

## MEMBER MESSAGE

A summary of our updated/new support for the 2025/26 academic year, and information on further support which will be available in the coming weeks

It has been a very busy start to the new academic year, and although this is always the case, this September seems to be the busiest yet...so we apologise for the delay in the publication of any support materials which you may have expected to access during September.

Firstly, a reminder that the NAEO annual [Exams Officer Survey](#) has been launched. Please ensure that your voice/opinions are heard by completing the survey before 31 October...over 900 exams officers have already completed the survey since Friday.

In this month's message, we thought it would be beneficial to provide a summary of the updated/new support from The Exams Office and the National Association of Examinations Officers, and the additional resources which will be available in the coming weeks. The following resources are now available:

### The Exams Office

- [Online Invigilator Training and Assessment Module](#): This is a certificated training, self-assessment and formal assessment module which consists of the following four units:
  - Unit 1 - New invigilators: Instructions for conducting examinations
  - Unit 2 - Instructions for conducting on-screen tests
  - Unit 3 - Update for existing/experienced invigilators (including JCQ regulation changes)
  - Unit 4 - Supervising and supporting access arrangements: Instructions for invigilators and facilitators
- [Invigilator Digital Accreditation](#): An assessment based upon the contents of JCQ's *Instructions for conducting examinations* document which is designed to test experienced/existing invigilators' knowledge of the regulations relating to the conducting of an examination
- [Online Cyber Security Training and Assessment](#): This is certificated training which meets JCQ regulations as set out in the *General Regulations for Approved Centres* document (section 3.21). The Exams Office [online cyber security training and assessment module](#) within our Hub can be completed by all members of staff as part of your membership. A [user guide](#) is available within the Hub and from The Exams Office website
- [New Exams Officer Induction and Assessment Module](#): This is a certificated training, self-assessment and formal assessment module designed to support a new exams officer's induction to their centre and to the role
- [Planning Dispatch](#): Consisting of the Exams Manual, divider tabs, 50-leaf To-do Pad (and Exams Wall Calendar during October and November whilst stocks last). This can be collected in person by those attending one of our autumn training events or ordered via our online store

from 15 October (each UK-based member centre can acquire one free dispatch per academic year)

- **Invigilator Badges:** UK-based members can now claim their complimentary badges and, if required, order additional badges for invigilators who have completed at least one unit of the Invigilator Training and Assessment Module
- **Invigilator Rota Planning Tool:** A new tool which allows your invigilators to confirm their availability for internal tests/mock exams and external exams, and for you to allocate shifts and record this information within the Hub (see below for further information)
- A new **online Store** including *The Exams Office Exclusives* to order:
  - Head of Exams/Exams Manager, Lead Invigilator and Invigilator Lanyards
  - The Exams Office 1.25m Measuring Stick
  - Invigilator Badges
  - Planning Dispatch including Exams Wall Calendar
  - Exams Diary and Exams Wall Planner
- **Articles:** The following articles have been published:
  - September: [New exams officers: A guide to starting your new role](#)
  - September (additional article): [Cyber security – guidance on JCQ requirements](#)
  - October: [Undertaking an additional role as an exams officer](#)
- **Key Documents:** Over 100 documents have been reviewed and updated in the Hub for the 2025/26 academic year (with those outstanding being completed during October)
- **Policy Generator Tool:** The majority of the interactive templates within the tool have been reviewed and updated for 2025/26 (with those outstanding being completed by 6 October)
- **e-Cards:** Our October e-card is now available in the [Hub](#) to send to your invigilators to welcome them to the new academic year and to thank them ahead of the support which they will be providing during this academic year

### National Association of Examinations Officers (NAEO)

- **The Exams Officer Professional Standards:** A new, and improved, registration, visibility and management system has been launched with an updated *Toolkit* to guide you through the process to achievement of the Standards for 2025/26. You will need to [re-register \(create a new account\) for the 2025/26 academic year](#) even if you have used the platform in prior years, but once your updated account has been created, your existing details and history will be retrieved. The Exams Officer Professional Standards serves as a framework to set, monitor and record progress and achievement against targets each academic year. Once you have achieved your CPD targets, your line manager can claim a certificate on your behalf each academic year to record your achievement. Please visit [The Learning and Skills Office website](#) to register for the Standards and do book your first meeting with your line manager in October
- **Exams Officer Survey 2025:** The annual exams officer survey has been launched. Please ensure that your voice/opinions are heard by completing the survey before 31 October

- **Articles:** The following articles have been published:
  - o September: [JCQ regulations and shaping the exams officer role](#)
  - o October: [What is CPD...and what should I include in my CPD?](#)

**The following** tools/resources will be available in October:

- Exams Officer Digital Accreditation
- *Second Pair of Eyes* Check Form
- Conference booking information:
  - o [The Exams Office and The Learning and Skills Office: National Senior Leader/Line Manager Exams Conference](#) at Wembley (28 January)
  - o [NAEO: National SENCo Conferences](#) at Wembley (27 January) & Manchester (Emirates Old Trafford, 2 February)
  - o [The Exams Office: National Exams Officer Conferences](#) taking place at:
    - Bristol (Ashton Gate Stadium) 21 January
    - Coventry (CBS Arena) 23 January
    - London (Wembley) 29 January
    - Manchester (Old Trafford cricket ground) 3 February
    - Leeds (Headingley Stadium) 5 February

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### Invigilator Rota Planning Tool

This tool has been newly launched for the 2025/26 academic year to support exams officers in allocating, and managing, exam day/session shifts to their invigilators.

The [Invigilator Rota Planning Tool - The Exams Office](#), is our latest, easy to use and time saving, Hub tool launched for the 2025/26 academic year to support exams officers in allocating, and managing, exam day/session shifts to their invigilators and facilitates automatic updates between an invigilator and their exams officer.

[Here](#) gives a step-by-step guide to this free to use tool available to all members of The Exams Office.

The key benefits of the tool include:

- Automatic updates when an invigilator adds, or changes, their availability
- Email notification is sent to the invigilator to confirm when a shift is assigned
- Email notification is sent to the exams officer should any shifts be declined
- 'Drag and drop' invigilators between rooms and exams
- Provides a rota summary for both the exams officer (all shifts) and the invigilator (own shifts)
- Allows for rota upload to New Outlook and other *Share Calendar* options. *Share Calendar* will also automatically update if/when an invigilator availability or shifts change

- View invigilator progress against their online training and assessment prior to selection for a shift
- Allows the export, and printing, of rota(s)
- User Guide on every page with simple to follow instructions
- 'Traffic light' colour coding to support text: red (decline), amber (not responded), accepted (green) to easily distinguish status of shift
- Mobile friendly tool, can be viewed, and used, on any size of device

For the Centre Admin/Exams Officer:

Rota set-up/rota management pages are: **Rooms, Exams, Planner and Summary**

**Create Rooms** - add the name of the exam rooms in your centre

**Create Exams** - select exams from the *Exam Timetable Tool* or manually add internal exams e.g. mocks

**Planner** - create the rota in *Planner* once an invigilator has submitted their availability:

- Invigilator availability can be exported to New Outlook (and similar) via *Share Calendar*
- Automatically populate rooms and exams with invigilators who have marked themselves available for a session
- Session options are am and pm
- Progress can be saved as you go along
- Additional instructions can be added before the shift notification is emailed to the invigilator

**Summary** - provides a summary view of all invigilators/shifts allocated and the status of each (accept, decline, not responded)

- View if invigilator(s) have accepted, declined, or not responded to your shift allocation
- View a summary of your invigilator rota, shown in date order
- Search, filter, export and print your invigilator rota

For an Invigilator:

Invigilator pages are: **My Availability, My Rota and Summary**

**My Availability** - invigilator selects the relevant session/day to indicate their availability

- Availability can be changed by simply unticking the session/day
- Once entered by the invigilator the centre admin/exams officer will automatically see invigilator availability entered and any subsequent changes
- Saturday and Sunday are shaded to distinguish from Monday to Friday

**My Rota** - provides invigilator with a calendar view of an invigilator's personal rota

**Summary** - provides invigilator with a summary view of their invigilator rota

- Displays exams in date order
- Ability to search and filter exams allocated
- Option to export and print their rota

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## October ARTICLE

**UNDERTAKING AN ADDITIONAL ROLE AS AN EXAMS OFFICER** considers the factors that a centre should consider before an exams officer is asked to perform an additional role.

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## The Exams Office NEWS and UPDATES

### The Exams Office Hub

#### Access to The Exams Office Hub

Reminder if you have not yet used the Hub since last term:

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

On first time login any time after the system update which took place in early August, the Centre Admin is 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, 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](mailto:contact@theexamsoffice.com)

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## National Association of Examinations Officers NEWS and UPDATES

### October message and articles

CEO Message: [The importance of engaging with the 2025 Exams Officer survey](#)

(Exams article) [What is CPD...and what should I include in my CPD?](#)

(Mindfulness and Wellbeing article) [Why thinking skills matter just as much as subject skills in exam prep](#)

### Member rewards

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

Jenny Beresford  
Sally Ellingford  
Becky Homersham  
Mariyah Khan  
Wendy Wollaston

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 NAO 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

### OCTOBER key tasks

A brief summary of main key tasks is provided here. In addition, the [AUTUMN TERM CHECKLIST](#) provides a general overview of key tasks and good practice during the period September to December.

**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

Ensure the National Centre Number (NCN) [annual update](#) is completed and returned by **31 October**. The [Head of Centre declaration](#) is emailed directly to heads of centre for completion after the NCN annual update has been sent to the centre's NCN contact - usually the exams officer.

#### ENTRIES

(Where applicable to your centre) Confirm entries for the (GCSE) **November 2025** exam series have been made to the early October deadline.

(Where applicable to the qualifications delivered in your centre) Meet relevant October deadlines, including entries for the **January 2026** exam series, estimated/preliminary entries for the **Summer 2026** exam series (where the awarding body may require these), and any qualification registration deadline.

#### PRE-EXAMS

Where applicable to your centre, Prepare for exams taking place in the **November 2025** exam series.

#### RESULTS AND POST-RESULTS

Prepare to receive **Summer 2025** certificates for distribution to candidates.

**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.

### OCTOBER 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 October include:

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

[PRE-EXAMS](#): remaining guides, checklists and templates

**EXAM TIME:** remaining guides, checklists and templates

**EXAMS REVIEW:** guide and templates

**EXAM POLICY TEMPLATES:** any remaining templates (the COMPLAINTS POLICY (Exams) TEMPLATE was further updated on 01/10/2025 to reflect a change that was missed)

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

**NEW EXAMS OFFICER:** OCTOBER SUPPORT GUIDE

**PLANNING:** remaining guides, checklists and templates

**ENTRIES:** DEADLINES FOR ENTRIES, FEES AND CHARGES TEMPLATE (November series)

**PRE-EXAMS:**

- A GUIDE TO MANAGING EXAM PREPARATION
- CANDIDATE EXAM HANDBOOK and CANDIDATE DECLARATION TEMPLATES

**EXAM TIME:**

- A GUIDE TO MANAGING EXAM TIME
- EXAM ROOM CHECKLIST and INCIDENT LOG TEMPLATES

**EXAM POLICY TEMPLATES:** a range of templates

**INVIGILATION SUPPORT:** A GUIDE TO MANAGING INVIGILATOR RECRUITMENT AND TRAINING and associated guides and templates