



MEMBER MESSAGE

A Merry Christmas to all exams officers...and a time to reflect on our current successes during the 2025/26 academic year

As we share our last monthly update before the festive season, The Exams Office would like to extend warm wishes to all exams officers for a very Merry Christmas and a peaceful, restful holiday period.

In this closing update for 2025, we want to take a moment to reflect on our progress and review how we've delivered against our core objectives - ensuring that your membership continues to provide real value for your centre.

Our key objectives are to:

- Deliver high-quality support materials
- Save the valuable time of exams officers
- Reduce pressure on centre budgets

To achieve these goals, we've introduced a range of new resources for members since the start of the 2025/26 academic year:

- New and improved Hub Training and Assessment Platform
- Online Cyber Security Training and Assessment
- An additional and detailed Invigilator Training Presentation and supporting documentation
- New look, wirebound desktop Exams Diary
- On-demand Planning Dispatch (consisting of an Exams Manual, dividers and 50 leaf To-Do Pad)
- Invigilator Badges
- Invigilator Rota Planning Tool
- Second Pair of Eyes Check form
- Monthly e-Cards
- A simpler booking system, including new automated waitlist functionality, for the National Exams Officer Conferences 2026
- Increased places available at the Exams Training events
- Access to new NAO National SENCo Conferences and at discounted rate
- Replacement of reCaptcha during the login process to the Hub with an automatic user verification. No more challenges asking you to identify buses, bicycles and other objects when logging in – we have changed how we protect the Hub from bots
- Better support on mobile devices – we've updated lots of Hub features to work on mobile devices, with more to follow
- [The Exams Office Store](#) including the launch of The Exams Office Exclusives: Lanyards for Exams Manager/Head of Exams, Lead Invigilator and Invigilator and extendable measuring stick



Clarifying exam regulations: Guidance for parents and candidates

Following feedback from exams officers, we have created a guide for centres to share with parents and candidates. This guide explains the regulations that govern the conduct of examinations and reinforces the requirement for centres to comply with JCQ regulations as part of their agreement to deliver awarding body qualifications.

The guide, **Clarifying Exam Regulations: Guidance for Parents and Candidates**, is available under the *Pre-exams* category within the *Key Documents* area of The Exams Office Hub.

e-Cards

The following have been published within the e-Cards area of the Hub:

- Merry Christmas: A festive end of term card, to wish exams officers a Merry Christmas, and for exams officers to share with centre staff and invigilators
- Submitting entries: This card has been designed for exams officers to share with relevant members of staff as a reminder that exam entry information must be submitted to the internal deadline

We have also published this card as a poster to allow exams officers to print in A3 or A4 format and add their internal submission deadline, with the intent that this is then displayed on a staff noticeboard or any other area frequented by teaching staff within their centre. It can be printed at any size - no blocky graphics.

Conferences update

National Exams Officer Conferences

Places are still available at the following conferences:

- Bristol (Ashton Gate Stadium, 21 January)
- Coventry (CBS Arena, 23 January)
- Manchester (Emirates Old Trafford cricket ground, 3 February)

Additional information includes:

- Waitlist places: Exams officers who are on the 'waitlist' will be advised of their place if a place has been secured, or not, within the coming 10-14 days
- Live Stream: Exams officers will have the opportunity to register for the National Exams Officer Conference 2026 live stream on Thursday 29 January. A registration link and further



details will be published at [National Exams Officer Conferences](#), registration will be available from week commencing 8 December

- Delegate letters will be available during week commencing 15 December. Delegate letters will be available on The Exams Office website via the [National Exams Officer Conferences](#) page. They will also be emailed to delegates with a confirmed place to the email address provided. Delegate letters will include full details of the day including the agenda, timings, getting to the venue, exhibitor information and other important information
- Please note that the cancellation policy requires any cancellations to be made within 14 days of the conference date. Failure to do so will be subject to a £50 + VAT administration fee

Senior Leader/Line Manager Exams Conference (London, Wembley Stadium, 28 January)

Limited places are available for the Senior Leader/Line Manager Exams Conference which takes place at Wembley Stadium on 28 January.

Delegate letters will be available during week commencing 15 December. Delegate letters will be available on The Exams Office website via the [National Senior Leader/Line Manager Exams Conference](#) page. They will also be emailed to delegates with a confirmed place to the email address provided. Delegate letters will include full details of the day including the agenda, timings, getting to the venue, exhibitor information and other important information.

Please note that places can be cancelled until Wednesday 14 January 2026 at no cost, any cancellations after this date will be subject to a £50 + VAT administration fee.

NAEO National SENCo Conferences

Places are still available at the following conferences:

- London (Wembley Stadium, 27 January) – 69 places available
- Manchester (Emirates Old Trafford cricket ground, 2 February) – 45 places available

Delegate letters will be available during week commencing 15 December. Delegate letters will be available on the NAEO website via the [SENCo Conferences](#) page. They will also be emailed to delegates with a confirmed place to the email address provided. Delegate letters will include full details of the day including the agenda, timings, getting to the venue, exhibitor information and other important information.

Please note that places cancelled within 21 days (not including school holidays) of the event will incur a £50 administration fee, prior to this, bookings can be cancelled free of charge.

December ARTICLE



CLARIFYING EXAM REGULATIONS: GUIDANCE FOR PARENTS AND CANDIDATES confirms the JCQ regulations in selected areas which centres must follow and informs candidates and parents/carers why centres may not be able to meet their specific requests.

The Exams Office NEWS and UPDATES

The Exams Office Membership

A reminder as our National Exams Officer Conferences approach, we kindly ask that you ensure your centre membership is current. Please note that any lapse in membership may result in delays when confirming your conference reservation.

If you have any queries regarding payment, please contact us at finance@theexamsoffice.com

The Exams Office Hub

Exams Timetable Tool

The [tool](#) contains timetable data for exams taking place during the 2025/26 academic year. The latest update includes amendments to certain NCFE assessment dates for Summer-26.

Key Dates Calendar Tool

The [tool](#) contains key dates for exam series during the 2025/26 academic year.

The latest updates include:

- the addition of a new Certification checkpoint task for AQA Applied Generals on 30 April
- an amendment to the deadline for ordering non-interactive PDF question papers for Cambridge Technicals (Jan-26 series) from 4 October to 5 December
- the addition of dates when assessment materials for Cambridge Technicals (Jan-26 and Summer-26 series) will be despatched by

Access to The Exams Office Hub

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

November message and articles

CEO Message: [Assessing the progress of the NAO during 2025](#)

(Exams article) [Why exams officers should not invigilate during an exam series](#)

(Mindfulness and Wellbeing article) [A reflective look at teamwork, collaboration and what comes next](#)

Member rewards

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

Nikki Barker
Anita Beeby
David Haines
Rachel Heppenstall
Mark Raynes

Well done to the individuals above. A £20 gift voucher will be on its way to you.

Membership reminder

Please remember **it is important** that you 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

DECEMBER 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

As the autumn term draws to a close there is still no let-up in the exams process. (Where applicable) You may be involved in running internal exams/assessments, preparing for the **January 2026** exam series and preparing for the issue of the **November 2025** exam series results released in January.

ENTRIES

As appropriate, consider preparation for the collection of final entry information for the **Summer 2026** exam series.

PRE-EXAMS

(Where relevant to the qualifications delivered in your centre) Undertake final checks to ensure you are ready to conduct exams that may be taking place in the **January 2026** exam series.

Where relevant to January entries, prepare to submit marks and samples of candidates' work to the awarding body deadline.

RESULTS AND POST-RESULTS

(Where applicable) Prepare for results day – start to consider what needs to be done in terms of preparing for the issue of **November 2025** exam series results in January.

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.

DECEMBER 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 December include:



NEW EXAMS OFFICER: JANUARY SUPPORT GUIDE

TERMLY CHECKLISTS: SPRING TERM CHECKLIST

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

NEW EXAMS OFFICER: DECEMBER SUPPORT GUIDE

ENTRIES: DEADLINES FOR ENTRIES, FEES AND CHARGES TEMPLATE (updated for the summer 2026 exam series)

PRE-EXAMS: CLARIFYING EXAM REGULATIONS: GUIDANCE FOR PARENTS AND CANDIDATES

RESULTS AND POST-RESULTS: (For the November 2025 series and beyond)

- A GUIDE TO PREPARING FOR A RESULTS DAY
- A GUIDE TO ADMINISTERING POST-RESULTS SERVICES
- MODERATION RETURNS LOG TEMPLATE
- POST-RESULTS SERVICES: DEADLINES, FEES AND CHARGES TEMPLATE
- POST-RESULTS SERVICES: REQUEST, CONSENT AND PAYMENT FORM TEMPLATE
- POST-RESULTS SERVICES: TRACKING LOG TEMPLATE
- CANDIDATE PERMISSION FORM TEMPLATE
- CERTIFICATE COLLECTION INFORMATION FOR CANDIDATES TEMPLATE