



MEMBER MESSAGE

Happy New Year... and thank you for your support

The Exams Office wishes all exams officers a Happy New Year and would like to thank you, and your centre, for supporting us through your membership.

As we enter 2026, we remain committed to providing additional resources and support materials to save you time, assist you in your role, and ensure your centre complies with JCQ and awarding body regulations.

Key Updates for January

National Conferences

- Delegate letters for all conferences ([Exams Officer](#), [Senior Leader/Line Manager](#) and [SENCo](#)) are now available on The Exams Office and NAO websites.
- **Important:** Cancellations for the National Exams Officer Conferences must be made within the stipulated period to avoid charges.
- Limited places remain for the [Senior Leader/Line Manager](#) and [SENCo](#) conferences.

Live Stream and Virtual Conference

- For the first time, The Exams Office will live stream the National Exams Officer Conference from London Wembley on Thursday, 29 January.
- Members can join remotely from their centre or another suitable location.
- This is an ideal option if you cannot attend in person or secure a place at your preferred venue.
- The live stream will include speakers and workshops from the Bobby Moore Suite.
[Click here](#) to register for the live stream
- A Virtual Conference containing all presentations will be available from week beginning 9 February 2026 for those unable to attend or as a refresher resource.
- Please note: photographs will be taken at the Wembley event for promotional use on our website and training materials.

Training for New Exams Officers and Senior Leaders

Bookings are now open for our [Spring into Summer](#) training, which has been held annually for over 20 years to help new exams officers and senior leaders prepare for the summer series.

The course objectives include:

- Overview of the exam cycle
- Key activities and deadlines (March–June)
- Tips for managing the summer exam series
- Building confidence in administering exams



Content includes:

- Exam cycle overview
- Exams officer support and community
- Entries and confidential materials
- Access arrangements and internal assessment
- Timetabling, rooming, and seating plans
- Invigilator training
- JCQ general centre inspection
- Packing and dispatching scripts

New and Updated Resources in the Hub

- Second Pair of Eyes Check – providing the option to produce pre-populated forms with additional functionality, including the ability to edit information and add additional rows - is now available from the *Second Pair of Eyes Check* area of the *Resources* menu
- Roving Invigilator Form – providing the option to produce pre-populated forms - is now available from the *Roving Invigilator Form* area of the *Resources* menu
- [Exam Room Clock Tool](#) – updated functionality now allows up to four exams to be displayed (in horizontal layout) and the user option to display one-three exams in horizontal (the default) layout or to change to vertical layout
- January e-Card – A ‘Happy New Year’ card can now be downloaded and shared with colleagues from the e-Cards area of the *Resources* menu

Invigilator Badges

- [Invigilator badges](#) for the 2024/25 academic year will be distributed in January
- 2025/26 badges will be available for invigilators who have completed at least one online training and assessment unit or the Invigilator Digital Accreditation
- Up to 50 badges (in six colours) are included with membership; additional badges for the 2025/26 academic year can be pre-ordered via the *Exclusives* section of [The Exams Office Store](#)
- Confirm your request by **30 April** to receive complimentary badges for 2025/26

Annual Exams Officer Survey – Key Findings

The NAO have published the [outcomes from its annual survey](#).

The survey was conducted during October 2025 with the following main outcomes:

Positive developments:

- Improved salaries
- Manageable exam volumes
- Better professional development opportunities
- High awareness of JCQ cyber security guidance

Challenges:

- Limited support during peak periods
- Increased administrative tasks



- Term-time only contracts with short notice periods
- Poor collaboration with SENCOs
- Senior leaders lacking JCQ knowledge
- Exams officers feeling undervalued
- Inadequate contingency and succession planning

For full details, visit the [NAEO website](#).

Exams Officer Professional Standards

To support meeting JCQ CPD requirements (see *General Regulations for Approved Centres*, section 5.3c), exams officers can register, track progress, and obtain certification for the *Exams Officer Professional Standards* at no cost via the [SLT Support website](#).

Senior leaders can also register to verify CPD completion.

Over 1,500 exams officers have registered or certified for this academic year.

January ARTICLE

[ACCESS ARRANGEMENTS: THE ROLE AND RESPONSIBILITIES OF AN EXAMS OFFICER](#) explores key areas where exams officers may contribute effectively.

The Exams Office NEWS and UPDATES

The Exams Office Hub

Second Pair of Eyes Check

For the latest update see *Key Updates for January* above.

Roving Invigilator Form

For the latest update see *Key Updates for January* above.

eCards

For the latest update see *Key Updates for January* above.

Exam Room Clock Tool

For the latest update see *Key Updates for January* above.

Exams Timetable Tool



The [tool](#) contains timetable data for exams taking place during the 2025/26 academic year. However to support centres in their forward planning, the latest update includes the addition of AQA, Cambridge OCR, Pearson and WJEC exams timetable data for the November-26 series.

Key Dates Calendar Tool

The [tool](#) contains key dates for exam series during the 2025/26 academic year. However to support centres in their forward planning, the latest update includes the addition of JCQ key dates for the November-26 series.

Access to The Exams Office Hub reminder

Centre Admin users, 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

January message and article

CEO Message: [A review of 2025... and a look ahead to 2026](#)

(Exams article) [The outcomes from the annual exams officer survey](#)

Member rewards

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

Jo Bonwick
Agnes Horsler
Gareth Ketley
Jackie May



Rachel Robinson

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

JANUARY key tasks

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

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 spring term begins, the exams process continues to build. January may see you having to manage, for example:

- making entries (**Summer 2026** exam series)
- preparing for exams (**January, February** and/or **Summer 2026** exam series)
- conducting external exams (**January 2026** exam series) and internal exams/assessments
- processing results and administering post-results services (**November 2025** exam series)

ENTRIES

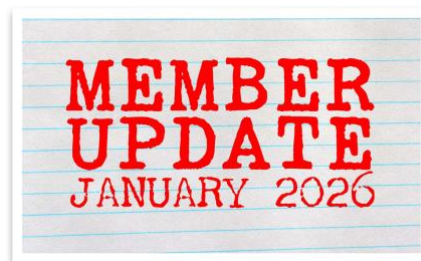
If not already underway or submitted, collate and finalise entries for the **Summer 2026** exam series prior to the February deadline.

PRE-EXAMS

(Where applicable) Confirm all arrangements are in place to conduct the **January 2026** exam series and, where relevant, confirm marks and samples of candidates' work have been submitted to the awarding body deadline (where an awarding body deadline may fall in January).

Submit any modified paper orders for the **Summer 2026** exam series and, where/if relevant to any joint teaching arrangements, submit centre consortium arrangements for centre-assessed work.

RESULTS AND POST-RESULTS



(Where applicable) Access the **November 2025** exam series results under restricted release arrangements and issue provisional statements of results to candidates on results day.

Prepare to administer any requested post-results services.

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.

JANUARY 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 January include:

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

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

[NEW EXAMS OFFICER:](#)

- JANUARY SUPPORT GUIDE
- EXAMS KEY TERMS GLOSSARY (updated)

[TERMLY CHECKLISTS: SPRING TERM CHECKLIST](#)