

MEMBER MESSAGE

Another summer exam series delivered successfully...now time for a well earned break!

Congratulations on successfully completing another summer examination series. While there are still some important tasks to complete, including preparing for results day(s) and managing post-results services, we hope that exams managers/officers will be able to take a well-earned break after another demanding academic year.

To mark the end of the year, we are delighted to announce the winners of the [NAEO Exams Manager/Officer of the Year Awards 2026](#).

Congratulations to **Jade Hussey**, Exams Officer at **Trinity Catholic School, Leamington Spa**, who has been named **NAEO Exams Manager/Officer of the Year 2026**.

Congratulations also to our runners-up:

- **Stuart Willis** – Upper Wharfedale School
- **Michelle Trigg** – Henley Bank High School, Gloucester
- **Kerry Repton** – Derby Moor Spencer Academy, Littleover, Derbyshire

Our congratulations also go to **Julian Felice** of **Gibraltar College**, who has been named **International Exams Manager/Officer of the Year 2026**.

The awards, together with certificates and gift vouchers, will be presented at the **NAEO Summer Conference at The Oval on 6 July**.

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

Exams manager/officer and senior leader training 2026/27

As a reminder, 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) **LIMITED AVAILABILITY**
- Manchester, Emirates Old Trafford Cricket Ground (7 October)
- Leeds, Aspire (14 & 15 October) - 2 dates **LIMITED AVAILABILITY**
- London, Oval Cricket Ground (19 October) **LIMITED AVAILABILITY**
- London, Wembley Stadium (22 & 23 October) - 2 dates

London training events

Since confirming the dates, we have received some feedback regarding the Wembley training sessions.

Our decision to schedule the London training during this week for the 2026/27 academic year, was based on a number of factors:

- The October training does not fall within the **official** half-term week recognised by local authorities across London and the South East. While some centres choose to extend their break to two weeks, we are not aware of individual centres' term dates when confirming venues.
- From mid-September until the October half term, Wembley Stadium was only able to offer this specific block of three consecutive days.
- To ensure that members who are unable to attend in person are not disadvantaged, we have introduced a live-stream option. The sessions will also be recorded, allowing delegates to access the training at a time that suits them.

We appreciate the feedback we have received and hope these arrangements provide flexibility for members who are unable to attend a Wembley event in person.

[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

Invigilator badges

The **2025/26 Invigilator Badges** have now been dispatched to centres that claimed them by the 30 April deadline.

The badges are awarded annually to invigilators and staff who have successfully completed at least one of The Exams Office's online training and assessment modules. As part of their membership to The Exams Office, centres can claim **up to 50 badges free of charge** each year.

Additional badges are available to purchase from **The Exams Office Store**.

From **September 2026**, badges for the **2026/27 academic** year will be available on demand. This means exams managers/officers can claim badges at a time that suits their centre, once they are satisfied that all relevant invigilators have completed **the** required online training.

e-Cards

The following e-Cards have been published within the Hub:

- 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

July ARTICLE

[IMPROVING THE EXAMINATION SYSTEM IN YOUR CENTRE: ACQUIRING FEEDBACK FROM CANDIDATES, INVIGILATORS AND STAFF](#) explores the key areas on which candidates, invigilators and staff can provide feedback, enabling exams managers/ officers to evaluate and continually improve their centre's examination system.

(June/July article reminder) [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.

The Exams Office NEWS and UPDATES

Annual Dispatch

The need for planning and organisation is the inspiration behind our Annual Dispatch.

All UK member centres should now have received/be shortly receiving their dispatch in readiness for the 2026/27 academic year.

Our dispatch this year includes the following:

- Exams Diary
- Wall Planner
- Desktop Calendar

All items are pre-populated with JCQ's published GQ key dates in the (GCSE) November 2026 and (GQ) June (Summer) 2027 exam series. The wall planner is also pre-populated with JCQ's published (VTQ) key dates in the January 2027 exam series.

While stocks last, complimentary extra copies of the diary and wall planner will be available at all our September and October Exams Training events or additional copies will be available to purchase from mid-August in [The Exams Office Store](#).

Receipt of the dispatch marks a time to start populating additional key dates and activities in your new diary/wall planner in preparation for the new academic year. Our 2026/27 [annual exams plan template](#) is also a useful point of reference to support your planning.

From the **2027/28 academic year**, diaries and wall planners will be supplied **on demand**. Members will be able to place pre-orders from **Spring 2027**, with orders being dispatched in **late June 2027**, ready for the start of the new academic year.

Contacting The Exams Office

Our phone lines are closed from **Monday 20 July** and re-open on **Tuesday 1 September**.

Our email service continues as normal during this period, by contacting the relevant team directly:

- Exams Training event enquiries: training@theexamsoffice.com
- Finance enquiries: finance@theexamsoffice.com
- Membership enquiries: membership@theexamsoffice.com
- General enquiries: contact@theexamsoffice.com

The Exams Office Hub

Assessments

A reminder that 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 any relevant 2026/27JCQ documents).

Access to The Exams Office Hub

In preparation for the new academic year, the Hub will be subject to its annual system update. The system update is a requirement of our data protection practice(s) and ensures that we retain only accurate, and current, data as we move from one academic year to the next.

Action required by Centre Admin

On first time login on or any time after **1 August**, the Centre Admin will be required to verify all centre users for the 2026/27 academic year.

To verify centre users, once logged in (current login credentials remain valid), the Centre Admin will be presented with a list of centre users from the 2025/26 academic year.

Centre Admin is then required to select the centre users they want to carry forward into the 2026/27 academic year. Any user not selected/verified will be removed from the system.

Once the list of centre users has been verified, the validation process is complete. All retained centre users will then be able to proceed to login and use the system as normal as and when they need to.

Quarterly centre details check

To ensure we hold the correct contact details and other key information for our member centres, from the new academic year, we will be introducing a quarterly centre details check within the Hub that Centre Admin users will be alerted to.

The importance of this new practice is to ensure that our Annual Dispatch and Invigilator Badge Claim mailings reach the correct centre address.

Exams Timetable Tool

The [tool](#) was updated during late May and June to add:

- AQA (Jan-27, Summer-27 series) data | To correct date and session of AQA Level 2 Certificate in Further Mathematics 8365 papers in Summer-27
- Cambridge OCR (Jan-27, Summer-27 series) data
- Pearson (Oct-26, Jan-27, Summer-27 series), BTEC (dated exam units Winter-27, Summer-27 series) and T Levels (dated exam components Autumn-26 series) data
- OxfordAQA (Nov-26, Jan-27, Summer-27 series) data

WJEC and NCFE data will be added to the tool shortly.

National Association of Examinations Officers NEWS and UPDATES

Summer Conference 2026

The NAO looks forward to welcoming delegates, presenters and exhibitors attending its [annual conference](#) in London on 6 July.

Delegate attendance certificates will be emailed out shortly after close of the event.

July message and articles

CEO Message: [Exams Manager/Officer of the Year 2026](#)

(Exams article) [Initial feedback from the summer 2026 exam series](#)

(Mindfulness and Wellbeing article) [From pressure to perspective: Reflecting after the exam period](#)

Member rewards

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

Izabela Adamska
Cara Broadbent

Julie Devalmency
Laura Gershaw
Vivienne Tomkinson

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

JULY 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 planning for the new academic year may already be underway.

Gathering information: Undertake a qualifications/data check annually with teaching teams - where practically possible start to gather this information before the end of the summer term.

Refer to JCQ documents and awarding body exams administration information for 2026/27 which will start to be made available as the new academic year approaches.

Gathering information will support in building your *annual exams plan* for 2026/27.

Sharing information: Ensure relevant JCQ documents, as they may be updated and published for 2026/27, are shared with/signposted to the relevant people in your centre.

ENTRIES

As may be applicable to your centre, particularly note the key dates that fall early in the new academic year including the final date/deadline for entries for the (GCSE) **November 2026** series and the (VTQ) **January 2027** series.

PRE-EXAMS

Again, as applicable, particularly note the key dates that fall early in the new academic year in relation to access arrangements including the final dates/deadlines for ordering modified papers and processing access arrangements for the **November 2026** series and the **January 2027** series.

RESULTS AND POST-RESULTS

Prepare for results day(s) in August and subsequently be prepared to deal with any enquiries about, or requests for, 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 (Key Documents area) by the beginning of the month it relates to.

JULY 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.

As a reminder, see the wide range of documents to support you with the [RESULTS AND POST-RESULTS](#) process.

Updated documents/resources to be published in the Hub during July include:

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

[PLANNING](#): (Updated for the new academic year)

- EXAMS REPORT FORM TEMPLATE
- A GUIDE TO MANAGING [PRIVATE CANDIDATES](#)
- PRIVATE CANDIDATE: PRELIMINARY INFORMATION AND ENTRY FORM TEMPLATE

[ENTRIES](#): (Updated for the new academic year)

- PRIVATE CANDIDATE: PROVISIONAL ENTRY CONFIRMATION TEMPLATE

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

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

[PLANNING](#): (Updated for the new academic year)

- A GUIDE TO MANAGING EXAM PLANNING
- ANNUAL EXAMS PLAN TEMPLATE (v1)
- INFORMATION GATHERING FORM TEMPLATE
- ANNUAL QUALIFICATIONS PLAN TEMPLATE

[ENTRIES](#): (Updated for the new academic year)

- EXAM ENTRY/RESIT FORM TEMPLATE