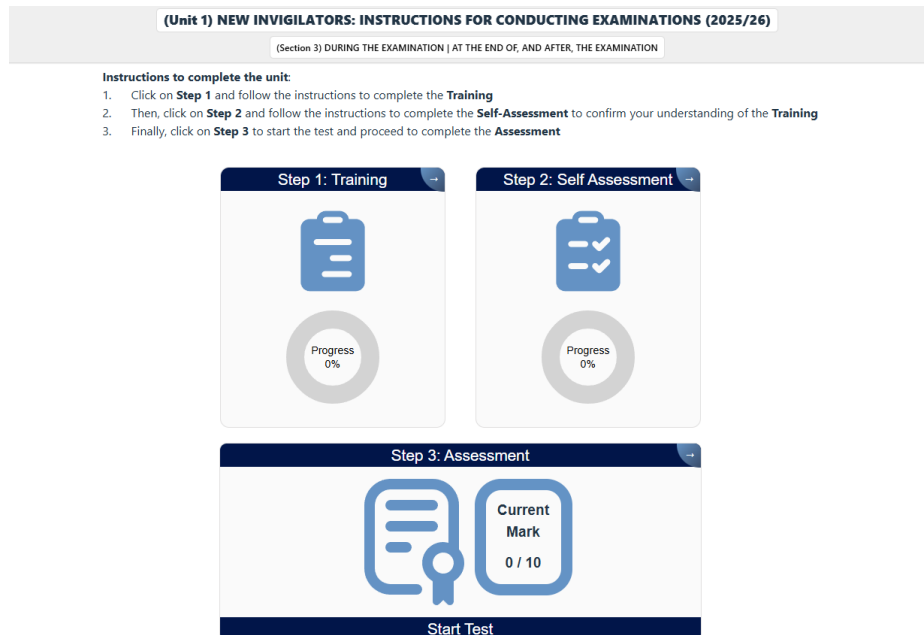
HOW TO COMPLETE ASSESSMENTS

On the landing page of each section, you will see the following:

- Step 1: Training
- Step 2: Self-Assessment
- Step 3: Assessment

* When completing sections of the IDA, you will only see the Assessment option as there is no training or self-assessment element. The IDA is simply designed to further assess and measure the knowledge and understanding of trained/experienced invigilators.

Step 1 is the **Training** element.
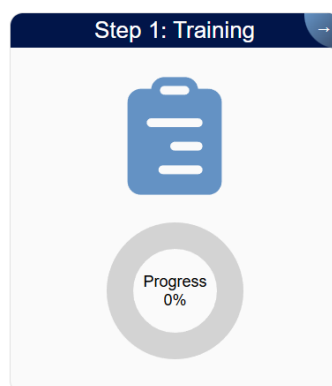
Click on the Step 1 icon.

Take your time. Thoroughly read through all the information given, click on the hyperlinks provided to refer (in full) to the relevant section(s) of the JCQ regulations (as detailed under the various headings) to support your knowledge and understanding.

At the end of the section your knowledge and understanding will be assessed (tested)

In most sections, links to **Training Videos** (or video) are also provided at the end of each page. These are intended to further support your understanding by reiterating a selection of content contained in the training.

When you are confident that you have absorbed and understand the information you have read and the video(s) you have seen, at the end of the page, click **Mark as Read/Viewed.**
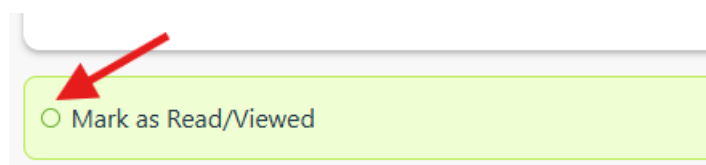
Step 1 is now complete. Select the **Back to Home** button to see progress now shows as 100%.
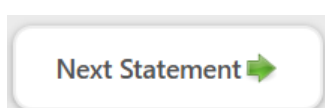
Step 2 is the **Self-Assessment** element.
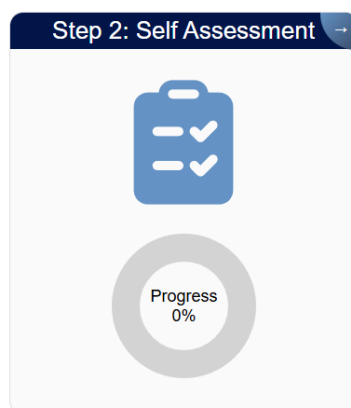
The purpose of the self-assessment is for you to confirm your awareness and understanding of the JCQ regulations and the centre's requirements.

To complete the Self-Assessment, click on the Step 2 icon:

• work through the statements in order, reading and absorbing what the statements confirm and click to confirm your awareness (understanding) using the button at the bottom of the page (if you do not feel confident to click the **Aware** button, select **Back to Home** and return to Step 1 to re-read, then return to Step 2 to continue)

• select **Next Statement** when you are ready to move on

• when all statements have been confirmed, select **Back to Home**

Back to Home
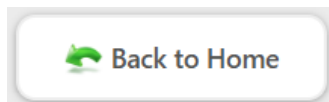
Providing all statements have been confirmed as **Aware,** Step 2 is now complete, and progress will show as 100%

You can download a copy of your self-assessment information via the Assessments area, by clicking the **icon** under the **Details** column.

#	Title	Mark			Details	Status
1	(Section 1) SECURITY | TIMETABLING OF TESTS | USE OF CALCULATORS | RESOURCES | ACCOMMODATION | INVIGILATION ARRANGEMENTS | EMERGENCIES | FINISHING THE EXAMINATION	10 / 10	✓	PASS	☰	COMPLETE

- click the **Self-Assessment** button in the top right corner
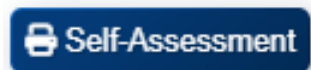
- click the **Save** icon to save to your device
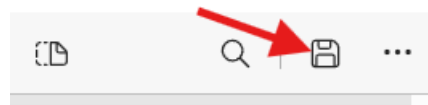
- click the 3 lines in the top right corner and select **Print** to print a copy of your self-assessment

Step 3 is the **Assessment** element.

To complete the Assessment, click on the Step 3 icon:

(Again, take your time. If unsure of a question/answer, refer separately to the relevant JCQ regulation as shown in each question as a Reference)
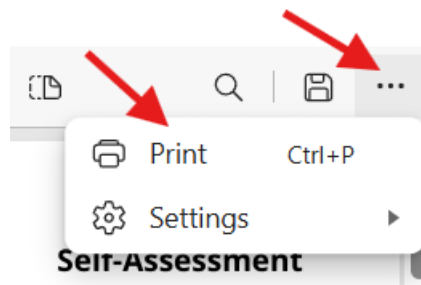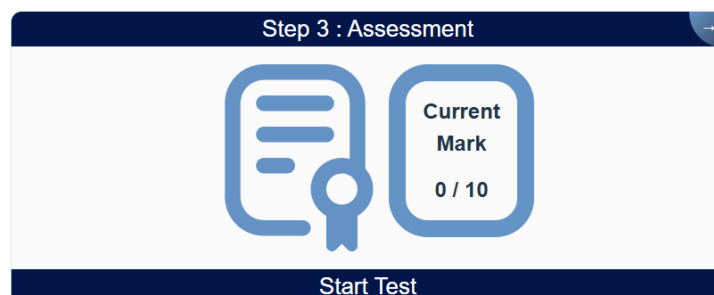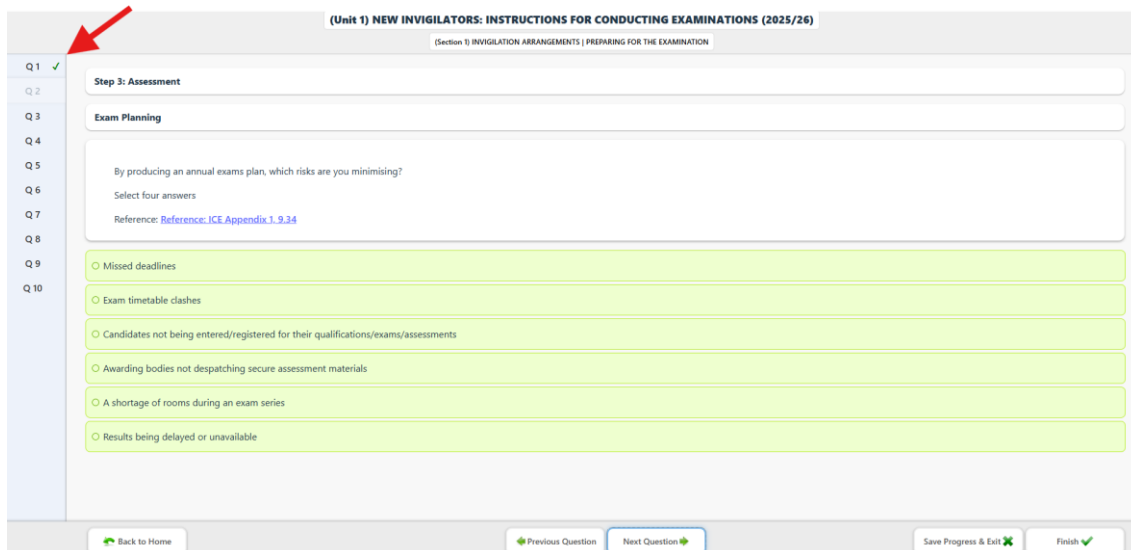
- work through the questions

- once a question has been answered the question number on the left will show a green tick

- click **Next Question** to move on

   If at any time you wish to go back to a question to review/change your answer(s) click the **Previous Question** button to take you back to the relevant question

   If for any reason you need to leave the Assessment and resume at a later time, you can select **Save Progress & Exit** (this will save where you are up to and take you back to the Assessment screen)
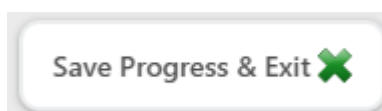
- when you are satisfied with your answers, select **Finish** in the bottom right corner
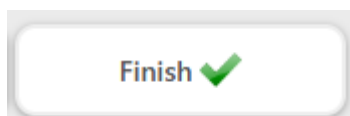
- if any question has been answered incorrectly, a pop-up will show your mark and a link to the relevant document (or source of reference, where applicable) on which the question was based

   (Click on the link (which opens in a separate window), to go directly to the reference document to re-read before re-attempting the question/Alternatively, if there is no specific reference document, click the **Exit** button and return to Step 1 to re-read)

Your Mark is 7 out of 10

Before re-attempting the test, click on the link bleow to re-read the following section(s)

1. Exam Planning Reference: ICE Appendix 1, 9.34

2. A guide to the awarding bodies' appeals processes Reference: ICE Appendix 1, 9.5

3. Instructions for conducting examinations Reference: ICE Appendix 1, 9.6 (Finishing the examination)

Click Re-attempt to answer the 3 questions which you have answered incorrectly

Re-attempt 🔄   Exit ❌

- after re-reading via the link within the pop-up and you feel ready to re-attempt the incorrectly answered question(s), select **Re-attempt** (you will only be asked the questions you incorrectly answered on your previous attempt)

Re-attempt 🔄

Alternatively, if you wish to re-attempt at a later time, select the **Exit** button (which will take you back to the Assessments screen) from where you can Logout (When you are ready to re-attempt at a later time, simply click on the Step 3 icon to continue)

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HOW TO VIEW YOUR RESULT(S)

In the Assessments area:

- If the assessment has been successfully achieved, your result will show as **Pass** and the status will show as **Complete** (the assessment for this section cannot be, and would have no reason to be, taken again this academic year)

#	Title	Mark		Details	Status	Action
1	(Section 1) INVIGILATION ARRANGEMENTS	PREPARING FOR THE EXAMINATION	10 / 10 ✓	PASS	☰	COMPLETE	🔲 Revisit training

- If you would like to revisit the training element of any section once passed, you can do so by clicking **Revisit Training** (this will just allow you to read through the training information and/or view any training video(s) relevant to that section)

🔲 Revisit training

- If unsuccessful, your result will show as **Fail** and the status will show as **Incomplete** (The assessment can be attempted again, either immediately or on login at a later point, by clicking the **Re-attempt** button)

- To view the questions answered (correctly or incorrectly) click on the **icon** under the **Details** column

#	Title	Mark		Details	Status	Action
1	(Section 1) SECURITY	TIMETABLING OF TESTS	USE OF CALCULATORS	RESOURCES	ACCOMMODATION	INVIGILATION ARRANGEMENTS	EMERGENCIES	FINISHING THE EXAMINATION	8 / 10 ✗	FAIL	☰	INCOMPLETE	🔲 Re-attempt

Please note: although there is no limit on the number of attempts taken to successfully achieve an assessment, multiple re-attempts may indicate a significant lack of knowledge and understanding of the JCQ regulations. Users in this position are **strongly** advised to re-read and thoroughly absorb the information in the training element of the section prior to re-attempting the test.

HOW TO ACCESS YOUR CERTIFICATE(S)

As soon as all sections within an assessment have been successfully achieved, the status of the assessment is shown as **Passed** and the certificate is issued.

Your exams officer may provide you with a copy. Your exams officer will also keep a copy on file for JCQ inspection purposes.

Alternatively, you can:

- select **Assessments** from the Resources menu
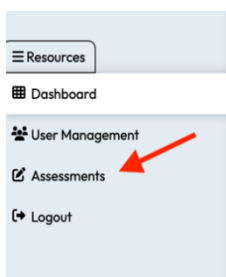
- click on the **Certificate** icon to view/download/export/print your certificate(s)

Title	Status	Result	Action	Terms	Certificate
(Unit 1) NEW INVIGILATORS: INSTRUCTIONS FOR CONDUCTING EXAMINATIONS (2025/26)	Not Started	0/3	☑ See Sections	📄	🔒
(Unit 2) INSTRUCTIONS FOR CONDUCTING ON-SCREEN TESTS (2025/26)	Passed	1/1	☑ See Sections	📄	📄
(Unit 3) UPDATE FOR EXISTING/EXPERIENCED INVIGILATORS (including JCQ regulation changes) (2025/26)	Not Started	0/1	☑ See Sections	📄	🔒
(Unit 4) SUPERVISING AND SUPPORTING ACCESS ARRANGEMENTS: INSTRUCTIONS FOR INVIGILATORS AND FACILITATORS (2025/26)	Not Started	0/3	☑ See Sections	📄	🔒
(Unit 1) CYBER SECURITY: ACCOUNT MANAGEMENT BEST PRACTICES (2025/26)	Not Started	0/2	☑ See Sections	📄	🔒