

Exams officer survey - 2023

The 2023 exams officer survey took place between 1 October and 3 November 2023, with 1,841 exams officers providing responses – compared to 1,489 who completed the exams officer survey in 2022 and 958 in 2021.

It should be noted that new exams officers are less likely to participate, and therefore, the feedback is more representative of those established within the role.

Ahead of the summer 2024 exam series, the main areas of concern amongst the exams officer community include:

- Invigilators – recruitment and/or retention
- Access arrangements – the number of different access arrangements which need to be accommodated and rooming access arrangements candidates
- Workload – insufficient time to undertake current tasks, difficulty in undertaking the exams officer role when also given an additional role to perform, the increased number of qualifications taken within centres increasing the scope of the role
- Senior leaders/teaching staff - lack of support/leadership from senior leadership team/line manager, teaching staff being unaware of exam-related information/deadlines/regulations
- Awarding organisation processes - managing the different processes which exist between awarding organisations

The main outcomes of the 2023 survey are:

- Salaries are increasing – almost 3 in 4 exams officers are paid over £25,000
- Only 1 in 3 exams officers are employed on full time contracts
- More than half of all exams officers undertake another role within their centre
- 3 in 5 exams officers are not members of a trade union
- Less than 50% of centres are using ESS SIMS, whilst an increasing number of centres are using management information systems supplied by Arbor and Bromcom
- More than 1 in 4 exams officers do not receive an annual appraisal
- Almost 3 in 5 exams officers do not receive any additional administrative support
- 4 in 5 exams officers receive appropriate training and support in their role
- 1 in 10 exams officers are not line managed by a member of their senior leadership team
- According to their exams officer, 1 in 3 line managers do not possess a good working knowledge of examination system
- 1 in 5 exams officers do not feel well/actively supported and/or valued by their line manager/relevant senior leader
- 2 in 5 heads of centre/senior leaders/line managers believe that the exams officer role is only required/busy when exams are taking place
- 1 in 3 centres do not have adequate contingency and succession planning in place in the event of the absence of the exams officer during a critical period (e.g. entry deadline, during an exam series, results day etc)
- In 44% of centres the senior leader(s) with overall responsibility for examinations and assessments does not receive appropriate training and support to facilitate the effective

delivery of examinations and assessments, and does not ensure compliance with the published JCQ regulations

- 2 in 5 heads of centre/relevant member(s) of the senior leadership team do not read/refer to/familiarise themselves with the entire contents of the relevant JCQ publications (particularly the General Regulations for Approved Centres, Instructions for conducting examinations, Access Arrangements and Reasonable Adjustments)
- 80% of exams officers who are involved in the access arrangements application process have spent an increasing amount of time on making these applications in recent years
- 9 out of 10 exams officers who are involved in providing access arrangements to candidates, have spent more time on this activity in recent years
- 45% of exams officers do not feel that they have sufficient time to work with their SENCo and other staff to apply for and provide access arrangements/reasonable adjustments
- AQA provides the best systems/process in the following areas:
 - Downloading question papers (on the day of the exam)
 - Secure website
 - Grade boundary information
 - Moderator reports
 - Post-results information
- Pearson provides the best systems/processes in the following areas:
 - Attendance registers
 - Script dispatch labels

Regional feedback

- Exams officers in the North East, North West and Yorkshire/Humberside are more likely to undertake an additional role as well as serving as an exams officer
- Exams officers in the South West are more likely to be employed on a part time contract
- Exams officers in London (within the M25) and the North East are more likely to be employed on a full time contract
- Exams officers in the North East are less likely to receive appropriate training and support to facilitate the effective delivery of examinations and assessments, and ensure compliance with the published JCQ regulations
- Exams officers in the East Midlands and Yorkshire/Humberside are less likely to be line managed by a member of the senior leadership team within their centre
- Exams officers in the North East and South West are less well/actively supported and valued by their line manager/relevant senior leader
- Heads of centre/senior leaders/line managers in the East Midlands and West Midlands are more likely to possess the view that the exams officer role is only required/busy when exams are taking place. Those in London (within the M25) are more aware that the exams officer role is an all-year round role
- Centres in London (within the M25), South East and Yorkshire/Humberside are more likely to ensure that adequate contingency planning is in place during critical periods
- Centres in London (within the M25) are more likely to ensure that succession planning/support is in place in the event of the departure of their current exams officer (and appointment of a new exams officer)

- Senior leader(s) in the South West and East Midlands with overall responsibility for examinations and assessments are less likely to receive appropriate training and support to facilitate the effective delivery of examinations and assessments, and ensure compliance with the published JCQ regulations

Questions and responses

1. Which awarding organisation qualifications are delivered in your centre? (1,841 respondents/centres)

	2023	2022	2021	2020
AQA	98.2%	92.5%	98.9%	99.0%
Pearson	97.9%	90.9%	99.0%	99.3%
OCR	94.1%	87.4%	96.6%	97.0%
WJEC/Eduqas	87.9%	80.7%	88.3%	90.5%
Cambridge International Education	18.6%	26.7%	24.1%	15.6%
NCFE	26.1%	26.3%	24.5%	29.8%
ASDAN	16.2%	17.9%	20.1%	4.4%
The London Institute of Business & Finance (LIBF)	10.0%	11.8%	10.6%	5.4%
Other	11.8%	10.1%	15.1%	1.7%
City & Guilds	6.7%	9.4%	6.0%	8.4%
VTCT	4.9%	6.2%	5.2%	2.3%
EAL	3.2%			
RSL	6.6%			
UAL	2.9%			

2. Detail your salary (full time equivalent) (1,474 responses)

	2023	2022	2021	2020
£14,999 or less	2.6%	3.0%	2.8%	1.6%
£15,000 - £19,999	3.7%	6.3%	7.4%	10.6%
£20,000 - £24,999	21.8%	32.8%	37.6%	37.5%
£25,000 - £29,999	35.3%	33.9%	32.8%	30.1%
£30,000 - £34,999	24.3%	17.1%	14.1%	14.7%
£35,000+	12.3%	6.9%	5.2%	5.5%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	127	121	164	61	199	310	189	150	144

£14,999 or less	3.1%	2.5%	1.8%	0%	1.5%	1.9%	4.2%	6%	2.1%
£15,000 to £19,999	3.1%	1.6%	1.2%	1.6%	2.5%	3.5%	7.9%	2%	7.6%
£20,000 to £24,999	28.4%	17.4%	4.9%	27.9%	26%	20.6%	19.1%	32.7%	25.7%
£25,000 to £29,999	43.3%	42.1%	22.6%	42.6%	40.7%	31%	39.7%	32.7%	31.9%
£30,000 to £34,999	19.7%	24.0%	29.3%	11.5%	22%	29.4%	22.8%	20%	27.1%
£35,000+	2.4%	12.4%	40.2%	16.4%	7%	13.5%	6.3%	6.6%	5.6%

Only 9 replies were received from Welsh centres. This sample size was too small for accurate analysis.

3. Do you undertake any other role(s) within your centre in addition to that of exams officer? (1,841 responses)

	2023	2022	2021	2020
Yes	54.4%	51.7%	57.5%	58.3%
No	45.6%	48.3%	42.5%	41.7%

Of the 770 who answered 'yes' to this question, the following roles were the most frequently listed as being undertaken in addition to the exams officer role (please note that a significant number of exams officers deliver more than one additional role):

- Data – 330
- Admissions – 57
- Timetable – 48
- Teacher – 42
- Census – 28
- Reception – 23
- First Aid - 18

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Yes	50.3%	53.1%	51.9%	70.5%	62.7%	48.7%	48.7%	55.7%	62.2%
No	49.7%	46.9%	48.1%	29.5%	37.3%	51.3%	51.3%	44.3%	37.8%

4. What type of contract do you have for your current exams officer position? (1,590 responses)

	2023	2022	2021	2020
--	------	------	------	------

Full time	33.5%	32.7%	26.6%	25.8%
Term time (this includes additional days/weeks to manage results)	57.8%	60.7%	73.4%	74.2%
Part time	8.7%	6.6%	Option not offered	Option not offered

By region

	East Mids	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids	Yorkshire & Humber
Responses	133	131	191	69	208	336	190	164	158
Full Time	32.3%	32.1%	40.8%	42%	33.2%	32.7%	25.8%	30.5%	34.8%
Term Time	58.7%	59.5%	50.8%	50.7%	63.5%	56.6%	60%	61%	58.2%
Part Time	9%	8.4%	8.4%	7.3%	3.3%	10.7%	14.2%	8.5%	7%

5. What notice period must you serve if you decide to leave the exams officer role in your centre? (1534 responses)

	2023	2022	2021
No notice period	0.8%	1.3%	0.2%
1 month or less	66.1%	68.9%	74.6%
2 months	13.4%	12.5%	2 months or more - 25.2%
3 months	14.7%	11.9%	Option not offered
Other	5.0%	5.4%	Option not offered

6. Are you a member of a trade union? (1489 responses)

	2023	2022
I am not a member of a trade union	59.7%	56.5%
UNISON	17.1%	17.3%
National Education Union	12.4%	13.7%
GMB	5.5%	5%
I am a member of a trade union which is not listed	3.9%	2.3%
Voice	1%	1%
Unite the Union	0.4%	0.9%
Independent Workers' Union of Great Britain	0%	1.9%
Public and Commercial Services Union	0%	1.4%

7. Which Management Information System (MIS) do you use in your centre? (1,841 responses)

	2023	2022
--	------	------

ESS (SIMS, Unit-e)	49.4%	51.9%
Bromcom	14.7%	10.8%
Arbor	15.4%	9.7%
iSAMS	8.3%	8.7%
Other	5.9%	8.1%
Advanced (Progresso, Facility, Cloudschool)	0.5%	3.3%
Engage	0.9%	1.9%
Schoolbase	0.9%	1.5%
We do not use a MIS at our centre	2.0%	1.3%
Pass	0.4%	1.1%
Tribal	1.0%	1.1%
RM Integris	0.7%	1.0%

**8. Are you given the opportunity to undertake an annual professional appraisal?
(1,841 responses)**

	2023	2022	2021	2020
Yes	74.4%	76.0%	71.0%	69.5%
No	25.6%	24.0%	29.0%	30.5%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Yes	70.3%	81.6%	78.5%	70.5%	72.7%	75.5%	70.9%	69.2%	77.8%
No	29.7%	18.4%	21.5%	29.5%	27.3%	24.5%	29.1%	30.8%	22.2%

9. Do you have any support in your role as exams officers within your centre (for example, exams assistant or similar administrative support)? (1,841 responses)

	2023	2022	2021	2020
Yes (my centre is a college/FE)	12.3%	18.7%	9.5%	6.7%
Yes (my centre is NOT a college/FE)	30.6%	28.3%	23.3%	24.3%
No	57.1%	53.0%	67.2%	69.0%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185

Yes (my centre is a college/FE)	12.9%	10.2%	11.2%	11.5%	12.1%	12.1%	13%	15.7%	10.8%
Yes (my centre is NOT a college/FE)	27.1%	32.6%	34.1%	25.7%	27.7%	32%	32.1%	30.8%	28.1%
No	60%	57.2%	54.7%	62.8%	60.2%	55.9%	54.8%	53.5%	61.1%

10. Would you agree that you receive appropriate training and support to facilitate the effective delivery of examinations and assessments, and ensure compliance with the published JCQ regulations? (1,841 responses)

	2023	2022	2021	2020
Agree	80.1%	82.0%	86.2%	91.7%
Disagree	19.9%	18.0%	13.8%	8.3%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Agree	77.4%	78.9%	84.6%	71.8%	79.1%	81.4%	76.1%	84.3%	80.5%
Disagree	22.6%	21.1%	15.4%	28.2%	20.9%	18.6%	23.9%	15.7%	19.5%

11. Have you ever had a request to attend an external training event refused by your head of centre/relevant senior leader/line manager? (1,841 responses)

	2023	2022	2021
Yes (due to financial constraints)	7.4%	9.3%	9.1%
Yes (other reason(s))	4.1%	3.4%	4.2%
No	88.5%	87.3%	86.7%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Yes (due to financial constraints)	10.3%	4.8%	4.7%	3.9%	4.8%	6.4%	10.4%	11.9%	9.2%
Yes (other reason(s))	6.5%	2.7%	3.3%	5.1%	6%	3.4%	3.9%	1.6%	5.4%
No	83.2%	92.5%	92%	91%	89.2%	90.2%	85.7%	86.5%	85.4%

**12. Is your line manager a member of the senior leadership team within your centre?
(1,841 responses)**

	2023	2022	2021	2020
Yes	91.1%	89.5%	89.1%	86.2%
No	8.6%	10.1%	10.6%	13.3%
I do not have a line manager	0.3%	0.4%	0.3%	0.5%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Yes	88.4%	95.9%	90.2%	92.3%	90%	93%	91.7%	90.8%	88.7%
No	11.6%	4.1%	9.8%	7.7%	9.2%	6.5%	7.8%	9.2%	11.3%
I do not have a line manager	0%	0%	0%	0%	0.8%	0.5%	0.5%	0%	0%

13. Would you agree that your line manager has a good working knowledge of the examination system? (1,841 responses)

	2023	2022
Yes	70.6%	70.4%
No	29.4%	29.6%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Yes	69%	67.4%	66.4%	77%	69.9%	73.7%	67.8%	70.8%	73%
No	31%	32.6%	33.6%	23%	30.1%	26.3%	32.2%	29.2%	27%

14. Do you feel well/actively supported and valued by your line manager/relevant senior leader in your centre? (For example: Are you consulted when decisions are made regarding the management, administration and conducting of examinations? Does your line manager help to define your role in the support and administration of access arrangements? Does your line manager manage the situation when parents/candidates lodge a complaint, for example if a candidate has been entered

for the incorrect examination (an entry has been made for Foundation tier and not the Higher tier) (1,841 responses)

	2023	2022	2021	2020
Well supported/valued	80.2%	77.2%	79.8%	78.2%
Not well supported/valued	19.8%	22.8%	20.2%	21.8%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Well supported/valued	80.7%	78.2%	82.7%	73.1%	82.7%	81.7%	75.2%	80.5%	79.5%
Not well supported/valued	19.3%	21.8%	17.3%	26.9%	17.3%	18.3%	24.8%	19.5%	20.5%

15. Do you think that your head of centre/senior leaders/line manager believe that the exams officer role is only required/busy when exams are taking place? (1,841 responses)

	2023	2022	2021
Yes	39.1%	42.9%	47.2%
No	60.9%	57.1%	52.8%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Yes	47.1%	42.9%	31.8%	41%	35.3%	35.6%	40.9%	44.3%	42.7%
No	52.9%	57.1%	68.2%	59%	64.7%	64.4%	59.1%	55.7%	57.3%

16. Is adequate contingency in place if you were absent during a critical period (e.g entry deadline, during an exam series, results day etc.)? (1,841 responses)

	2023	2022	2021
Yes	69.1%	64.1%	62.2%
No	30.9%	35.9%	37.8%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Yes	70.3%	65.3%	73.4%	61.5%	65.1%	72.4%	63.9%	70.8%	72.4%
No	29.7%	34.7%	26.6%	38.5%	34.9%	27.6%	36.1%	29.2%	27.6%

17. Is there any succession planning in place/support for a new exams officer if you were to decide to leave your role? (1,841 responses)

	2023	2022	2021
Yes	36.8%	27.1%	21.0%
No	63.2%	72.9%	79.0%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Yes	33.6%	38.1%	49.5%	35.9%	35.7%	34.5%	32.6%	33.5%	38.4%
No	66.4%	61.9%	50.5%	64.1%	64.3%	65.5%	67.4%	66.5%	61.6%

18. Would you agree that the relevant senior leader(s) with overall responsibility for examinations and assessments receives appropriate training and support to facilitate the effective delivery of examinations and assessments, and ensure compliance with the published JCQ regulations? (1,841 responses)

	2023	2022	2021	2020
Agree	56.2%	53.5%	52.2%	54.4%
Disagree	43.8%	46.5%	47.8%	45.6%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Agree	51%	57.9%	61.2%	53.9%	55.8%	60.6%	43.9%	55.1%	60.5%
Disagree	49%	42.1%	38.8%	46.1%	44.2%	39.4%	56.1%	44.9%	39.5%

19. Would you agree that your head of centre/relevant member(s) of the senior leadership team read/refer to/familiarise themselves with the entire contents of the relevant JCQ publications (particularly the *General Regulations for Approved Centres, Instructions for conducting examinations, Access Arrangements and Reasonable Adjustments*)? (1,841 responses)

	2023	2022	2021	2020
Agree	60.6%	58.2%	66.4%	69.9%
Disagree	39.4%	41.8%	33.6%	30.1%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Agree	59.4%	54.4%	65.9%	61.5%	59.4%	62.6%	54.8%	62.2%	62.2%
Disagree	40.6%	45.6%	34.1%	38.5%	40.6%	37.4%	45.2%	37.8%	37.8%

20. Has the amount of time you spend working on applying for access arrangements changed over time? (1,841 responses)

It has increased over time	47.0%
It has decreased over time	1.6%
It has stayed about the same	10.9%
Not applicable – I have no involvement in the access arrangements application process in my centre	40.5%

For those who are involved in the access arrangements application process within their centre (1,096 responses)

It has increased over time	78.9%
It has decreased over time	2.7%
It has stayed about the same	18.4%

21. Has the amount of time you spend working on providing access arrangements for candidates during an exam series changed over time? (1,841 responses)

It has increased over time	82.6%
It has decreased over time	0.5%
It has stayed about the same	8.7%
Not applicable – I have no involvement in the access arrangements application process in my centre	8.1%

For those who are involved in the access arrangements application process within their centre (1,691 responses)

It has increased over time	89.9%
It has decreased over time	0.6%
It has stayed about the same	9.5%

22. If this is part of your role, do you feel you have sufficient time to work with your SENCo and other staff to apply for and provide access arrangements/reasonable adjustments? (1,543 responses)

Yes	55.0%
No	45.0%

23. Did you receive any training from awarding organisations to support you in your role as an exams officer in the last academic year? By this, we mean training on being an exams officer, your role/responsibilities/expectations for running exams and assessments (1,841 responses)

Training was offered by all awarding organisations we work with	36.2%
Training was offered by some awarding organisations we work with	55.7%
I am not aware of any training offered by the awarding organisations we work with	8.1%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorkshire & Humber
Responses	155	147	214	78	249	388	230	185	185
Training was offered by all AOs we work with	32.3%	37.4%	39.3%	28.2%	39.4%	38.9%	30%	35.1%	36.2%
Training was offered by some AOs we work with	58.1%	52.4%	54.2%	66.7%	51%	55.7%	58.7%	56.2%	55.7%
I am not aware of any training offered by the AOs we work with	9.6%	10.2%	6.5%	5.1%	9.6%	5.4%	11.3%	8.7%	8.1%

24. If you received any training from awarding organisations to support you in your role as an exams officer in the last academic year, was it helpful/useful? (1,481 responses)

Yes	88.5%
No	11.5%

25. Did you see Ofqual's resources for exams officers (posters/infographics) found on gov.uk in 2022/2023? (1,841 responses)

Yes	51.9%
No	48.1%

If you answered 'yes' to the question above, were the resources you saw helpful to you in your role?

Yes	80.1%
No	19.9%

26. Which awarding organisation, if any, provides an *Access to Scripts* service which should be adopted by other awarding organisations? (1,841 responses)

AQA	29.7%
Pearson	29.2%
OCR	26.3%
WJEC/Eduqas	6.1%
None of the above	8.7%

27. Which awarding organisation, if any, has a process to *download question papers (on the day of the exam)* which should be adopted by other awarding organisations? (1,841 responses)

AQA	50.5%
Pearson	12.5%
OCR	10.2%
WJEC/Eduqas	2.3%
None of the above	24.4%

28. Which awarding organisation, if any, has the easiest to navigate/most user-friendly *secure website*? (1,841 responses)

AQA	50.1%
OCR	13.6%
Pearson	13.5%
WJEC/Eduqas	7.0%

None of the above	15.8%
-------------------	-------

29. Which awarding organisation, if any, provides a level of *telephone/email support* which should be adopted by other awarding organisations? (1,841 responses)

OCR	27.9%
Pearson	23.2%
AQA	21.0%
WJEC/Eduqas	8.5%
None of the above	19.4%

30. Which awarding organisation, if any, provides a level of *email support/communicates with exams officers* which should be adopted by other awarding organisations? (1,841 responses)

OCR	26.8%
Pearson	23.6%
AQA	22.7%
WJEC/Eduqas	3.7%
None of the above	23.1%

31. Which awarding organisation, if any, *communicates with exams officers when introducing new/updating processes* in a manner which should be adopted by other awarding organisations? (1,841 responses)

OCR	26.1%
AQA	23.5%
Pearson	15.8%
WJEC/Eduqas	1.5%
None of the above	33.1%

32. Which awarding organisation, if any, provides *grade boundary information* in a format which should be adopted by other awarding organisations? (1,841 responses)

AQA	54.9%
Pearson	15.4%
OCR	8.8%
WJEC/Eduqas	2.5%
None of the above	18.4%

33. Which awarding organisation, if any, provides *attendance registers* in a format which should be adopted by other awarding organisations? (1,841 responses)

Pearson	55.2%
---------	-------

AQA	21.2%
OCR	13.0%
WJEC/Eduqas	2.5%
None of the above	8.0%

34. Which awarding organisation, if any, provides *script dispatch labels* in a format which should be adopted by other awarding organisations? (1,841 responses)

Pearson	68.2%
AQA	13.5%
OCR	11.1%
WJEC/Eduqas	2.9%
None of the above	4.3%

35. Which awarding organisation, if any, provides *moderator reports* in a format which should be adopted by other awarding organisations? (1,841 responses)

AQA	53.6%
OCR	10.9%
Pearson	10.8%
WJEC/Eduqas	2.3%
None of the above	22.5%

36. Which awarding organisation, if any, provides *post-results information* in a format which should be adopted by other awarding organisations? (1,841 responses)

AQA	44.4%
Pearson	15.6%
OCR	11.3%
WJEC/Eduqas	3.5%
None of the above	25.2%

Rank order

	AQA	OCR	Pearson
<i>Access to scripts</i>	1	3	2
<i>Downloading question papers (on the day of the exam)</i>	1	3	2
<i>Secure website</i>	1	2	3
<i>Telephone/email support (answering queries)</i>	3	1	2
<i>Email support/EO communication</i>	3	1	2
<i>EO communication when introducing new processes</i>	2	1	3
<i>Grade boundary information</i>	1	3	2

Attendance registers	2	3	1
Script dispatch labels	2	3	1
Moderator reports	1	2	3
Post-results information	1	3	2
TOTAL	18	25	23

Red = over 40% for the awarding organisation ranked first

Italics = no awarding organisation over 30%/first two or all awarding organisations within 5%