NEW EXAMS OFFICER INDUCTION: TASK COMPLETION CHECKLIST

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| **Tasks to undertake during the first week in role** |
| Task | **✓** To confirm completion | Notes (as applicable)NEW EXAMS OFFICER INDUCTION: TASK COMPLETION CHECKLIST Delete this text box when the information contained below is understoodThis template is provided as a good practice example **only** and can be customised for use in a centre or to inform an electronic recording process. It is recommended this checklist is used by a new exams officer during their induction period to record completion of tasks during their first week, first month/half term and first term or three months in role and ahead of an exam series. **The list of tasks is not exhaustive** – this is intended as a guide only and there may be additional centre/qualification related tasks that need to be undertaken.**How to complete the checklist*** **✓** To confirm where a task(s) has been completed (add the date completed if/as applicable)
* Record notes (as applicable), for example, to describe how a process works or to insert a link to relevant other documentation or further information
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| Centre induction (general) including:* identifying key staff
* centre calendar/term dates
* centre-wide policies and procedures
* mandatory internal training/HR requirements/centre IT system
* the Management Information System (MIS) used by the centre
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| Centre induction (exams) including:* identifying and familiarisation with your exams office and facilities (e.g. dedicated computer with internet access, printer, phone, storage space, etc.)
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| Exam dates, create a calendar which includes:* external exams (e.g. November, January and/or Summer series dates)
* periods of internal exams/assessments (if applicable to your role)
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| Training, including:* identifying internal staff who may be able to provide training/mentoring
* local exams officer network
* awarding body and The Exams Office exams officer training
* the process to request attendance at paid/free-to-access events
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| External support/information including:* identifying staff within local centres or those as part of your Multi-Academy Trust who may offer support/advice/guidance, etc.
* key stakeholders (e.g. DfE, Ofqual, JCQ, awarding organisations, The Exams Office, National Association of Examinations Officers, etc.) including websites/contact information/login information (if applicable)
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| **Tasks to undertake during the first month/half term in role** |
| Task | **✓** To confirm completion  | Notes (as applicable) |
| Ensure familiarisation of the exam cycle and the key tasks within each of the five sections:* Planning
* Entries
* Pre-exams (Exam preparation)
* Exam time
* Results and Post-Results
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| Online induction:* begin The Exams Office *New Exams Officer Induction and Assessment Module*
* complete all units (1-4) of the *Invigilator Training and Assessment* *Module* to develop understanding of JCQ regulations
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| Key internal exams staff:* identify exams-related staff (e.g. SENCo/ALNCo, teaching staff, premises staff, IT staff, reception staff etc.)
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| Line manager meetings:* timetable regular meetings with your line manager and add areas you would like to discuss, sending these to your line manager in advance of any meetings
* targets should be monitored at regular intervals during the academic year
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| JCQ and its member awarding bodies, familiarisation with:* websites/regulations
* Centre Admin Portal (CAP)
* sign up to the JCQ and awarding body newsletter/updates
* acquire login details to awarding body secure sites
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| External stakeholders:* acquire login details for external support organisations (e.g. NAEO, The Exams Office, etc.)
* identify support offered by awarding bodies, MIS providers, etc.
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| Exam information (internal):* identify information held in hard copy/electronically
* compile/update an *annual qualifications plan* and *annual exams plan*
* send an *Information gathering form* to relevant staff in each subject area
* identify your role in internal tests/mocks
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| Exam information (external):* be aware of the National Centre Number (NCN) Register
* understand JCQ inspections
* understand exam terminology
* understand ‘resilience arrangements’
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| Centre website:* identify the exam-related information shared on the centre website, what needs to be updated and what could be added to the website to support your role, candidates and parents
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| Exam storage:* locate the centre’s secure exam room and secure storage facility
* ensure it complies with JCQ regulations
* understand what can/cannot be stored in the secure room and storage facility
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| Exams Manual:* identify your centre’s Exams Manual as supplied by The Exams Office (if your centre has an active membership)
* begin to populate/update an Exams Manual containing key centre-specific exam-related information which supports contingency and succession planning, and can be used during a JCQ centre inspection, including:
	+ General information
	+ Key documents
	+ Compliance
	+ Policies and Procedures
	+ Invigilation
	+ Professional development
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| Exam diary:* maintain a diary of tasks undertaken on a daily/weekly basis making suggestions for improvement, where applicable,
* to assist in future years and to address contingency planning
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| **Tasks to undertake during the first term or three months in role and ahead of an exam series** |
| Task | **✓** To confirm completion  | Notes (as applicable) |
| JCQ compliance - Be aware of all JCQ regulations relevant to the exams officer role, in particular those in the following publications:* General Regulations for Approved Centres
* Instructions for conducting examinations
* A guide to the special consideration process
* Suspected Malpractice: Policies and Procedures
* Post-Results Services
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| Exam entries:* plan and prepare for making exam entries issuing advice and guidance for staff
* acquire entry information from staff
* be aware of awarding body key dates/final entry deadlines
* check entry information
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| Confidential exam materials:* receiving, securely moving, checking and securely storing question papers and other confidential materials
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| Exam rooms:* identify the rooms which will be used during an exam series
* liaise with staff whose rooms will be utilised
* book rooms
* speak with premises staff to confirm their role in setting up an exam room(s)
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| Exam budget:* confirm and monitor the centre’s exam budget and any late entries
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| Exam policies:* create, review and/or update JCQ required, good practice and policies and procedures created to address centre-specific issues

….and in particular:* ensure awareness of how to deal with instances of malpractice
* ensure a procedure is in place to identify candidates
* ensure that the emergency evacuation policy reflects the practice in your centre
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| Access arrangements/reasonable adjustments, confirm:* an understanding of centre-delegated access arrangements and those approved by the *Access arrangements online* tool
* your role and responsibilities in the administration, delivery and rooming of access arrangements
* key dates for submitting applications for access arrangements and modified papers
* managing emergency access arrangements
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| Invigilators:* evaluate, recruit and arrange training for your invigilators (and facilitators of access arrangements, if appliable)
* utilise The Exams Office online training and assessments for new and experienced invigilators to support your training
* timetable invigilators for the upcoming exam series
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| Briefing staff\*, candidates and parents including centre information and the following JCQ information which must be disseminated:* Information for candidates’ documents
* Unauthorised items poster
* Warning to candidates’ poster
* Written complaints policy
* Written internal appeals procedure
* Notice to centres – People present in the exam room\*
* Written procedures for dealing with candidates’ requests for post-results services
* Availability of senior members of staff immediately after the publication of results
* Post-results process, including the published deadlines for clerical re-checks, reviews of marking and reviews of moderation\*
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| Contingency planning, to cover:* all aspects of examination administration
* head of centre, exams officer, SENCo (or equivalent role) or teacher absence at a critical stage of the exam cycle
* non/late receipt of entry information
* non/late receipt of access arrangements information
* invigilator issues
* failure of IT systems/potential impact of a cyber attack
* exams officer absence on an exam day/session
* centre is unavailable for examinations or results day(s)
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| Pre-exams – plan for the following:* timetabling (including timetable variations)
* rooming (including rooming of access arrangements candidates)
* seating arrangements (including seating plans)
* preparing your invigilators for the exam series
* be aware of the regulations/centre procedures for:
	+ emergency access arrangements
	+ candidates who are ill/distressed
	+ candidates who are absent from an examination
	+ candidates who arrive late for an examination
	+ suspected candidate malpractice
	+ serious disruption in the examination room
	+ emergency evacuation of the examination room
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| During an exam series – plan for the following:* preparing for each exam session
* after each exam session
* preparing for the next exam session/day
* what to do if a candidate:
	+ requires an emergency access arrangement(s) at the time of an exam
	+ arrives for an exam and he/she is clearly unwell or extremely distressed
	+ is absent from an exam
* contingency planning for the following during an exam series:
	+ Exams officer absence
	+ SENCo absence
	+ Teacher absence
	+ Centre unavailable
	+ Exam rooms unavailable
	+ Failure of IT systems
	+ Cyber-attack
	+ Invigilator shortage
* setting up the exam room
* handling question papers/exam materials
* reporting malpractice
* dealing with late/very late arriving candidates
* managing instances of possible special consideration
* preparing for the JCQ centre inspection
* packaging and dispatching scripts
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| Results and Post-Results:* Awareness of key dates and deadlines
* Restricted release of results day – tasks to complete, staff involvement, etc.
* Understanding the post-results services – reviews of results, access to scripts, missing and incomplete results, late subject awards and appeals
* Manage candidate enquiries for post-results services
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