Exams Officer training 2024 – Poll results

The following results are an amalgamated across the following experienced exams officer 'Exam Changes' training events which took place during September and October 2024 at the following locations:

- Coventry (24 September)
- Bristol (27 September)
- London (1 October)
- Leeds (8 October)
- Manchester (14 October)
- Coventry (17 October)

1. The Exams Office Annual Dispatch: Which of the following materials do you use? (978 votes)

- All items - 13%
- Wall planner - 32%
- Diary - 23%
- Calendar - 18%
- Desk diary - 12%
- No items - 4%

2. Post-Results: Did you experience an increase in the number of requests for the following post-results services in summer 2024 compared to summer 2023 (tick all that apply)? (649 votes)

- Service 2: Review of marking - 47%
- Priority Service 2: Review of marking - 21%
- Service 3: Review of moderation - 9%
- Service 1: Clerical re-check - 4%
- None of the above/a reduced number of requests - 20%

3. Are you/will you be engaging with the Exams Officer Professional Standards as part of your performance management/ professional development during the 2024/2025 academic year? (500 votes)

- Yes - 70%

- No - 30%

4. Resilience measures: As part of your centre's resilience measures, will a mock exam series be run in line with JCQ regulations? (515 votes)
- Yes - 93%
- No - 0.5%
- To be confirmed - 6.5%

5. Do you believe that an access arrangement(s) was granted in your centre during the 2023/2024 academic year which did not comply with JCQ regulations (e.g. not the candidate's normal way of working, access arrangements awarded across all subjects when not needed in some)? (513 votes)
- Yes – 33%
- No – 56%
- Do not know - 11%

6. Do you use the Policy Generator Tool within The Exams Office Hub to produce your exam-related policies? (512 votes)
- Yes – 86%
- No – 14%

7. Do you use any/all of The Exams Office online training and assessment modules to train your invigilators? (514 votes)
- Yes – 92%
- No – 8%

8. Do you feel that you receive adequate support and supervision from your senior leader/line manager to effectively perform your role/answer your questions? (512 votes)
- Yes – 77%
- No – 23%

9. Do you use a projected clock/examination information tool in your exam room(s)? (514 votes)

- Yes – 36%
- No – 64%

10. Approximately how many rooms were used in your centre during the 2024 summer exam series (including for access arrangements candidates)? The following is an average across the centres which volunteered this information at each event.

- Coventry (43 centres) – 13 rooms
- Manchester (29 centres) – 13 rooms
- Bristol (38 centres) – 13 rooms
- Leeds (24 centres) – 12 rooms
- London (39 centres) – 10 rooms
- Total nationwide (165 centres) – Average 13 rooms