

## MEMBER MESSAGE

**Good luck everyone!**

As the summer exam series begins, The Exams Office would like to thank all exams managers and officers for your hard work and dedication in preparing for the weeks ahead. We wish you every success - the careful planning over recent weeks and months will now pay dividends.

If you are new to the role, it is completely normal to feel a little apprehensive at this point. Whenever you need information, advice, or guidance - from colleagues within your centre, your awarding bodies, The Exams Office, and the National Association of Examinations Officers.

### **Planning ahead**

Exams managers/officers should consider the following as part of their final preparations for the summer exam series:

#### The exam day

A reminder that the following tools are available on the Hub for exams managers/officers to create resources ahead of an exam day to save time before an exam session:

- Exam Room Clock Tool
- Roving Invigilator Form
- Second Pair of Eyes Check Form

To ensure that exams run smoothly in case of the absence of the exams manager/officer, The Exams Office has published an article which details the main areas for consideration when [contingency planning for an exam day](#).

#### Results

The National Association of Examinations Officers (NAEO) has published an article which contains information relating to [sharing examination results](#) with students, parents (resident and non-resident) and third parties such as local authorities and the media.

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### **NAEO Summer Conference**

Over 140 bookings have already been made for the conference which takes place at the Kia Oval Cricket Ground, London on Monday 6 July.

Capacity is limited to 250 delegates so if you would like to attend, please [book your place](#) as soon as possible to avoid disappointment.

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### **Exams manager/officer and senior leader training 2026/27**

The [booking portal for our 2026/2027 training events](#) is now open for the following events:

[Exam changes 2026/27](#) and [effective management of exams and assessments](#):



- Bristol, Ashton Gate Stadium (23 September)
- Birmingham, ICC (30 September)
- Manchester, Emirates Old Trafford Cricket Ground (7 October)
- Leeds, Aspire (14 & 15 October) - 2 dates
- London, Oval Cricket Ground (19 October)
- London, Wembley Stadium (22 & 23 October) - 2 dates

[New exams manager/officer & senior leader training - Actions for Autumn](#) (this training is also suitable for senior leaders/line managers who need to acquire a good working knowledge of the exam system and exam cycle):

- Bristol, Ashton Gate Stadium (22 September)
- Birmingham, ICC (29 September)
- Manchester, Emirates Old Trafford Cricket Ground (6 October)
- Leeds, Aspire (13 October)
- London, Wembley Stadium (21 October)

### **Additional support**

Members of The Exams Office will have access to a live stream of both *Exam changes and effective management of exams and assessments* and *Actions for Autumn/Spring into Summer* via the Hub as part of their annual membership.

To further support exams managers/officers in discouraging and detecting the use of mobile phones in the exam room, each attending centre at an in-person event will receive one complimentary mobile phone detection tool.

### **Cost**

To support centre budgets members of The Exams Office and Cambridge OCR centres can access the following discounted/reduced delegate rates:

- £275 per delegate (discounted from £295)
- The cost for two attendees from the same member centre at the same event has been reduced to £495 (£247.50 per delegate) with each additional delegate charged at £250 (attending the same event)

These are full-day events, with refreshments and lunch included. All prices are exclusive of VAT.

*We strongly advise all exam managers/officers - new and experienced - to only attend training events which have been organised by established training providers who work in partnership with awarding bodies to guarantee that the information provided is accurate*

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### **Exams Officer of the Year 2026**

A reminder that the NAO is requesting [nominations for the Exams Officer of the Year award for 2026](#). The nomination window closes on 31 May.

Over 90 nominations have already been submitted based on the following criteria:

- **Impact:** Demonstrating positive change within centre or beyond



- **Innovation:** Devising innovative processes which promote efficiency and effectiveness and/or creating procedures which guarantee the integrity and security of the examination system, and a 'level playing field' for candidates, within their centre
  - **Support:** Having a positive influence amongst others
  - **Any additional evidence** which demonstrates excellence but is not captured in the categories of Impact, Innovation or Support
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### May e-Card – a 'thank you' to your invigilators

Our May e-Card is now available to download from the Hub and share with your invigilators.

It has been designed as a 'thank you' message to recognise and thank invigilators for completing their training ahead of the summer exam series.

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### National Conferences 2027

We have now confirmed the dates for the 2027 Exams Manager/Officer and SENCo National Conferences, so please save relevant dates in your diary:

#### National Exams Manager/Officer Conferences

- 19 January – Bristol (Ashton Gate)
- 22 January – Birmingham (ICC)
- 28 January – London (Wembley)
- 2 February – Manchester (Emirates Old Trafford)
- 5 February – Leeds (Aspire)

For more information visit the [National Exams Manager/Officer Conference webpage](#).

#### National SENCo Conferences

- 21 January – Birmingham (ICC)
- 27 January – London (Wembley)
- 1 February – Manchester (Emirates Old Trafford)
- 4 February – Leeds (Aspire)

For more information visit the [National SENCo Conference webpage](#).

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### May ARTICLE

[CONTINGENCY PLANNING FOR AN EXAM DAY](#) outlines the key areas centres must consider when planning for the absence of an exams manager/officer on an exam day or during an exam session, and signposts additional guidance to support effective contingency arrangements.

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## The Exams Office NEWS and UPDATES

### Annual Dispatch

Our 2026/27 dispatch is scheduled to be sent to UK member centres in late June/early July. To ensure your dispatch is not delayed, please ensure your membership is up to date.

If you have any queries regarding your membership/membership renewal, please email [finance@theexamsoffice.com](mailto:finance@theexamsoffice.com)

### The Exams Office Hub

#### Second Pair of Eyes Check

*In case you missed it:* A reminder that once you have created second pair of eyes check forms, and if needed, rows can be sorted into date order by clicking on the **Sort** icon in the **Date of Check** column header

#### Exams Timetable Tool

Final timetables for Summer 2027 will soon be published on [AQA](#), [Cambridge OCR](#), [Pearson](#) and [WJEC](#) (and [Eduqas](#)) websites. The [tool](#) will be updated once timetable data is received directly from AQA, Cambridge OCR, Pearson and WJEC.

#### Provisional Exams Timetable Tool

At the point of the above, Summer 2027 provisional timetable data will be removed from the [tool](#).

#### Access to The Exams Office Hub

*We again highlight this reminder as The Exams Office finalises details 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

### Exams Manager/Officer of the Year 2026

A reminder that [nominations can be submitted until 31 May](#) with the award ceremony taking place during the Summer Conference on 6 July.

### Summer Conference 2026

A reminder, that as capacity is limited, to [book your place](#) as soon as possible to avoid disappointment.

### May message and articles

CEO Message: [Summer Conference 2026](#)

(Exams article) [Sharing examination results: Key responsibilities and guidance](#)

(Mindfulness and Wellbeing article) [Handling the Heat: Managing Pressure from Staff and Parents](#)

(April article: [How managing emotions can boost exam performance](#))

### Member rewards

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

Valerie Butler  
Tabby Eckford  
Anissa Ibnolfaqir  
Leonie Shepherd  
Debra Todd

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 NAEO 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

### MAY 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 focus is now clearly on preparing for and conducting the main summer exam timetable during May and June.

### ENTRIES

Continue to process any required changes to final entries for the **Summer 2026** exam series. Consider the impact any changes made at this late stage of the exam cycle will have on exam preparation tasks (rooming, seating, resources, invigilation, attendance registers, exam materials, etc.).

### PRE-EXAMS

Complete preparation for exams taking place in May.

### EXAM TIME

Submit centre-assessed marks (and requested samples of candidates' work for moderation) and endorsement grades to the awarding body deadline(s) for the **Summer 2026** exam series.

Conduct timetabled written exams taking place in May and dispatch scripts according to the requirements.

Complete any required administrative follow up/reporting after an exam has taken place and to the timescale/deadline indicated by the awarding body.

### RESULTS AND POST-RESULTS

Where applicable, complete the management and administration of the **January 2026** exam series.

As may be applicable, submit any final requests for reviews of results or other results enquiry for the **February 2026** exam series.

**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.

## MAY 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 May include:

[NEW EXAMS MANAGER/OFFICER: JUNE SUPPORT GUIDE](#)

[RESULTS AND POST-RESULTS](#): (updated to support the Summer exam series)

- A GUIDE TO ADMINISTERING POST-RESULTS SERVICES
- 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

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

**NEW EXAMS MANAGER/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

**RESULTS AND POST-RESULTS:** A GUIDE TO MANAGING RESULTS AND POST-RESULTS  
(updated to support the Summer exam series)

**EXAMS REVIEW:** KEY TASKS REVIEW CHECKLIST TEMPLATE

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