



"The range of support and advice that the EOA can offer College Examination Officers, who have a particularly complex job due to the range of vocational awards most colleges offer, is to be welcomed." (AoC)

"Examinations officers play a vital role in schools and colleges. The size and complexity of the examinations system in the UK requires a high degree of skill and knowledge to be an effective Examinations Officer. The EOA plays an important part in professionalising the role and supporting Examinations Officers in their important work." (ASCL)

"NAHT fully supports EOA in its work on the development and training of examinations officers and their teams. As our system evolves to include the new 14-19 qualifications it is crucial that there is confidence in the integrity and professionalism of the system and those who administer it." (NAHT)

"The National Extension College greatly values the advice and help it receives from EOA. External students often come from disadvantaged backgrounds and EOA has helped many needy students to progress." (NEC)

"Exams Officers have a crucial role to play in liaising with us to ensure the successful administration of our qualifications and we are fully supportive of the work of the EOA in promoting and supporting their work and professional development" (ABC Awards)

"AQA welcomes the work being done by the EOA to promote the professional development of Exams Officers, and to recognise their expertise" (AQA)

"The role of the Examination Officer is important to the successful administration of our qualifications and CCEA welcomes and fully endorses the work of the EOA" (CCEA)

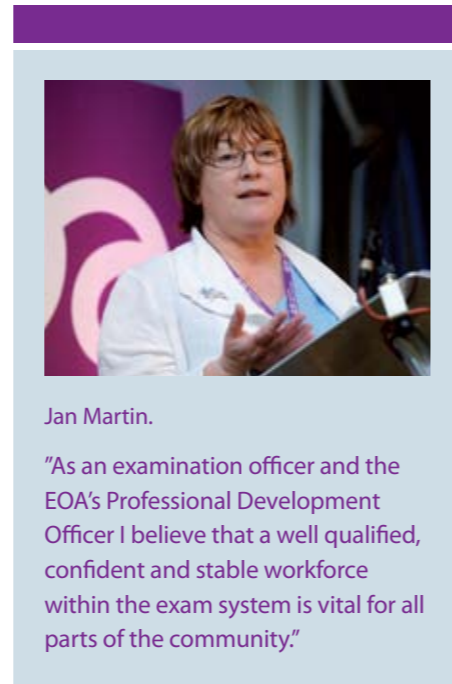
"Efficient and effective exam officers are key to helping learners get the vocational qualifications they want from City & Guilds, and we support the work the Examination Officers' Association is doing to represent their interests nationally." (C&G)

"Edexcel endorses the important work of the EOA in supporting the professionalisation of the examination office staff in centres" (Edexcel)

"NCFE recognise the challenging role that exams officers hold and are pleased to be working with the Examination Officers' Association to give support and guidance to all our centres" (NCFE)

"Professional and efficient exams officers help us to get it right first time for centres and for candidates." (OCR)

"At a time where many changes are occurring within the exams system, the WJEC supports the role of the EOA in providing professional development for EOs." (WJEC)



Jan Martin.

"As an examination officer and the EOA's Professional Development Officer I believe that a well qualified, confident and stable workforce within the exam system is vital for all parts of the community."



Examination Officers' Association

supporting the management of exams

Getting to the heart of your professional development

Our online distance learning courses link your personal professional development with good practices that embrace all the existing and future management procedures and tools available to exams office staff.

Professional development at your fingertips

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EOA Examination Officers' Association

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support

voice and influence

community

development



Karen Edwards from Kesteven and Grantham Girls School

"I'm really pleased to gain this qualification. I already feel it will help give me confidence in dealing with whatever the examination system throws at me. I want to share my experience and support with others. I am joining the new national EOA BTEC team which provides peer support to the rest of my colleagues in the exams office."



Karen Boothman from Highdown School & Sixth Form College in Reading

"I have found it to be extremely worthwhile. It's helped me review and streamline processes and also fill in some gaps in my knowledge. I think it's a very useful qualification for exams staff to have and to work towards. I found the process of putting the portfolio together very useful and now have a good resource for managing the exams office."

The Suite of Qualifications available

Within the EOA Continuing Professional Development framework (CPD) there is a choice of BTEC qualifications available to all exams office staff. These reflect the different levels and needs of personnel working with examinations in schools, colleges and other educational institutions. This CPD programme is supported by the DCSF, QCDA, TDA and all the main awarding bodies, delivering a range of qualifications, including focusing on the new diploma structure.

Why should new or experienced exams office staff take these qualifications?

To meet the needs and demands of the new diploma style qualifications and any future exam systems, a high level of professional skill is needed by exams office staff, so that they have up to date knowledge, the right skills and confidence to deal with constant change.

The suite of awards targets the different roles and levels of exam office personnel, from newly appointed to experienced exams office staff, as part of their CPD. These qualifications are designed to meet the needs of any role, in any type of exam centre, dealing with both general and vocational qualifications.

The benefits to all exams office staff are to:

- confirm your professional status within your centre
- create a better understanding and acquire up-to-date knowledge of the range of qualifications and examination processes
- build more confidence when dealing with staff, students, awarding bodies and other interested groups
- establish a foundation for other career opportunities

The benefits to Senior Leadership/Management Teams and the wider exam system of professionally trained exams office staff in their centre are to:

- give better support for students and staff
- create an ability to adapt and respond more effectively to change
- add greater value and assistance to the Senior Leadership/Management Teams in their centres
- provide a more cost effective service for your centre
- provide a more stable and secure workforce
- ensure a greater confidence in the exam system

"Exams officers do a hugely important job, which will become ever more important as we implement our 14-19 reforms. We are recognising this through investing in training and support, and in the establishment of a negotiating body for support staff. We expect all local authorities, as they undertake evaluations under the single status agreement, to ensure that the value of their jobs is properly recognised alongside those of other support staff." (DCSF)

Professional qualifications increase your value to your centre

Completing a BTEC course is a key part of your CPD and means that you will have learnt the most up-to-date information, good practice techniques and tools to enable you to carry out a skilled and professional role in your exam office. You become the most knowledgeable person in your centre on exams and a valuable asset to your senior management team.

BTEC Level 2 Online - Award Introduction to Administering Examinations

Aimed at people who may be starting off as an assistant or work in a support role, with little or no knowledge of education or exam environments.

The qualification is based on two mandatory units both of which have to be gained to achieve the qualification at level 2:

- Unit 1: Assisting in the Administration of the Examination Process
- Unit 2: Working with Entries and Results

To complete your qualification, in addition to online tasks you have to submit a portfolio of work based upon the evidence collected from your exams office.

BTEC Level 3 Online - Advanced Award in Administering Examinations

Aimed at people in centres who may be part of a team with added management responsibility in a large centre or may already have the title of Exams Officer but are still fairly new to their post and/or have limited knowledge and experience of the exam/education environment but have vast experience, knowledge and skills acquired from previous working environments.

The qualification is based on three mandatory units all of which have to be gained to achieve the qualification at level 3:

- Unit 1: Assist in Planning Exam Processes
- Unit 2: Administration of the Examination Process
- Unit 3: Administering the Entries and Results Processes.

To complete your qualification, in addition to online tasks you have to submit a portfolio of work based upon the evidence collected from your exams office.

BTEC Level 4 Online - Professional Certificate in Managing Examinations

Aimed at people who are very experienced exams office staff, who manage all systems and personnel and take full responsibility for the delivery of exams in their centre. In colleges these people might have the title Exams Manager, while in schools they may be more commonly known as Exams Officer but carry out all the necessary operational activity in addition to other management roles.

The qualification is based on three mandatory units and one of the four optional units.

The mandatory units are:

- Unit 1: Analysis of the Examination System
- Unit 2: Managing the Examination Process
- Unit 3: Managing the Entries and Results Processes

The optional units are:

- Unit 4: Managing Resources
- Unit 5: Managing Examination Budgets
- Unit 6: Managing Student Data
- Unit 7: Project (eg. Diploma development)

To complete your qualification, in addition to online tasks you have to submit a portfolio of work based upon the evidence collected from your exams office.

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How to Register - Three easy steps!

Step

1

Register as a Full Member first

Go to the EOA website at www.examofficers.org.uk to register online

Membership will give you access to:-

- the EOA website forums for support from the exam office community
- local and online networks from the exam office community
- workshops and online provision

Step

2

Access to the online courses

Once a member you can access:-

- our Self Assessment Tool to help you choose your BTEC course
- the free online Access & Special Consideration course
- the free Invigilation course

Please contact the EOA office if you need any help or guidance.

Step

3

Register for a BTEC course

On completion of the registration and payment process you will be allocated your BTEC course and emailed details about when you can log on and get started straight away. You will be allocated a **tutor** who is an experienced qualified exams officer, with whom you will communicate by email. You can work through the course at your own pace, using the EOA online tools.