

## MEMBER MESSAGE

### Rest, recharge and prepare for the summer exam series

We hope all exams managers and officers are able to take some well-earned time to rest and enjoy some downtime over the Easter break. Although there are numerous tasks to complete in the run-up to the summer exam series, it's important to prioritise your well-being and use this opportunity to recharge.

*Please note that our telephone helplines are closed from Friday 27 March at 1pm and will reopen on Tuesday 7 April at 9am. Email support is available as normal via [contact@theexamsoffice.com](mailto:contact@theexamsoffice.com)*

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### Additional resources for 2026/27

We are excited to announce the first of a series of initiatives coming in the 2026/27 academic year, including:

#### **Artificial intelligence (AI) and plagiarism detection tool**

All 5,500+ member centres of The Exams Office will have complimentary access to an AI and plagiarism detection tool from September 2026, including an allocation of 50,000 'free words'. Centres will also have the option to purchase additional words at a heavily discounted rate.

This initiative is designed to support teachers in meeting JCQ regulations as set out in the [AI use in assessments: Your role in protecting the integrity of qualifications](#) document. These require teachers to investigate any doubts about the authenticity of student work submitted for assessment (for example, they suspect that parts of it have been generated by AI but this has not been acknowledged), and for appropriate action to be taken.

The offer of complimentary access to an AI and plagiarism detection tool is not intended to replace a teacher's professional judgement and is not to be used as the sole method for investigating/identifying the use of AI or plagiarism in non-examination assessments and coursework.

#### **Online training and assessments**

Two additional certificated online training and assessment units will be offered within the *Assessments* area of the Hub from September 2026 for centre staff involved in invigilating examinations. These will cover unauthorised items/devices and safeguarding/child protection (including exam-related scenarios).

#### **'Live streams' of exams training events and the National Exams Manager/Officer Conference**

The training events for new and experienced exams managers/officers, senior leaders/line managers, and the National Exams Managers/Officers Conference from Wembley will be available as 'live streams' through the Hub and accessible to all member centres as part of their membership.

These live streams are being introduced to ensure that all exams staff can access high-quality training, regardless of their geographical location or budget constraints.

Please consider using these live streams before booking onto paid training events, particularly those delivered by individuals or organisations whose content has not been verified by a JCQ awarding organisation.

### **Mobile phone detector tool**

Subject to securing a suitable, high-quality model, The Exams Office hopes to provide a mobile phone detection tool/wand to all delegates attending training events during the 2026/27 academic year. Delegates will also have the option to purchase additional units at a heavily discounted rate.

Detecting a mobile phone when it is switched off can be challenging due to the phone's inability to communicate remotely, a more reliable alternative option is to deploy a good quality detector which:

- employs sophisticated electromagnetic field technology that makes mobile phone detection higher
- identifies the numerous metal items contained within a mobile phone, from the aluminium or steel frames to internal circuit board, speaker, and battery

The use of a detection tool will serve as an effective deterrent and help centres reinforce exam-room regulations relating to mobile phones. The detection tool should be used in conjunction with current centre practices and will not replace the responsibility of an invigilator to observe all candidates and be vigilant at all times within, and outside, the examination room.

More information on these initiatives, along with additional support materials, will be shared in the coming months as we continue to ensure that membership of The Exams Office offers excellent value for money.

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### **e-Cards**

Our latest cards are available within the Hub to support exams managers/officers in:

- **Wishing staff (including invigilators) a Happy Easter** - An Easter message to share with colleagues within your centre
- **Raising awareness of unauthorised items amongst students** - This card can be emailed to candidates or added in poster version within your centre prior to the exam series to raise awareness amongst candidates of the items/devices which are not permitted in the exam room
- **Raising awareness of JCQ regulations relating to staff members who may be permitted to be present in the exam room at the start of the examination** - This card can be emailed to centre staff or added in poster version to the staff noticeboard and outside an exam room, to emphasise JCQ's *Notice to centres: The people present in the examination room*. This information confirms which members of centre staff are permitted to be present in the exam room at the start of an examination(s), and the actions they must take when entering the exam room



These can be found in the e-Cards area within the Hub and can be sent electronically or printed in A3 or A4 format.

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### Exams Manager/Officer of the Year award

Nominations for the National Association of Examinations Officers (NAEO) annual Exams Manager/Officer of the Year award, which is supported by The Exams Office, are now being taken. The closing date for nominations is 31 May, and the award ceremony will be held at the NAEO Summer Conference (which takes place on 6 July at the Oval cricket ground, London). Winners will receive a gift voucher and a Certificate of Achievement to mark their continuing professional development.

An exams manager/officer can be nominated by fellow exams managers/officers, their senior leader(s)/line manager or peers/colleagues within their centre via this form - [NAEO Exams Manager/Exams Officer of the Year 2026](#).

Thank you for taking the time and effort to recognise your colleague(s) and to help raise the profile of the exams manager/officer community.

The NAEO would also like to thank **The Exams Office** for supporting its *Rewards and Awards* programme by providing the gift vouchers.

If you have any queries, questions or feedback please email [nominations@thenaao.org](mailto:nominations@thenaao.org)

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### Invigilator badges

A reminder that you can claim up to 50 complimentary invigilator badges as a token of appreciation for your invigilators' contribution to the summer 2026 exam series. To do so, please visit the *Invigilator Badges* area within the Hub and select '**Claim**' by **30 April**. Additional 2025/26 badges can be pre-ordered via [The Exams Office Store](#).

By submitting your claim now, you will automatically receive badges for every invigilator who has completed at least one unit within the invigilator training and assessment module by 30 April (including the *Invigilator Digital Accreditation*).

These badges are embossed with '*Invigilator*' and '*2025/26*' and are available in a range of colours: red, yellow/gold, green, blue, purple, and black. After submitting your request, you can confirm or amend your chosen colour(s) up until 30 April by using the '**Edit Claim**' button. You will also be prompted to confirm or update your centre's postal address.

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### NAEO Summer Conference 2026

During week commencing 13 April, the NAEO will be launching the booking form for its [Summer Conference](#) which will be taking place at the Oval cricket ground, Kennington, London on Monday 6 July.

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### Training events and conferences (2026/27)

Early in the summer term, we will be announcing the dates and locations of our 2026/27 new and experienced exams officer and senior leader/line manager training events, National Exams Manager/Officer Conferences and the NAEO's National SENCo Conferences.

We have confirmed the locations of our 2026/27 training events, which include:

- London (Wembley Stadium)
- Birmingham (International Convention Centre)
- Manchester (Old Trafford Cricket Ground)
- Leeds (TBC)
- Bristol (Ashton Gate Stadium)

Following the success of the NAEO's inaugural SENCo conferences, the intention is to stage three SENCo conferences during January/February 2027 at Wembley Stadium (London), the International Convention Centre (Birmingham) and Old Trafford Cricket Ground (Manchester).

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### Access Arrangements and Reasonable Adjustments: Regulation changes

On 12 March, JCQ published [updated guidance relating to Access Arrangements and Reasonable Adjustments](#). This included:

- Changes to the 2025/26 JCQ document *Access Arrangements and Reasonable Adjustments*, including:
  - o [Worked examples of evidence to support an online application for 25% extra time](#)
  - o The removal of references to access arrangements that prepare candidates for the workplace
  - o Amending the wording relating to supervised rest breaks
  - o Amending the wording relating to the use of an alternative room where one-to-one invigilation would apply
- Changes to the annual updates to all JCQ guidance, including:
  - o The intention to move away from annual updates, starting with the JCQ *Access Arrangements and Reasonable Adjustments* (AARA) document. This means that this document will not be updated in September for the 2026/27 academic year.
  - o A review of all JCQ access arrangements documentation including the consultation process and the lead in time provided once changes to the documentation are confirmed. The aim is to provide schools and colleges with one year's lead in time to note changes to documentation and prepare for implementation.

- o The intention to move away from annual updates to provide schools and colleges with a full year to prepare for changes. There may be exceptions, for example when JCQ and its members need to respond immediately to regulatory or legislative issues, but it is hoped that these exceptional cases will be minimal.

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## Invigilator training

A reminder that if you are using the online invigilator training and assessment module to prepare your new and existing invigilators for the summer 2026 exam series, please ensure you download the following documents from the *Key Documents* area of the Hub. These are required to confirm the content of each unit for JCQ inspection purposes:

- Content of the assessment material: Invigilator Digital Accreditation (IDA)
- Content of the training material: (Unit 1) New invigilators: Instructions for conducting examinations
- Content of the training material: (Unit 2) Instructions for conducting on-screen tests
- Content of the training material: (Unit 3) Existing/experienced invigilators: Update (including JCQ regulation changes)
- Content of the training material: (Unit 4) Supervising and supporting access arrangements: Instructions for invigilators and facilitators

As of Friday 20 March, 78,290 invigilators had completed at least one unit within the training and assessment module whilst 32,665 invigilators have completed the Invigilator Digital Accreditation. Many thanks for utilising our *Assessments* as part of your new and existing invigilator training/update.

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## Exam day preparation resources

In addition to the *Exam Room Clock Tool*, *Second Pair of Eyes Check* and *Roving Invigilator Form* (all of which can be pre-prepared ahead of the exam series), a reminder that a wide range of support materials are available within the *Key Documents* area of the Hub to support exams managers/officers prepare for the summer exam series.

(Refer to the summary listed in the KEY DOCUMENTS section at the end of this update)

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## April ARTICLE

[BRIEFING PARENTS AHEAD OF THE SUMMER EXAM SERIES](#) considers the information which should be shared with parents ahead of the summer exam series.

(Article updated following the JCQ AARA update - [CLARIFYING EXAM REGULATIONS: GUIDANCE FOR PARENTS AND CANDIDATES](#))

## The Exams Office NEWS and UPDATES

### The Exams Office Hub

#### Key Dates Calendar Tool

The latest updates to the [tool](#) include:

- (Cambridge OCR) Removal of the priority access to scripts deadline (18/03/2026) and correction of the deadline for reviews of results and missing and incomplete results (to 23/04/2026) for Jan-26 series; change to the deadline for downloading scripts (to 31/10/2026) for Summer-26 series
- (WJEC) Addition of IAMIS dates for GCE/GCSE for Summer-26 series
- (AQA) Addition of (01/04/2026) 'First date to submit special consideration requests for June 2026' for GCSE and other

#### Provisional Exams Timetable Tool

The [tool](#) was updated from 9 February to reflect provisional timetable information received directly from AQA, Cambridge OCR, Pearson and WJEC. The six-week consultation (the opportunity to feedback/comment) closed on Friday 20 March 2026.

Once the consultation outcomes are known and final timetables have been published on [AQA](#), [Cambridge OCR](#), [Pearson](#) and [WJEC](#) (and [Eduqas](#)) websites, provisional data will be removed from the tool.

#### Access to The Exams Office Hub reminder

**We again wish to highlight this reminder this month as it is particularly important as The Exams Office starts to plan for the member Annual Dispatch 2026/27**

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](mailto:contact@theexamsoffice.com)

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## National Association of Examinations Officers NEWS and UPDATES

### April message and articles

CEO Message: [Protecting the examination system from the threat of mobile phones and Artificial Intelligence](#)

(Exams articles)

- [Why every centre should appoint an exams assistant ahead of the summer exam series \(updated and republished\)](#)
- [AI/Smart glasses - What are they and training invigilators in identifying them in the examination room](#)

### Member rewards

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

Gill Fraser  
Kirna Jangra  
Adam Langman  
Emma Penman  
Emer Taylor

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.

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## KEY TASKS and KEY DOCUMENTS

### APRIL 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 main focus is likely to be preparation for the **Summer 2026** exam series.

#### ENTRIES

Continue to monitor and check with teaching teams if their final entries for the **Summer 2026** exam series are still correct.

*Note that for qualification grades to be successfully awarded in summer 2026, entries must be accurate*

Check entry feedback following the submission of any amendments. Particularly note and meet the April deadlines offered by some awarding bodies for making changes (amendments and withdrawals) to entries (without charge).

#### PRE-EXAMS

Continue preparation for the **Summer 2026** exam series.

Submit any currently known notifications for an alternative site arrangement to meet the required timeframe.

#### RESULTS AND POST-RESULTS

Where applicable, complete the administration of any post-results services request for the **January 2026** exam series.

As may be applicable, manage results for the **February 2026** exam series and administer any post-results service requests.

For more detailed information on key tasks and JCQ key dates, refer to the [monthly support guide](#) added to The Exams Office Hub (Key Documents area) by the beginning of the month it relates to.

#### APRIL 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 April include:

- [NEW EXAMS OFFICER: MAY SUPPORT GUIDE](#)
- [PLANNING: JCQ DOCUMENTS CHECKLIST TEMPLATE](#) (updated to reflect the launch of the new JCQ website)
- [EXAM TIME: SUMMER EXAMS WEEKLY REPORT FORM TEMPLATE](#)
- [EXAMS REVIEW: KEY TASKS REVIEW CHECKLIST TEMPLATE](#)

To support in preparing for and managing results day(s) and administering post-results services, The Exams Office provides a range of [RESULTS AND POST-RESULTS](#) resources. These will be reviewed/updated and published during April-June to support the **Summer 2026** exam series.

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

- [NEW EXAMS OFFICER: APRIL SUPPORT GUIDE](#)
- [TERMLY CHECKLISTS: SUMMER TERM CHECKLIST](#)

- [PRE-EXAMS: CLARIFYING EXAM REGULATIONS: GUIDANCE FOR PARENTS AND CANDIDATES](#) (updated following the JCQ AARA update)

### **REMINDER**

A wide range of support materials are available within the *Key Documents* area of the Hub to support preparation for the summer 2026 exam series, including:

#### **Exam room/day preparation**

- [Invigilator announcement](#) (audio file – a video version is also available within the *Training Videos* area)
- [EXTRA TIME CALCULATOR TOOL](#)
- [EXTRA TIME GUIDE](#)
- [SEATING PLAN \(and seating tips\) TEMPLATE](#)

#### **Briefing candidates, parents and centre staff**

- [CANDIDATE BRIEFING](#) and presenter notes
- [‘INSTRUCTIONS FOR CANDIDATES’ BRIEFING TEMPLATE](#)
- [CANDIDATE DECLARATION/CONFIRMATION FORM TEMPLATE](#)
- [CLARIFYING EXAM REGULATIONS: GUIDANCE FOR PARENTS AND CANDIDATES](#)
- [RESOLVING EXAM TIMETABLE CLASHES FORM TEMPLATE](#)
- [TEACHER GUIDE TEMPLATE](#)

#### **Access arrangements**

- [ACCESS ARRANGEMENTS: CANDIDATE NOTIFICATION FORM](#)
- [ACCESS ARRANGEMENTS: CANDIDATE TRACKING SPREADSHEET TEMPLATE](#)
- [ACCESS ARRANGEMENTS: TRAINING PRESENTATION TEMPLATE & EVALUATION FORM](#)
- [ACCESS ARRANGEMENTS: USING WORD PROCESSORS – INFORMATION FOR CANDIDATES TEMPLATE](#)

#### **Other arrangements**

- [ARRANGEMENTS FOR CONDUCTING EXAMS IN THE CANDIDATE’S HOME TEMPLATE](#)
- [MANAGING OVERNIGHT SUPERVISION ARRANGEMENTS FORM TEMPLATE](#)

#### **Private candidates**

- [PRIVATE CANDIDATE: CHECKLIST TEMPLATE](#)
- [PRIVATE CANDIDATE: FINAL EXAM INFORMATION TEMPLATE](#)