

Dear Headteacher / Principal,

This letter, together with the associated documentation, confirms that invigilators supplied to your centre by **Zen Educate (Sunderland branch)** have received training that is fully aligned with **JCQ regulations**. The training was delivered by a trainer approved by **The Exams Office** and the **National Association of Examinations Officers (NAEO)**.

JCQ regulations

The three-and-a-half-hour training session, delivered on **16 April 2026** at **City Hall, Sunderland**, covered the following JCQ requirements as set out in the *Instructions for Conducting Examinations 2025–2026*:

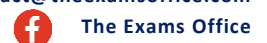
- Centres must provide thorough training on these current regulations for any new invigilators and those facilitating an access arrangement for a candidate under examination conditions. The existing invigilation team must be made aware of any changes. (Section 12.3)
- Centres must ensure that the testing of invigilators' competence and their understanding of these regulations is rigorous. This must also extend to those facilitating an access arrangement. (Section 12.4).
- A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions must be available for inspection and retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. (Section 12.5).
- When contracting supply staff to act as invigilators, the head of centre must ensure that they are competent and fully trained, understanding what is and what is not permissible. An assurance from a recruitment agency, for example, would not be sufficient. (Section 12.6).

Documentation and support materials

To demonstrate compliance with these JCQ regulations, centres may request the following documentation from **Zen Educate (Sunderland branch)**:

- A certificate of attendance for each invigilator
- An **Invigilator Training Record**, detailing the areas covered during the training session
- A PDF copy of the slides presented during the 16 April training session

Suite D Fernbank House, Springwood Way, Tytherington Business Park, Macclesfield, SK10 2XA.
Telephone. **0333 7000 755** (Lines open 9.00am-1.00pm) Email. contact@theexamsoffice.com



VAT number: 193 952 664 Company Registration Number: 07293792

During the training session, each invigilator was provided with - and taken through - the following documentation:

- *JCQ Instructions for Conducting Examinations 2025–2026*
- *JCQ Checklist for Invigilators (Written Examinations)* – effective from 1 September 2025
- *Exam Room Checklist* *
- *Exam Room Incident Log* *

* These materials are sample resources provided by **The Exams Office**.

In addition, **Zen Educate (Sunderland branch)** will supply a copy of the completed **Invigilator Training Booklet** for each invigilator. This booklet evidences the rigour with which their knowledge and understanding of examination regulations - and permissible practice - were assessed.

Exams manager/officer responsibilities

Zen Educate (Sunderland branch) will also provide a copy of a **centre-specific Invigilator Training Record**. This document outlines areas that should be covered by your exams manager/officer to ensure invigilators are fully aware of your centre's specific arrangements and ways of working.

Evidence of our collaboration with **Zen Educate (Sunderland branch)** is available on **The Exams Office website** (Third Parties section):

<https://www.theexamsoffice.org/thirdparties/>

Should you require any further information, please contact us at contact@theexamsoffice.com.

Yours faithfully,
Jugjit Chima

Head of Training, The Exams Office
Chief Executive Officer, National Association of Examinations Officers