

## MEMBER MESSAGE

### Keep ahead: Exams, Results Day(s) and Beyond

As we reach the midpoint of the summer exam series, we hope exams are running smoothly in your centre and that you were able to enjoy a well-earned break over the bank holiday/half term last week.

In response to the many questions we have received in recent weeks about the special consideration process, our June article explains [what special consideration is, when it may apply, and how to make an application](#).

As your attention soon turns to results and the post-results period, we have published a new article outlining the [key roles and responsibilities of exams managers/officers](#) during this stage of the exam cycle. The article summarises the essential tasks involved in issuing results to candidates and managing the full range of post-results services.

Please also take a moment to review the support materials (listed in the *key documents* section at the end of this update) which are available in the Hub. These resources are designed to help you plan, prepare, and carry out your results-day and post-results duties with confidence and clarity.

The NAEO June article explains [why JCQ ask for a senior designated contact, and why this should not be the exams manager/officer](#). The [CEO message for June](#) also explains how exams managers and officers can nominate their Parcellforce driver for the annual Parcellforce Driver of the Year Award using the [Script collection positive driver feedback form](#).

Below, you will find some reminders and updates to support you in the coming weeks.

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### NAEO Summer Conference 2026

Over 175 bookings have been received for the conference which takes place at the Kia Oval Cricket Ground, London on Monday 6 July 2026.

Capacity is limited to 225 delegates so if you would like to attend, please [book your place](#) as soon as possible to avoid disappointment.

The delegate letter will be available in early June.

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

The [booking portal for our 2026/2027 training events](#) remains 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, 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 2026/27 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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## **June ARTICLE**

[SPECIAL CONSIDERATION – WHAT, WHEN AND HOW](#) explains the process and when and how it is applied during an exam series.

(June/July article) [RESULTS AND POST-RESULTS: EXAMS MANAGER/OFFICER ROLE AND RESPONSIBILITIES](#) outlines the key aspects of issuing results to candidates and managing the post-results services process.

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## **The Exams Office NEWS and UPDATES**



## Annual Dispatch

*Final reminder:* 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

### Assessments

Completion and certification of any current [online assessment](#) must take place by the **end of July** as all (2025/26) assessments will then be archived. (2026/27) Assessments will be launched early in the new academic year (subject to the publication of all relevant 2026/27 JCQ documents).

### e-Cards

The following e-Cards have been published:

- Invigilator thank you – A thank you message to share with invigilators within your centre
- End of exams thank you - An end of exams thank you message to share with colleagues within your centre

### Exam Room Clock Tool

*Updated functionality:* Following a member request, the [tool](#) has been updated to include an export function. This allows exams managers and officers to save a share unique clock codes with invigilators for all clocks created via a spreadsheet, helping to save valuable time when setting up exam rooms.

### Exams Timetable Tool

An amendment was made to the data in the [tool](#) during May to correct the Pearson International GCSE Islamic Studies Paper 1 exam date.

Final timetables for Summer 2027 were published on [AQA](#), [Cambridge OCR](#), [Pearson](#) and [WJEC](#) (and [Eduqas](#)) websites on 20 May.

To support planning in centres, the tool is being updated to include this information as The Exams Office receives this data directly from AQA, Cambridge OCR, Pearson and WJEC.

### Key Dates Calendar Tool

The [tool](#) was updated during May to:

- add JCQ GQ key dates for the June (Summer) 2027 series
- amend WJEC Pathways MFL and Cymraeg Gwaith results day
- add JCQ post-results services key dates and deadlines for the June (Summer) 2026 series

### Provisional Exams Timetable Tool

AQA, OCR, Pearson and WJEC published their provisional summer (June) 2027 exam timetables for consultation on Monday 2 February 2026. These were subject to a six-week consultation (the opportunity to feedback/comment) which ran until Friday 20 March 2026.

In May 2026, JCQ published the outcomes of the consultation on the June 2027 examination timetable (for GCSE, GCE AS and A level qualifications) - [see commentary here](#).

On 20/05/2026, June 2027 final timetables were published on AQA, Cambridge OCR, Pearson and WJEC/Eduqas websites.

All summer 2027 provisional timetable data has now been removed from the tool as final timetable data starts to be added to the Exams Timetable Tool.

### **Access to The Exams Office Hub** reminder

**Centre Admin users**, please regularly log into your Hub account to review the information we have listed for your centre.,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**

### **June message and articles**

CEO Message: [Parcelforce Driver of the Year Award 2026](#)

(Exams article) [Why JCQ ask for a senior designated contact...and why this should not be the exams manager/officer](#)

(Mindfulness and Wellbeing article) [Keeping calm and staying in control](#)

### **Member rewards**

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

Deanna Brice  
Rebecca Cottam  
Aisha Iqbal



Charlotte McDermott  
Michelle Stowe

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

### JUNE 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

Exam time may prompt questions to be asked about exams next year, so be prepared.

The issue of final timetables for the **November 2026**, **January** and **Summer 2027** exam series on awarding body websites (and included/to be included in the [Exams Timetable Tool](#)) are points of reference for questions about exam dates.

The November exam series (for GCSE English language and mathematics) is only available to candidates who have reached at least the age of 16 on or before the preceding 31 August (these can be taken as a first-time entry and/or more commonly as a re-sit entry).

JCQ [Key dates](#) – **November 2026** and (GQ) **June 2027** are available (and included in the [Key Dates Calendar Tool](#)) are further points of reference.

As time allows, consider planning for the new academic year and start to gather any updated information for 2026/27 as this is made available by JCQ and relevant awarding bodies.

#### ENTRIES

As may be required, continue to process and submit any required changes (amendments and/or withdrawals) for the **Summer 2026** exam series to the relevant awarding body up until the time of the exam(s) and even slightly beyond if necessary. A mismatch on entries with those candidates who actually sat an exam could delay the issue of results if not resolved.

#### PRE-EXAMS

Continue to manage preparation for conducting the remainder of the **Summer 2026** exam timetable



### EXAM TIME

The daily management of the **Summer 2026** common exam timetable resumes on 1 June (after the half term period).

Ensure all exam scripts continue to be dispatched as required and any necessary post-exam related follow up is completed and submitted to the awarding body according to the timelines required.

Ensure any communications or queries from awarding bodies on post-exam related matters are dealt with as a priority.

### RESULTS AND POST-RESULTS

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

As the pressure of the June exam timetable starts to ease, consider preparation for August results day(s) and beyond.

**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.

### JUNE 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 June include:

**NEW EXAMS MANAGER/OFFICER:** JULY SUPPORT GUIDE

**PLANNING:** (Updated for the new academic year)

- A GUIDE TO MANAGING EXAM PLANNING
- ANNUAL EXAMS PLAN TEMPLATE
- INFORMATION GATHERING FORM TEMPLATE
- ANNUAL QUALIFICATIONS PLAN TEMPLATE

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

**NEW EXAMS MANAGER/OFFICER:** JUNE SUPPORT GUIDE

**RESULTS AND POST-RESULTS:** (updated to support the Summer exam series)

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

### REMINDER

Please make use of the wide range of documents available within the *Key Documents* area of the Hub to support you with the results and post-results process. These include:

#### Preparing for the issue of results

- **A GUIDE TO MANAGING RESULTS AND POST-RESULTS**  
(Published each summer) A brief overview of the main aspects of the processes that need to be managed in the main summer results and post-results period
- **RESULTS DAY CHECKLIST TEMPLATE**  
(Published each summer) Provides a way of drawing up a list of key tasks that need/may need to be undertaken to effectively plan and prepare for results day(s) in summer and beyond
- **AWARDING BODY RESULTS AND POST-RESULTS INFORMATION LINKS TEMPLATE**  
(Published each summer) Provides a central point of reference to links to selected awarding body results and post-results information that will be useful for the summer series
- **CANDIDATE PERMISSION FORM TEMPLATE**  
Provides a process to gather permission for results and/or certificate collection where candidates cannot attend the centre to collect these in the normal way
- **CERTIFICATE COLLECTION INFORMATION FOR CANDIDATES TEMPLATE**  
Designed for use where the centre might issue certificates on a set date (or several set dates) and expect candidates to collect them
- **MODERATION/VERIFICATION RETURNS LOG TEMPLATE**  
Provides a way of logging any hard copy candidates' work returned to the centre at the end of the moderation/verification period and confirming retention for the required period

#### Managing post-results services

- **A GUIDE TO ADMINISTERING POST-RESULTS SERVICES**  
A guide to support in understanding the post-results services offered by awarding bodies after the issue of exam results and how to effectively plan and prepare to administer them
- **POST-RESULTS SERVICES CHECKLIST TEMPLATE**  
(Published each summer) Provides a way of drawing up a list of key tasks that need/may need to be undertaken to effectively plan and prepare for the administration of post-results services in summer
- **POST-RESULTS SERVICES: DEADLINES, FEES AND CHARGES TEMPLATE**  
Provides the opportunity to collate awarding body information on deadlines, fees and charges for post-results services into one document as a point of reference for candidates and centre staff
- **POST-RESULTS SERVICES: REQUEST, CONSENT AND PAYMENT FORM TEMPLATE**  
Provides a form to explain to candidates the full range of post-results services available and the agreement they are entering into by requesting to review their result(s) or requesting the return of copies of their scripts
- **POST-RESULTS SERVICES: TRACKING LOG TEMPLATE**  
Provides an example spreadsheet to log and track requests submitted to, and outcomes from, awarding bodies