Exams officer survey 2024

The 2024 exams officer survey took place between 1 October and 4 November 2024, with 2,044 exams officers providing responses – compared to 1,841 who completed the exams officer survey in 2023, 1,489 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.

The main areas of concern amongst the exams officer community include:

- A significant number of exams officers do not have sufficient time to read and understand the regulations and perform their role
- A significant number of exams officers do not feel well supported and do not have access to a professional development programme or appraisal of their role and centre process
- A majority of exams officers do not receive any support/assistance in performing their role
- There is a lack of contingency planning in a significant number of centres
- There is a lack of succession planning in the majority of centres in the event of the absence of their exams officer at a critical stage of the exam cycle
- A significant number of senior leaders do not possess the necessary knowledge and understanding of the regulations to support and supervise their exams officer
- A significant number of heads of centre/senior leaders do not understand the scale of the exams officer – there is a misconception that exams officers are only busy during an exam series
- Exams officers are spending an increasing amount of time in the administration, facilitation and invigilation of access arrangements

The main outcomes of the 2024 survey are:

Exams officer role

- 73.1% of exams officers spent more time working on implementing access arrangements during the 2023/2024 academic year than the previous year
- 53.4% of exams officers do not receive any support/assistance in performing/undertaking their role
- 51.3% of exams officers perform an additional role within their centre
- 24.5% of exams officers do not have access to an annual appraisal
- 19.6% of exams officers do not feel well/actively supported and valued by their senior leadership team/line manager
- 18.7% of exams officers do not receive appropriate training and support to facilitate the effective delivery of examinations and assessments, and ensure compliance with the published JCQ regulations

Senior leader role

- 60.1% of centres do not have adequate succession planning in place, and/or support for a new exams officer if the current exams officer were to decide to leave their role
- 40.8% of senior leader(s) with overall responsibility for examinations and assessments do not receive appropriate training and support to facilitate the effective delivery of examinations and assessments, and ensure compliance with the published JCQ regulations, within their centre
- 37.3% of senior leaders with responsibility for examination administration within their centre do not read/refer to/understand/familiarise themselves with the entire contents of the relevant JCQ documents (particularly the General Regulations for Approved Centres, Instructions for conducting examinations, Access Arrangements and Reasonable Adjustments)
- 37.3% of heads of centre/senior leaders/line managers believe that their exams officer is only required/busy when examinations are taking place
- 30.8% of centres do not have adequate contingency plans in place in the event of the absence of their exams officer during a critical stage of the exam cycle (e.g. entry deadline, during an exam series, results day etc.)
- 26.6% of senior leaders/line managers with responsibility for examinations within their centre do not possess a good working knowledge of the examination system

Questions and responses

1. **In which region are you based? (2,044 responses)**

Region	Percentage of respondents
South East	21.0%
South West	13.5%
North West	12.6%
London (within the M25)	11.0%
West Midlands	9.4%
East of England	8.7%
Yorkshire & Humber	8.7%
East Midlands	8.5%
North East	4.2%
Wales	1.1%
Other (including overseas)	1.3%

2. **What type of school or college are you employed by? (2,044 responses)**

Centre type	Percentage of respondents
Academy	42.4%
Secondary modern/high school	21.1%
Independent school	14.2%
Special school	4.6%
Other college (Further Education college, Tertiary college, University Technical college)	4.1%
Sixth form college	4.0%
Selective school (e.g. grammar school)	3.8%
Alternative provision or pupil referral unit	2.4%
Other (e.g 3-18, Adult Education, high school and sixth form etc.)	1.4%
Free school	1.3%
Training provider	0.4%
Not sure	0.2%

3. **During the 2023/2024 academic year, how many students were enrolled at your centre? (2,044 responses)**

Number of students	Percentage of respondents
1-99	6.6%
100-999	42.8%
1000-1999	43.6%
2000+	6.9%

4. **In the academic year 2023/24, approximately how many students in your centre completed one (or more) Level 2 or Level 3 exam? (2,044 responses)**

Number of students	Percentage of respondents
1-99	22.1%
100-999	69.9%
1000-1999	5.1%
2000+	2.9%

5. **Which awarding organisation qualifications are delivered in your centre? (2,044 respondents)**

Awarding organisation	2024	2023	2022	2021	2020
Pearson	98.4%	97.9%	90.9%	99.0%	99.3%
AQA	97.7%	98.2%	92.5%	98.9%	99.0%
OCR	91.7%	94.1%	87.4%	96.6%	97.0%
WJEC/Eduqas	86.7%	87.9%	80.7%	88.3%	90.5%
NCFE	27.4%	26.1%	26.3%	24.5%	29.8%
Cambridge International Education	17.6%	18.6%	26.7%	24.1%	15.6%
ASDAN	14.8%	16.2%	17.9%	20.1%	4.4%
Other	13.2%	11.8%	10.1%	15.1%	1.7%
City & Guilds	8.8%	6.7%	9.4%	6.0%	8.4%
VTCT	6.4%	4.9%	6.2%	5.2%	2.3%
RSL	5.9%	6.6%			
EAL	4.2%	3.2%			
UAL	4.3%	2.9%			
The London Institute of Business & Finance (LIBF)	n/a	10.0%	11.8%	10.6%	5.4%

6. **How many awarding organisations do you engage with? (2,044 responses)**

Number of awarding organisations	Percentage of respondents
1 awarding body	0.6%
2-5 awarding bodies	80.6%
6-10 awarding bodies	15.5%
More than 10 awarding bodies	3.3%

7. **For how long have you worked as an exams officer/managed exams (within any centre)? (2,044 respondents)**

Time in role	Percentage of respondents
Started role in Sept.2024	2.3%
0-1 year (started role between Sept.2023 and Aug.2024)	10.5%
1-2 years (started role between Sept.2022 and Aug.2023)	13.5%
2-5 years (started role between Sept.2019 and Aug.2022)	23.3%
5+ years (started role before Sept.2019)	50.3%

8. **Detail your salary (full time equivalent) (1,693 responses)**

Salary	2024	2023	2022	2021	2020
£14,999 or less	2.3%	2.6%	3.0%	2.8%	1.6%
£15,000 - £19,999	2.2%	3.7%	6.3%	7.4%	10.6%
£20,000 - £24,999	14.8%	21.8%	32.8%	37.6%	37.5%
£25,000 - £29,999	32.0%	35.3%	33.9%	32.8%	30.1%
£30,000 - £34,999	30.4%	24.3%	17.1%	14.1%	14.7%
£35,000+	18.2%	12.3%	6.9%	5.2%	5.5%

By region

Salary	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	150	159	178	64	214	355	228	162	147
£14,999 or less	2.7%	1.3%	1.7%	4.6%	2.8%	1.4%	4.0%	2.5%	1.4%
£15,000 to £19,999	2.7%	0.7%	1.1%	3.1%	2.8%	1.7%	3.1%	1.2%	4.8%
£20,000 to £24,999	15.3%	17.0%	6.2%	15.4%	17.7%	11.9%	16.3%	21.7%	17.7%
£25,000 to £29,999	36.7%	35.2%	16.3%	38.5%	34.4%	29.4%	37.4%	32.8%	33.3%
£30,000 to £34,999	32.0%	34.6%	29.8%	23.1%	26.1%	34.2%	27.8%	27.8%	33.3%
£35,000+	10.7%	11.3%	45.0%	15.4%	16.3%	21.5%	11.5%	14.2%	9.5%

By sector

Salary	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**243**	**157**	**94**	**64**
£14,999 or less	7.0%	0.6%	7.4%	0%
£15,000 to £19,999	2.5%	0.6%	10.6%	4.7%
£20,000 to £24,999	7.8%	15.9%	23.4%	9.4%
£25,000 to £29,999	17.7%	25.5%	29.8%	46.9%
£30,000 to £34,999	29.2%	28.0%	14.9%	26.6%
£35,000+	35.8%	29.3%	13.8%	12.5%

9. **Do you undertake any other role(s) within your centre in addition to that of exams officer? (2,044 responses)**

	2024	2023	2022	2021	2020
Yes	51.3%	54.4%	51.7%	57.5%	58.3%
No	48.7%	45.6%	48.3%	42.5%	41.7%

Of the 1,049 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: 26.4%
- General administration/administrative role: 14.4%
- Timetabling: 9.8%
- Teacher: 4.5%
- Cover supervisor: 4.1%
- SENCo/SEN-related role: 2.4%
- PA to the Headteacher/Clerk to the Governors: 1.8%
- Attendance officer: 1.7%
- Other role (not listed above): 20.0%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	**175**	**180**	**225**	**85**	**256**	**431**	**277**	**194**	**177**
Yes	54.2%	43.9%	51.6%	74.4%	61.9%	47.6%	51.1%	59.8%	53.1%
No	45.8%	56.1%	48.4%	25.6%	38.1%	52.4%	48.9%	40.2%	46.9%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**303**	**157**	**143**	**74**
Yes	53.0%	30.6%	90.9%	32.2%
No	47.0%	69.4%	9.1%	67.6%

10. **What type of contract do you have for your current exams officer position? (1,857 responses)**

	2024	2023	2022	2021	2020
Full time	30.9%	33.5%	32.7%	26.6%	25.8%
Term time (this includes additional days/weeks to manage results)	61.2%	57.8%	60.7%	73.4%	74.2%
Part time	7.9%	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.	Yorks. & Humber
Responses	**161**	**170**	**200**	**73**	**234**	**399**	**244**	**177**	**160**
Full Time	33.5%	24.1%	34%	37.8%	32.9%	33.3%	28.8%	23.2%	24.4%
Term Time	58.4%	70.6%	56.5%	48.7%	61.1%	60.2%	62.1%	64.9%	67.5%
Part Time	8.1%	5.3%	9.5%	13.5%	6.0%	6.5%	9.1%	11.9%	8.1%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**263**	**155**	**113**	**67**
Full Time	38.4%	71.0%	31.9%	16.4%
Term Time	45.3%	24.5%	58.4%	73.1%
Part Time	16.3%	4.5%	9.7%	10.5%

11. **What notice period must you serve if you decide to leave the exams officer role in your centre? (1,769 responses)**

	2024	2023	2022	2021
No notice period	0.9%	0.8%	1.3%	0.2%
1 month or less	65.3%	66.1%	68.9%	74.6%
2 months	14.3%	13.4%	12.5%	2 months or more - 25.2%
3 months	16.0%	14.7%	11.9%	Option not offered
Other	3.4%	5.0%	5.4%	Option not offered

12. **Are you a member of a trade union? (2,044 responses)**

	2024	2023	2022
I am not a member of a trade union	57.7%	59.7%	56.5%
UNISON	17.8%	17.1%	17.3%
National Education Union	13.7%	12.4%	13.7%
GMB	6.5%	5.5%	5%
I am a member of a trade union which is not listed	3.4%	3.9%	2.3%
Voice	0.6%	1%	1%
Unite the Union	0.4%	0.4%	0.9%
Independent Workers' Union of Great Britain	0%	0%	1.9%
Public and Commercial Services Union	0%	0%	1.4%

13. Which Management Information System (MIS) do you use in your centre? (2,044 responses)

	2024	**2023**	**2022**
ESS (SIMS, Unit-e)	42.2%	49.4%	51.9%
Arbor	18.2%	15.4%	9.7%
Bromcom	16.8%	14.7%	10.8%
iSAMS	9.4%	8.3%	8.7%
Other	6.3%	5.9%	8.1%
We do not use a MIS at our centre	2.3%	2.0%	1.3%
Tribal	1.3%	1.0%	1.1%
Engage	1.1%	0.9%	1.9%
Advanced (Progresso, Facility, Cloudschool)	1.0%	0.5%	3.3%
Schoolbase	0.8%	0.9%	1.5%
Pass	0.2%	0.4%	1.1%
RM Integris	0.3%	0.7%	1.0%

14. Are you given the opportunity to undertake an annual professional appraisal? (2,044 responses)

	2024	**2023**	**2022**	**2021**	**2020**
Yes	75.5%	74.4%	76.0%	71.0%	69.5%
No	24.5%	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.**	**Yorks. & Humber**
Responses	175	180	225	85	256	431	277	195	177
Yes	76%	75.5%	76.9%	65.3%	73.9%	79.1%	76.2%	75.9%	75.3%
No	24%	24.5%	23.1%	33.7%	26.1%	20.9%	23.8%	24.1%	24.7%

By sector

	Independent sector	**Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)**	**Special Educational Needs centres (e.g. PRU, Special school, Alternative provision**	**Selective (e.g. Grammar schools)**
Responses	302	157	143	74
Yes	70.2%	87.3%	72.7%	86.5%
No	29.8%	12.6%	27.3%	13.5%

15. **Do you have any support in your role as exams officers within your centre (for example, exams assistant or similar administrative support)? (2,044 responses)**

	2024	2023	2022	2021	2020
Yes (my centre is a college/FE)	12.4%	12.3%	18.7%	9.5%	6.7%
Yes (my centre is NOT a college/FE)	34.2%	30.6%	28.3%	23.3%	24.3%
Yes (all)	46.6%	42.9%	47.0%	32.8%	31.0%
No	53.4%	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.	Yorks. & Humber
Responses	**175**	**180**	**225**	**85**	**256**	**431**	**277**	**194**	**177**
Yes (my centre is a college/FE)	12.6%	10.0%	8.9%	15.1%	15.6%	11.8%	12.7%	12.9%	11.3%
Yes (my centre is NOT a college/FE)	38.3%	35.9%	33.3%	32.6%	28.0%	40.4%	39.1%	24.7%	27.7%
Yes (all)	50.9%	45.9%	42.2%	47.7%	43.6%	52.2%	51.8%	37.6%	39.0%
No	49.1%	54.1%	57.8%	52.3%	56.4%	47.8%	48.2%	62.4%	61.0%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**302**	**157**	**143**	**74**
Yes	50.0%	79.6%	72.7%	62.2%
No	50.0%	20.4%	27.3%	37.8%

16. **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? (2,044 responses)**

	2024	2023	2022	2021	2020
Agree	81.3%	80.1%	82.0%	86.2%	91.7%
Disagree	18.7%	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.	Yorks. & Humber
Responses	**175**	**180**	**225**	**85**	**256**	**431**	**277**	**194**	**177**
Agree	78.9%	78.5%	83.6%	80.2%	80.2%	84.5%	83.3%	80.4%	77.4%
Disagree	21.1%	21.5%	16.4%	19.8%	19.8%	15.5%	16.7%	19.6%	22.6%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**302**	**157**	**143**	**74**
Agree	82.1%	87.9%	77.6%	90.5%
Disagree	17.9%	12.1%	22.4%	9.5%

17. **Have you ever had a request to attend an external training event refused by your head of centre/relevant senior leader/line manager? (2,044 responses)**

	2024	2023	2022	2021
Yes (due to financial constraints)	8.4%	7.4%	9.3%	9.1%
Yes (other reason(s))	3.7%	4.1%	3.4%	4.2%
No	87.9%	88.5%	87.3%	86.7%

18. **Is your line manager a member of the senior leadership team within your centre? (2,044 responses)**

	2024	2023	2022	2021	2020
Yes	89.6%	91.1%	89.5%	89.1%	86.2%
No	9.6%	8.6%	10.1%	10.6%	13.3%
I do not have a line manager	0.8%	0.3%	0.4%	0.3%	0.5%

19. **Would you agree that your line manager/senior leader responsible for examinations has a good working knowledge of the examination system? (2,044 responses)**

	2024	2023	2022
Yes	73.4%	70.6%	70.4%
No	26.6%	29.4%	29.6%

By region

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	**175**	**180**	**225**	**85**	**256**	**431**	**277**	**194**	**177**
Yes	68.0%	71.1%	73.3%	79.1%	76.7%	76.3%	68.5%	78.9%	68.4%
No	32.0%	28.9%	26.7%	20.9%	23.3%	23.7%	31.5%	21.1%	31.6%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**302**	**157**	**143**	**74**
Yes	75.2%	72.6%	67.8%	79.7%
No	24.8%	27.4%	32.2%	20.3%

20. **Do you feel well/actively supported and valued by your senior leadership team/line manager? For example: roles and responsibilities have been clearly defined and understood (e.g. in relation to access arrangements), or, when requested, your line manager resolves issues to ensure that you can effectively and efficiently undertake your role (2,044 responses)**

	2024	2023	2022	2021	2020
Well supported/valued	80.4%	80.2%	77.2%	79.8%	78.2%
Not well supported/valued	19.6%	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.	Yorks. & Humber
Responses	**175**	**180**	**225**	**85**	**256**	**431**	**277**	**194**	**177**
Well supported/ valued	77.7%	79.4%	80.9%	75.6%	80.5%	84.7%	79.7%	80.4%	78.0%
Not well supported/ valued	22.3%	20.6%	19.1%	24.4%	19.5%	15.3%	20.3%	19.6%	22.0%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**302**	**157**	**143**	**74**
Well supported/ valued	80.1%	81.5%	74.1%	83.8%
Not well supported/ valued	19.9%	18.5%	25.9%	16.2%

21. **Do you think that key staff within your centre (e.g. the head of centre/senior leadership team/line manager) believe that you are only required/busy when examinations are taking place? (2,044 responses)**

	2024	2023	2022	2021
Yes	37.3%	39.1%	42.9%	47.2%
No	62.7%	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.	Yorks. & Humber
Responses	**175**	**180**	**225**	**85**	**256**	**431**	**277**	**194**	**177**
Yes	42.3%	38.3%	36.9%	41.9%	38.9%	28.3%	38.8%	37.6%	45.8%
No	57.7%	61.7%	63.1%	58.1%	61.1%	71.7%	61.2%	63.4%	54.2%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**302**	**157**	**143**	**74**
Yes	34.4%	33.8%	41.3%	31.1%
No	65.6%	66.2%	58.7%	68.9%

22. **Is adequate contingency in place in your centre if you were absent during a critical period (e.g. entry deadline, during an exam series, results day etc.)? (2,044 responses)**

	2024	2023	2022	2021
Yes	69.2%	69.1%	64.1%	62.2%
No	30.8%	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.	Yorks. & Humber
Responses	**175**	**180**	**225**	**85**	**256**	**431**	**277**	**194**	**177**
Yes	69.8%	63.9%	66.7%	74.4%	66.1%	74.0%	65.3%	72.2%	68.4%
No	30.2%	36.1%	33.3%	25.6%	33.9%	26.0%	34.7%	27.8%	31.6%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**302**	**157**	**143**	**74**
Yes	72.2%	80.9%	68.5%	73.0%
No	27.8%	19.1%	31.5%	27.0%

23. **Is adequate succession planning, and/or support for a new exams officer, in place in your centre if you were to decide to leave your role? (2,044 responses)**

	2024	2023	2022	2021
Yes	39.0%	36.8%	27.1%	21.0%
No	61.0%	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.	Yorks. & Humber
Responses	**175**	**180**	**225**	**85**	**256**	**431**	**277**	**194**	**177**
Yes	41.7%	31.7%	34.7%	40.7%	36.2%	42.0%	43.7%	41.2%	32.2%
No	58.3%	68.3%	65.3%	59.3%	63.8%	58.0%	57.3%	58.8%	67.8%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**302**	**157**	**143**	**74**
Yes	41.7%	58.6%	39.9%	41.9%
No	58.3%	41.4%	60.1%	58.1%

24. **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? (2,044 responses)**

	2024	2023	2022	2021	2020
Agree	59.2%	56.2%	53.5%	52.2%	54.4%
Disagree	40.8%	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.	Yorks. & Humber
Responses	**175**	**180**	**225**	**85**	**256**	**431**	**277**	**194**	**177**
Agree	49.8%	56.7%	59.6%	61.6%	63.8%	64.7%	56.7%	59.3%	53.1%
Disagree	50.2%	43.3%	40.4%	38.4%	36.2%	35.3%	43.3%	40.7%	46.9%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**302**	**157**	**143**	**74**
Agree	60.9%	65.6%	62.2%	62.2%
Disagree	39.1%	34.4%	37.8%	37.8%

25. **Would you agree that the relevant member(s) of the senior leadership team who is responsible for examination administration within your centre reads/refers to/understands/familiarises themselves with the entire contents of the relevant JCQ documents (particularly the General Regulations for Approved Centres, Instructions for conducting examinations, Access Arrangements and Reasonable Adjustments)? (2,044 responses)**

	2024	2023	2022	2021	2020
Agree	62.7%	60.6%	58.2%	66.4%	69.9%
Disagree	37.3%	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.	Yorks. & Humber
Responses	175	180	225	85	256	431	277	194	177
Agree	54.9%	60.6%	66.7%	64.0%	66.5%	64.7%	59.2%	68.0%	54.8%
Disagree	45.1%	39.4%	33.3%	36.0%	33.5%	35.3%	40.8%	32.0%	45.2%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	302	157	143	74
Agree	65.2%	70.1%	65.0%	73.0%
Disagree	34.8%	29.9%	35.0%	27.0%

26. **What do you envisage as being your main challenge(s) in managing, administering and conducting examinations and assessments across all awarding bodies during the 2024/2025 academic year and the main exam series? (1,561 responses)**

See survey spreadsheet for individual comments.

27. **Did you spend more time working on implementing access arrangements for exams and assessments in the 2023/24 academic year than in the previous year? (2,044 responses)**

	2024
Yes	73.1%
No – same amount of time	23.2%
No – less time	3.7%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**303**	**157**	**143**	**74**
Yes	72.5%	82.8%	56.6%	74.3%
No – same amount of time	23.5%	15.3%	35.0%	24.3%
No – less time	4.0%	1.9%	8.4%	1.4%

28. **Do you feel you have sufficient time to work with your SENCo and other staff to apply for and provide access arrangements/reasonable adjustments? (1,751 responses)**

	2024	2023
Yes	57.3%	55.1%
No	42.7%	44.9%

14% of respondents stated that they did not play a role in the access arrangements process. The number above reflects the 86% of exams officers who do play a role in the administration/facilitation/invigilation of access arrangements.

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**275**	**133**	**128**	**60**
Yes	64.0%	56.4%	69.5%	63.3%
No	36.0%	43.6%	30.5%	36.7%

29. **Did your centre have to interrupt teaching and learning on other courses to accommodate large-entry exams (for example, GCSE resits)? (2,029 responses)**

Yes, we had to close delivery of all other courses	4.5%
Somewhat, we had to close some delivery of other courses	7.1%
No, other courses continued as normal	88.4%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**303**	**157**	**142**	**74**
Yes, we had to close delivery of all other courses	2.0%	31.8%	9.1%	1.4%
Somewhat, we had to close some delivery of other courses	5.0%	23.6%	9.1%	2.7%
No, other courses continued as normal	93.0%	44.6%	81.7%	95.9%

30. How did you find the volume of external examinations/assessments delivered in your centre during the 2023/2024 academic year? (2,026 responses)

Manageable	39.9%
Mostly manageable	47.2%
Difficult to manage	12.2%
Unmanageable	0.7%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**298**	**157**	**141**	**74**
Manageable	43.2%	20.4%	59.6%	41.9%
Mostly manageable	45.0%	46.5%	36.2%	54.1%
Difficult to manage	11.8%	28.7%	3.5%	4.1%
Unmanageable	0%	4.5%	0.7%	0%

31. Compared to the previous year, how has the amount of staff time spent on exam administration at your centre changed? (2,012 responses)

Increased significantly	32.4%
Increased slightly	43.3%
Remained the same	22.2%
Decreased slightly	1.4%
Decreased significantly	0.7%

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**299**	**156**	**142**	**73**
Increased significantly	35.1%	40.4%	23.9%	32.9%
Increased slightly	38.8%	37.8%	48.6%	47.9%
Remained the same	24.2%	19.2%	23.9%	19.2%
Decreased slightly	2.0%	1.9%	2.1%	0%
Decreased significantly	0%	0.6%	1.4%	0%

32. **Please identify the top 3 factors from the list below which contribute to administrative burden in your centre. (2,021 responses)**

Number of different systems used by awarding organisations	75.2%
Sourcing, recruiting and training invigilators	50.6%
Complexity of the systems used by awarding organisations	46.4%
Availability of spaces suitable for holding external assessments	41.3%
Number of different deadlines for the different awarding organisations	37.4%
Time required to upload evidence	37.3%
Additional costs (e.g. printing, paying staff)	11.4%
Other (see below)	7.0%
Closing of sites for GCSE resits	0.7%

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
	299	**156**	**139**	**74**
Number of different systems used by awarding organisations	81.3%	66.7%	79.9%	82.4%
Sourcing, recruiting and training invigilators	44.8%	46.8%	29.5%	44.6%
Complexity of the systems used by awarding organisations	51.8%	32.0%	61.1%	50.0%
Availability of spaces suitable for holding external assessments	41.8%	53.2%	35.3%	44.6%
Number of different deadlines for the different awarding organisations	35.1%	47.4%	44.6%	21.6%
Time required to upload evidence	36.8%	37.8%	30.9%	50.0%
Additional costs (e.g. printing, paying staff)	11.0%	10.3%	7.9%	14.9%
Other (see below)	0.1%	1.3%	1.4%	1.4%
Closing of sites for GCSE resits	1.0%	4.5%	0.7%	0%

33. Do you have any reflections on your work relating to access arrangements? What works well? Are there things that could be improved? (884 responses)

See survey spreadsheet for individual comments.

34. During exams and assessments held in the 2023/2024 academic year, how many students in your centre used a word processor for at least one of their final summer exams? (2,031 responses)

All	0.2%
Almost all	1.1%
More than half	1.5%
About half	3.1%
Less than half	32.2%
Just a few	55.7%
None	5.0%
Not sure	1.1%

35. During exams and assessments held in the 2023/2024 academic year, did you see a change in word processor use compared to previous years? (2,025 responses)

There has been an increase	55.8%
There has been no significant increase	29.8%
There has been a decrease	3.8%
I was not employed by my centre during the previous years	6.3%
I am not sure	4.3%

36. In your centre, would a student be granted the use of a word processor for any of the following reasons? [please select all that apply] (2,026 responses)

If a student has poor handwriting	74.5%
If a student has a physical disability	70.9%
If a student has a learning difficulty	62.3%
If a student has a medical condition	61.8%
If a student has a planning and organisational problems when writing by hand	47.7%
If a student has a sensory impairment	37.2%
If the curriculum is delivered electronically	14.3%
I am not sure	13.6%
Other (see below)	4.3%
If the centre provides word processors to all students	3.3%

37. Which of the following awarding organisations offers the best support for exams officers? (2,000 responses)

OCR	36.6%
AQA	30.8%
Pearson	24.7%
WJEC/Eduqas	7.9%

By region (percentage)

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	175	180	225	85	256	431	277	194	177
OCR	48.0%	49.4%	35.6%	29.4%	35.9%	33.9%	32.1%	41.2%	34.5%
AQA	30.3%	25.6%	26.7%	42.3%	28.9%	29.7%	36.1%	29.9%	39.5%
Pearson	17.1%	22.2%	32.0%	20.0%	27.3%	27.8%	23.8%	21.1%	18.1%
WJEC/ Eduqas	4.6%	2.8%	5.8%	8.2%	7.8%	8.6%	7.9%	7.7%	7.9%

By region (number)

	East Mids.	Eastern England	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber	Total
Responses	175	180	225	85	256	431	277	194	177	2000
OCR	84	89	80	25	92	146	89	80	61	748
AQA	53	46	60	36	74	128	100	58	70	629
Pearson	30	40	72	17	70	120	66	41	32	506
WJEC/ Eduqas	8	5	13	7	20	37	22	15	14	161

By sector

	Independent sector	Colleges (including FE, Tertiary, UTC, Sixth Form and Adult Education colleges)	Special Educational Needs centres (e.g. PRU, Special school, Alternative provision	Selective (e.g. Grammar schools)
Responses	**302**	**157**	**143**	**74**
OCR	36.8%	28.2%	11.2%	55.4%
AQA	28.5%	22.9%	46.1%	18.9%
Pearson	29.8%	40.4%	37.1%	16.2%
WJEC/Eduqas	5.0%	9.0%	5.6%	9.5%

38. What do you like the most from the support offered by AQA? (1,388 responses)

See survey spreadsheet for individual comments.

39. What do you like the most from the support offered by OCR? (1,392 responses)
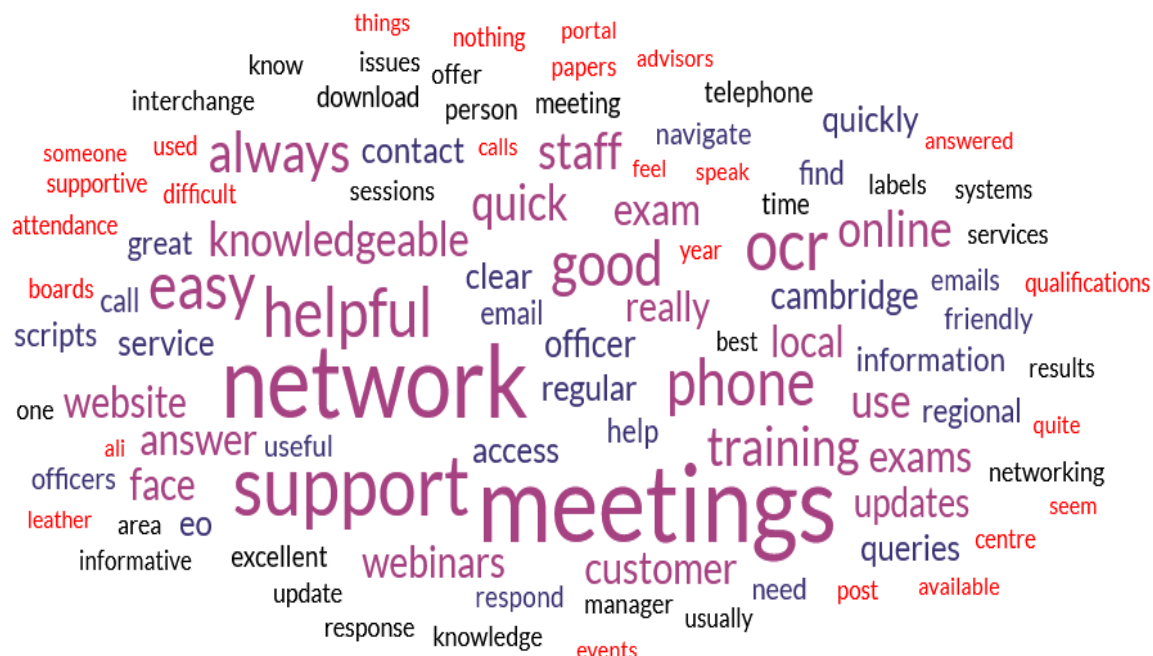
40. What do you like the most from the support offered by Pearson? (1,329 responses)

41. What do you like the most from the support offered by WJEC/Eduqas? (1,185 responses)
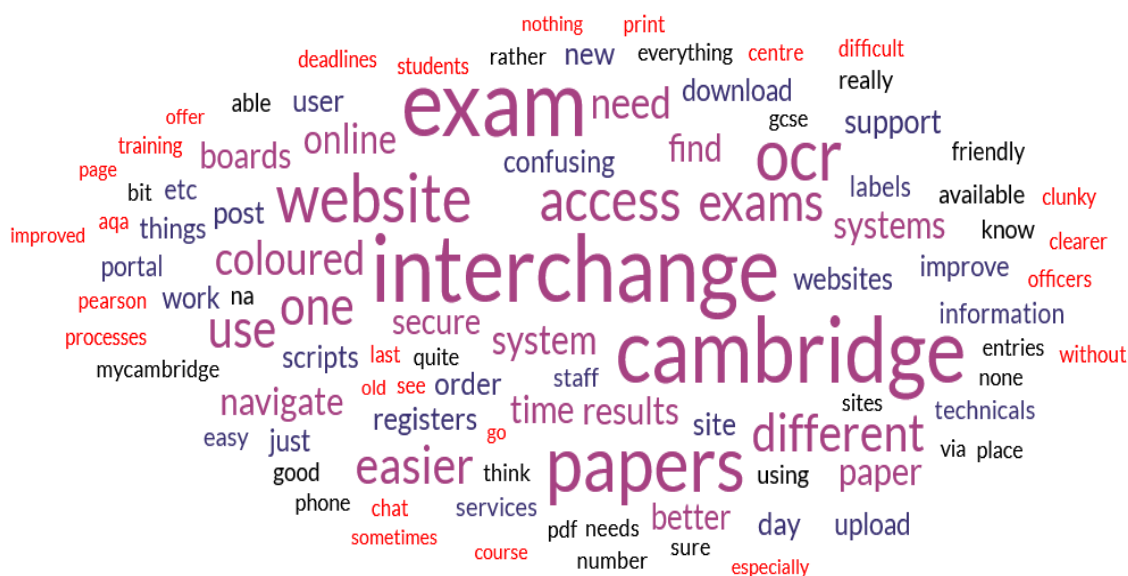
See survey spreadsheet for individual comments.
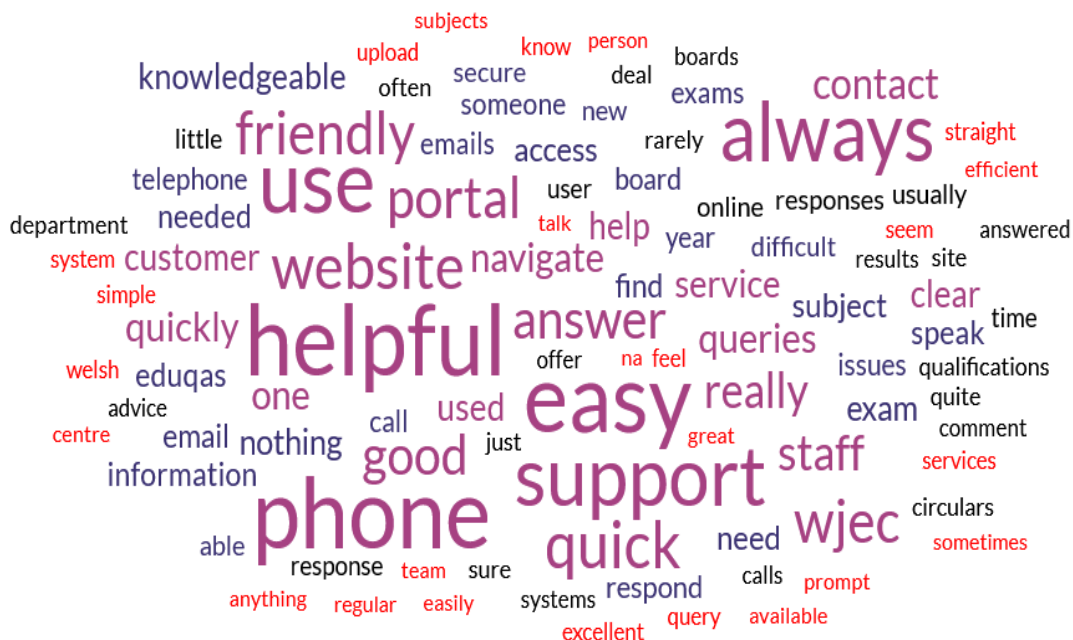
42. Is there any type of support/product which you would like to see AQA improve/offer as part of their support for exams officers/centres? (1,187 responses)

See survey spreadsheet for individual comments.

43. Is there any type of support/product which you would like to see OCR improve/offer as part of their support for exams officers/centres? (882 responses)

See survey spreadsheet for individual comments.

44. Is there any type of support/product which you would like to see Pearson improve/offer as part of their support for exams officers/centres? (1,085 responses)

See survey spreadsheet for individual comments.

45. Is there any type of support/product which you would like to see WJEC/Eduqas improve/offer as part of their support for exams officers/centres? (791 responses)

See survey spreadsheet for individual comments.
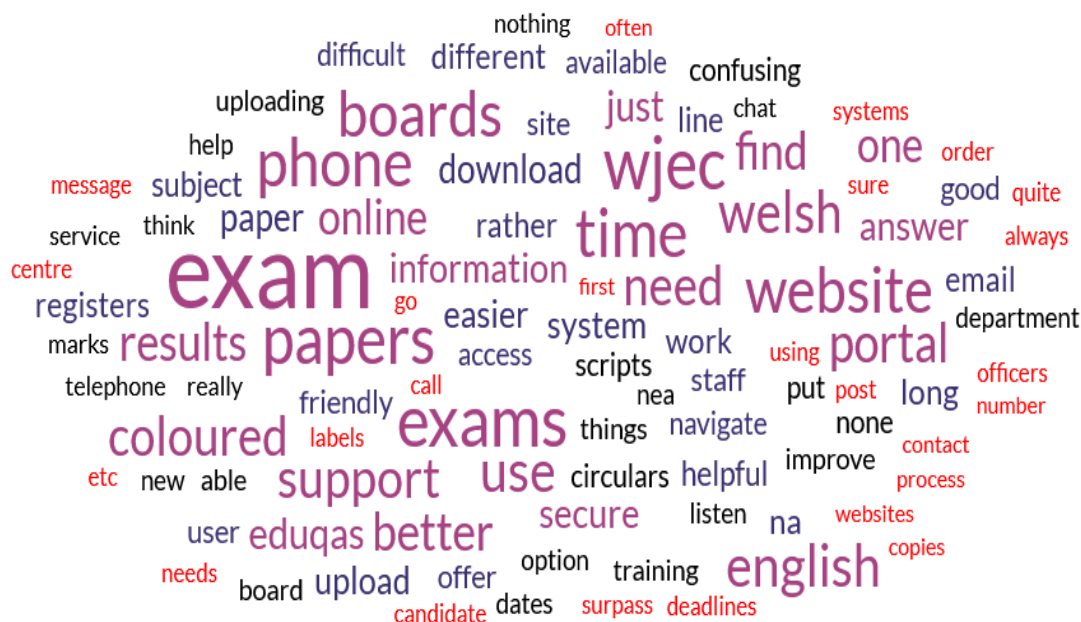
46. What e-reader software do your learners use during their examinations? Tick all that apply (1,374 responses)

Exam Write Pad	18.3%
Other (see below)	15.6%
Exam reader	10.3%
Read Write Gold	10.1%
Claro Read	6.2%
Microsoft	6.2%
Texthelp	4.9%
Docsplus	2.4%
Natural Read	1.4%
JAWS	0.4%
Readspeaker	0.4%
Speechify	0.1%
NVDA for Windows	0%

Analysis completed on 6 December 2025