

Exams officer survey 2025

The 2025 exams officer survey took place between 29 September and 31 October 2025, with 1400 exams officers providing responses. This represents 20-25% of all exams officers.

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.

Issues

The main exam-related issues for the exams officer community are (in order of significance):

- Arranging exam rooms – largely due to the number of students awarded access arrangements
- Number of different systems used by awarding organisations
- Dealing with parental/candidate requests for alternative rooming/general access arrangements
- Sourcing, recruiting and training invigilators
- Printing of question papers onto coloured paper
- Number of different deadlines for the different awarding organisations

Outcomes

The main outcomes from the 2025 survey are:

Positive Developments:

- Improved salaries
- Manageable exam volumes
- Enhanced professional development opportunities
- High awareness of JCQ cyber security guidance

Key challenges:

- Limited support during peak periods
- Additional responsibilities and administrative tasks
- Term-time-only contracts with short notice periods
- Insufficient collaboration with SENCOs, affecting access arrangements
- Senior leaders lacking knowledge of JCQ regulations, undermining compliance
- Exams officers feeling undervalued
- Inadequate contingency and succession planning in most centres

2025 survey

Questions and responses

1. In which region are you based? (1,400 responses)

Region	Percentage of respondents
South East	20.3%
South West	13.7%
North West	11.4%
London (within the M25)	11.4%
West Midlands	10.5%
Yorkshire & Humber	9.4%
East Midlands	9.3%
East Anglia	7.7%
North East	3.9%
Other overseas regions	0.8%
Wales	0.6%
Channel Islands	0.4%
Northern Ireland	0.2%
Scotland	0.2%
British overseas territories	0.2%

2. What type of school or college are you employed by? (1,400 responses)

Centre type	Number of centres
Academy	621
Secondary modern/high school (without 6 th Form)	276
Independent school	191
Alternative Provision/Pupil Referral Unit/SEN secondary/Special school/Secure children's home	103
Other college (Further education college, Tertiary college, University Technical college, Specialist college)	56
Selective school (for example, Grammar school)	54
Sixth form college	36
Free School	29
Secondary modern/high school (with sixth form)	6
Not sure	5
Local authority maintained secondary	3
Independent SEMH/Special school	3
Adult education/Further education adult learning	2
Training provider	2
All through Academy with Post-16 All through school, nursery to year 11 Charity - Adult Education Centre	1 centre each

Church of England foundation school Years R-13	
Comprehensive school	
Faith school	
Hospital school	
International British school, aged 3 to 18	
Ministry of Defence	
Prison	
SDI	
Specialist college	
Studio school	

3. Please identify the top 3 factors from the list below which contribute to the administrative burden in your centre [select three factors]. (1,400 responses)

	2025	2024
Arranging exam rooms – including as a result of the number of students with access arrangements	68.6%	
Number of different systems used by awarding organisations	64.5%	75.2%
Dealing with parental/candidate requests for alternative rooming/general access arrangements	42.8%	
Sourcing, recruiting and training invigilators	33.9%	50.6%
Printing of question papers onto coloured paper	33.4%	
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	31.3%	37.4%
Time required to upload evidence	21.4%	37.3%
Additional costs (e.g. printing, paying staff)		11.4%
Other	5.4%	7.0%
Closing of sites for GCSE resits		0.7%

Sourcing, recruiting and training invigilators

- East Anglia (108 centres) – 34.3%%
- East Midlands (130) – 29.2%
- London (within M25) (159) – 30.8%
- North East (55) – 30.9%
- North West (160) – 29.4%
- South East (285) – 28.1%
- South West (192) – 33.8%
- West Midlands (147) – 23.1%
- Yorkshire & Humberside (131) – 30.5%

By sector

2025

1 = Academies
 2 = Secondary modern/high schools (with & without sixth form)/Local Authority maintained secondary
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 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Arranging exam rooms – including as a result of the number of students with access arrangements	69.4%	65.7%	70.2%	71.7%	71.9%	64.8%	66.7%	58.6%
Number of different systems/complexity if systems used by awarding organisations	57.6%	68.5%	74.3%	79.2%	56.1%	63.0%	66.7%	69.0%
Dealing with parental/candidate requests for alternative rooming/general access arrangements	42.2%	42.0%	55.0%	29.2%	33.3%	55.6%	38.9%	41.4%
Sourcing, recruiting and training invigilators	40.6%	35.3%	26.2%	15.1%	28.1%	18.5%	30.6%	37.9%
Printing of question papers onto coloured paper	37.0%	33.9%	25.1%	17.9%	38.6%	33.3%	44.4%	37.9%
Number of different deadlines for the different awarding organisations	30.3%	35.0%	24.1%	37.7%	42.1%	22.2%	22.2%	44.8%

4. Which awarding organisation qualifications are delivered in your centre? (1,400 respondents)

Awarding organisation	2025	2024	2023	2022	2021	2020
Pearson	98.7%	98.4%	97.9%	90.9%	99.0%	99.3%
AQA	98.3%	97.7%	98.2%	92.5%	98.9%	99.0%
OCR	89.9%	91.7%	94.1%	87.4%	96.6%	97.0%
WJEC/Eduqas	88.0%	86.7%	87.9%	80.7%	88.3%	90.5%
NCFE	26.5%	27.4%	26.1%	26.3%	24.5%	29.8%

Cambridge International Education	15.2%	17.6%	18.6%	26.7%	24.1%	15.6%
ASDAN	14.1%	14.8%	16.2%	17.9%	20.1%	4.4%
Other	9.9%	13.2%	11.8%	10.1%	15.1%	1.7%
City & Guilds	9.2%	8.8%	6.7%	9.4%	6.0%	8.4%
VTCT	5.9%	6.4%	4.9%	6.2%	5.2%	2.3%
RSL	5.0%	5.9%	6.6%			
UAL	4.4%	4.3%	2.9%			
EAL	3.3%	4.2%	3.2%			

5. How many awarding organisations do you engage with? (1,400 responses)

Number of awarding organisations	2025	2024
1 awarding body	0.6%	0.6%
2-5 awarding bodies	82.1%	80.6%
6-10 awarding bodies	14.2%	15.5%
More than 10 awarding bodies	3.1%	3.3%

By sector

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6 = Selective schools (for example, Grammar schools)
7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
1 awarding body	0.2%	0.4%	2.1%	2.8%	0%	0%	0%	0%
2-5 awarding bodies	86.3%	87.4%	82.2%	74.5%	15.8%	100%	61.1%	86.2%
6-10 awarding bodies	13.2%	12.2%	15.7%	20.7%	19.3%	0%	33.3%	13.8%
More than 10 awarding bodies	0.3%	0%	0%	1.9%	64.9%	0%	5.6%	0%

**6. For how long have you worked as an exams officer/managed exams (within any centre)?
(1,399 respondents)**

Time in role	
Started role in Sept.2025	1.6%
0-1 year (started role between Sept.2024 and Aug.2025)	9.5%
1-2 years (started role between Sept.2023 and Aug.2024)	10.8%
2-5 years (started role between Sept.2020 and Aug.2023)	30.1%
5+ years (started role before Sept.2020)	48.0%

7. Detail your salary (full time equivalent)

Full time/Part time/Term time/Term time plus (1,104 responses)

Salary	2025	2024	2023	2022	2021	2020
£14,999 or less	1.2%	2.3%	2.6%	3.0%	2.8%	1.6%
£15,000 - £19,999	0.9%	2.2%	3.7%	6.3%	7.4%	10.6%
£20,000 - £24,999	11.1%	14.8%	21.8%	32.8%	37.6%	37.5%
£25,000 - £29,999	27.4%	32.0%	35.3%	33.9%	32.8%	30.1%
£30,000 - £34,999	35.0%	30.4%	24.3%	17.1%	14.1%	14.7%
£35,000+	24.5%	18.2%	12.3%	6.9%	5.2%	5.5%

Full time/Term time/Term time plus (998 responses)

Salary	2025
£14,999 or less	0.8%
£15,000 - £19,999	0.4%
£20,000 - £24,999	10.1%
£25,000 - £29,999	27.2%
£30,000 - £34,999	35.8%
£35,000+	25.8%

By region

2025 (all contract types – 1,104 responses)

Salary	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	115	89	114	44	120	237	146	119	97
£14,999 or less	0.9%	1.1%	1.8%	0	0	1.3%	1.4%	1.7%	1%
£15,000 to £19,999	0.9%	1.1%	0.9%	0	0	0	1.4%	4.2%	0
£20,000 to £24,999	13.9%	10.1%	0	11.3%	13.3%	10.5%	15.1%	10.1%	15.5%

£25,000 to £29,999	33.9%	32.6%	10.5%	15.9%	32.5%	23.2%	34.9%	29.4%	30.9%
£30,000 to £34,999	36.5%	36.0%	28.1%	40.9%	33.3%	38.4%	26.7%	35.3%	41.2%
£35,000+	13.9%	19.1%	58.8%	31.2%	20.8%	26.6%	20.5%	19.3%	11.3%

Channel Islands

- £30,000 - £34,999 – 3

Wales

- £20,000 - £24,999 – 1
- £25,000 - £29,999 – 1
- £30,000 - £34,999 – 4
- £35,000 or more – 1

2024

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

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Salary	1	2	3	4	5	6	7	8
Responses	504	240	149	50	52	45	31	22
£14,999 or less	0.8%	0.8%	4%	2.0%	0	0	0	0
£15,000 to £19,999	1.0%	0.8%	0.7%	4.0%	0	0	0	0
£20,000 to £24,999	9.3%	14.2%	8.1%	30.0%	9.6%	11.1%	0	9.1%
£25,000 to £29,999	30.3%	30.0%	16.8%	32.0%	23.1%	26.7%	9.7%	31.8%
£30,000 to £34,999	36.9%	32.9%	32.9%	16.0%	34.6%	40.0%	51.6%	36.4%
£35,000+	21.6%	21.2%	37.6%	16.0%	32.7%	22.2%	38.7%	22.7%

2024

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%

8. Do you undertake any other role(s) within your centre in addition to that of exams officer? (1,400 responses)

	2025	2024	2023	2022	2021	2020
Yes	52.1%	51.3%	54.4%	51.7%	57.5%	58.3%

No	47.9%	48.7%	45.6%	48.3%	42.5%	41.7%
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Of the 730 exams officer 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):

- 365 exams officers - Data related role (e.g. Data Manager)
- 280 - Other role
- 192 - General administrative/administrator role
- 138 - Timetabling related role
- 65 - Teacher
- 47 - Cover supervisor
- 42 - SENCo/SEN related role
- 21 - Attendance officer
- 17 - PA to the headteacher/Clerk to the Governors

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	284	191	147	131
Yes	44.6%	33.9%	49.7%	76.4%	62.5%	45.4%	50.3%	58.5%	60.3%
No	55.4%	66.1%	50.3%	23.6%	37.5%	54.6%	49.7%	41.5%	39.7%

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Responses	621	286	191	106	57	54	36	29
Yes	52.8%	49.3%	45.5%	92.5%	29.8%	31.5%	33.3%	51.7%
No	47.2%	50.7%	54.5%	7.5%	70.2%	68.5%	66.7%	48.3%

9. To what extent do you feel you influence which awarding body your centre chooses to work with? 1,400 responses

I have no influence	64.3%
I have minimal influence	19.3%
I am consulted but do not make the final decision	12.9%
I have a significant influence and input	2.9%
I am the primary decision maker	0.5%

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	1	2	3	4	5	6	7	8
Responses	621	284	191	106	56	54	36	29
I have no influence	68.6%	64.4%	62.3%	42.5%	64.3%	72.2%	72.2%	72.4%
I have minimal influence	20.0%	21.1%	18.9%	17.0%	14.3%	14.8%	17.0%	13.8%
I am consulted but do not make the final decision	9.5%	12.0%	15.2%	24.5%	19.6%	13.0%	11.1%	10.3%
I have a significant influence and input	1.9%	2.5%	2.1%	12.3%	1.8%	0	0	3.5%
I am the primary decision maker	0	0	1.6%	3.8%	0	0	0	0

10. What type of contract do you have for your current exams officer position? (1,256 responses)

	2025	2024	2023	2022	2021	2020
Full time	30.0%	30.9%	33.5%	32.7%	26.6%	25.8%
Term time (this includes additional days/weeks to manage results)	62.7%	61.2%	57.8%	60.7%	73.4%	74.2%

Part time	7.3%	7.9%	8.7%	6.6%	Option not offered	Option not offered
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By region

	East Mids	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	120	97	134	52	139	265	173	132	115
Full Time	26.7%	24.7%	41.8%	53.9%	29.5%	29.9%	21.4%	24.2%	28.7%
Term Time	60.8%	72.2%	53.7%	40.4%	65.5%	64.2%	68.8%	65.2%	63.5%
Part Time	12.5%	3.1%	4.5%	5.8%	5.0%	6.0%	9.9%	10.6%	7.8%

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	1	2	3	4	5	6	7	8
Responses	562	263	168	82	56	52	32	24
Full Time	23.1%	24.7%	36.3%	30.5%	80.4%	17.3%	71.9%	33.3%
Term Time	69.6%	68.8%	56.0%	57.3%	7.1%	78.9%	25.0%	62.5%
Part Time	7.3%	6.5%	7.7%	12.2%	12.5%	3.9%	3.1%	4.2%

11. What notice period must you serve if you decide to leave the exams officer role in your centre? (1,201 responses)

	2025	2024	2023	2022	2021
No notice period	0.4%	0.9%	0.8%	1.3%	0.2%
1 month or less	62.0%	65.3%	66.1%	68.9%	74.6%
2 months	16.7%	14.3%	13.4%	12.5%	2 months or more - 25.2%

3 months	16.0%	16.0%	14.7%	11.9%	Option not offered
Other	4.9%	3.4%	5.0%	5.4%	Option not offered

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	1	2	3	4	5	6	7	8
Responses	535	252	169	73	53	53	31	25
No notice period	0.2%	0%	2.4%	0%	0%	0%	0%	0%
1 month or less	70.6%	63.9%	33.7%	53.4%	47.2%	81.1%	58.1%	60.0%
2 months	16.5%	19.8%	15.6%	16.4%	20.7%	5.7%	16.1%	16.0%
3 months	10.5%	13.5%	33.1%	20.5%	30.2%	9.4%	22.6%	12.0%
Other	2.2%	2.8%	15.4%	9.6%	1.9%	3.8%	3.2%	12.0%

12. Are you a member of a trade union? (1,400 responses)

	2025	2024	2023	2022
I am not a member of a trade union	58.9%	57.7%	59.7%	56.5%
UNISON	17.2%	17.8%	17.1%	17.3%
National Education Union	12.9%	13.7%	12.4%	13.7%
GMB	6.5%	6.5%	5.5%	5%
I am a member of a trade union which is not listed	3.2%	3.4%	3.9%	2.3%
Voice	0.6%	0.6%	1%	1%
Unite the Union	0.6%	0.4%	0.4%	0.9%
Independent Workers' Union of Great Britain	0%	0%	0%	1.9%
Public and Commercial Services Union	0%	0%	0%	1.4%

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	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
I am not a member of a trade union	52.0%	61.2%	72.8%	46.2%	73.7%	63.0%	69.4%	79.3%
UNISON	20.9%	18.5%	5.2%	22.6%	14.0%	13.0%	16.7%	6.9%
National Education Union	15.0%	8.7%	15.2%	17.0%	1.7%	13.0%	13.9%	10.3%
GMB	7.2%	8.0%	1.6%	8.5%	5.3%	9.3%	0%	3.4%
I am a member of a trade union which is not listed	3.4%	1.7%	4.2%	5.7%	5.3%	0%	0%	0%
Voice	0.6%	0.7%	1.0%	0%	0%	0%	0%	0%
Unite the Union	0.8%	1.0%	0%	0%	0%	1.8%	0%	0%
Independent Workers' Union of Great Britain	0%	0%	0%	0%	0%	0%	0%	0%
Public and Commercial Services Union	0%	0%	0%	0%	0%	0%	0%	0%

13. Which Management Information System (MIS) do you use in your centre? (1,400 responses)

	2025	2024	2023	2022
ESS (SIMS, Unit-e)	31.9%	42.2%	49.4%	51.9%
Arbor	25.6%	18.2%	15.4%	9.7%
Bromcom	22.6%	16.8%	14.7%	10.8%
iSAMS	9.5%	9.4%	8.3%	8.7%

Other	5.0%	6.3%	5.9%	8.1%
We do not use a MIS at our centre	2.0%	2.3%	2.0%	1.3%
Tribal	0.9%	1.3%	1.0%	1.1%
Engage	0.9%	1.1%	0.9%	1.9%
Schoolbase	0.8%	0.8%	0.9%	1.5%
Advanced (Progresso, Facility, Cloudschool)	0.4%	1.0%	0.5%	3.3%
Pass	0.3%	0.2%	0.4%	1.1%
RM Integris	0.1%	0.3%	0.7%	1.0%

By sector

1 = Academies
2 = Secondary modern/high schools (with & without sixth form)/Local Authority maintained secondary
3 = Independent schools
4 = Alternative Provision/Pupil Referral Units/SEN secondaries/Special schools/Secure children's homes
5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
6 = Selective schools (for example, Grammar schools)
7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
ESS (SIMS, Unit-e)	32.5%	44.1%	16.1%	24.5%	15.8%	51.8%	38.9%	20.7%
Arbor	34.1%	25.2%	4.2%	36.8%	3.5%	24.1%	5.6%	34.5%
Bromcom	31.6%	26.2%	2.6%	8.5%	1.7%	20.4%	5.6%	44.8%
iSAMS	0%	1.4%	62.3%	5.7%	1.7%		2.8%	0%
Other	1.8%	2.1%	1.0%	5.7%	43.9%	1.8%	38.9%	0%
We do not use a MIS at our centre	0%	0.3%	2.6%	13.2%	7.0%	0%	0%	0%
Tribal	0%	0.3%	0%	0.9%	17.5%	0%	2.8%	0%
Engage	0%	0%	3.7%	3.8%	0%	0%	2.8%	0%
Schoolbase	0%	0%	5.2%	0%	0%	1.8%	0%	0%
Advanced (Progresso, Facility, Cloudschool)	0%	0%	0%	0%	8.8%	0%	2.8%	0%
Pass	0%	0%	2.1%	0%	0%	0%	0%	0%
RM Integris	0%	0.3%		0.9%	0%	0%	0%	0%

14. How did you find the volume of external examinations/assessments delivered in your centre during the 2024/25 academic year? (1,400 responses)

	2025	2024
Mostly manageable	51.8%	47.2%
Manageable	33.8%	39.9%
Difficult to manage	13.1%	12.2%
Unmanageable	1.4%	0.7%

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 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Manageable	32.8%	30.8%	40.8%	48.1%	12.3%	27.8%	25.0%	44.8%
Mostly manageable	54.3%	54.5%	48.2%	42.5%	35.1%	62.9%	52.8%	48.3%
Difficult to manage	11.8%	13.6%	10.5%	9.4%	42.1%	9.3%	19.4%	3.4%
Unmanageable	1.1%	1.1%	0.5%	0%	10.5%	0%	2.8%	3.4%

15. Compared to the previous academic year, how has the amount of staff time (exams officer, SENCo, senior leader) spent on exam administration at your centre changed? (1,400 responses)

	2025
Slightly increased	41.7%
Significantly increased	37.6%
Remained the same	18.4%
Slightly decreased	1.9%

Significantly decreased	0.4%
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By sector

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 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Significantly increased	34.3%	40.2%	40.3%	34.0%	54.4%	51.9%	36.1%	17.2%
Slightly increased	45.3%	39.5%	41.4%	32.1%	33.3%	37.0%	44.4%	44.8%
Remained the same	17.9%	18.5%	18.3%	29.2%	10.5%	9.3%	16.7%	31.0%
Slightly decreased	2.2%	1.7%	0%	1.9%	1.8%	1.8%	2.8%	6.9%
Significantly decreased	0.3%	0%	0%	0.3%	0%	0%	0%	0%

16. Compared to the previous academic year, how has the time required to upload evidence and/or download results changed? (1,400 responses)

	2025
Slightly increased	39.3%
Remained the same	37.9%
Significantly increased	20.0%
Slightly decreased	2.6%
Significantly decreased	0.2%

By sector

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 2 = Secondary modern/high schools (with & without sixth form)/Local Authority maintained secondary
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5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
6 = Selective schools (for example, Grammar schools)
7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Significantly increased	20.0%	20.3%	13.6%	16.0%	54.4%	20.4%	25.0%	10.3%
Slightly increased	39.1%	41.3%	40.8%	40.6%	28.1%	44.4%	30.6%	41.4%
Remained the same	37.2%	36.4%	44.0%	40.6%	17.5%	35.2%	44.4%	44.8%
Slightly decreased	3.7%	1.7%	1.6%	2.8%	0%	0%	0%	0%
Significantly decreased	0%	0.3%	0%	0%	0%	0%	0%	3.5%

17. Are you given the opportunity to undertake an annual professional appraisal/CPD? (1,400 responses)

	2025	2024	2023	2022	2021	2020
Yes	89.1%	75.5%	74.4%	76.0%	71.0%	69.5%
No	10.9%	24.5%	25.6%	24.0%	29.0%	30.5%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Yes	88.5%	86.1%	92.5%	78.2%	90.0%	90.9%	91.7%	87.8%	85.5%
No	11.5%	13.9%	7.5%	21.8%	10.0%	9.1%	8.3%	12.2%	14.5%

By sector

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6 = Selective schools (for example, Grammar schools)

7 = Sixth form colleges

8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Yes	87.4%	88.7%	90.6%	93.4%	89.5%	88.9%	97.2%	86.2%
No	12.6%	11.3%	9.4%	6.6%	10.5%	11.1%	2.8%	13.8%

18. Do you have any support in your role as exams officers within your centre (for example, exams assistant or similar administrative support)? (1,400 responses)

	2025	2024	2023	2022	2021	2020
Yes (my centre is a college/FE)	12.6%	12.4%	12.3%	18.7%	9.5%	6.7%
Yes (my centre is NOT a college/FE)	37.8%	34.2%	30.6%	28.3%	23.3%	24.3%
Yes (all)	50.4%	46.6%	42.9%	47.0%	32.8%	31.0%
No	49.6%	53.4%	57.1%	53.0%	67.2%	69.0%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Yes (my centre is a college/FE)	10.8%	11.1%	10.7%	18.2%	13.7%	16.1%	9.9%	13.6%	9.2%
Yes (my centre is NOT a college/FE)	47.7%	39.8%	42.8%	23.6%	32.5%	43.5%	39.1%	31.3%	26.7%
Yes (all)	58.5%	50.9%	53.5%	41.8%	46.2%	59.6%	49.0%	44.9%	35.9%
No	41.5%	49.1%	46.5%	58.2%	53.8%	40.4%	51.0%	55.1%	64.1%

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7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Yes	44.6%	52.4%	58.6%	34.0%	82.5%	53.7%	88.9%	44.8%
No	55.4%	47.6%	41.4%	66.0%	17.5%	46.3%	11.1%	55.2%

19. 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? (1,400 responses)

	2025	2024	2023	2022	2021	2020
Agree	80.9%	81.3%	80.1%	82.0%	86.2%	91.7%
Disagree	19.1%	18.7%	19.9%	18.0%	13.8%	8.3%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Agree	78.5%	78.7%	86.2%	72.7%	81.9%	85.6%	79.2%	76.2%	79.4%
Disagree	21.5%	21.3%	13.8%	27.3%	18.1%	14.4%	20.8%	23.8%	20.6%

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7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29

Yes	79.1%	79.4%	86.4%	78.3%	80.7%	83.3%	86.1%	89.7%
No	20.9%	20.6%	13.6%	21.7%	19.3%	16.7%	13.9%	10.3%

20. Have you ever had a request for support (e.g. to attend an external training event, network meeting, membership to The Exams Office, etc.) refused by your head of centre/relevant senior leader/line manager? (1,400 responses)

	2025	2024	2023	2022	2021
Yes (due to financial constraints)	7.9%	8.4%	7.4%	9.3%	9.1%
Yes (other reason(s))	5.0%	3.7%	4.1%	3.4%	4.2%
No	87.1%	87.9%	88.5%	87.3%	86.7%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Yes	17.7%	8.3%	6.3%	23.6%	11.2%	9.1%	14.6%	17.7%	15.3%
No	82.3%	91.7%	93.7%	76.4%	88.8%	90.9%	85.4%	82.3%	84.7%

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 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Yes	13.5%	14.3%	7.3%	13.2%	24.6%	9.3%	0%	10.4%
No	86.5%	85.7%	92.7%	86.8%	75.4%	90.7%	100%	89.6%

21. Is your line manager a member of the senior leadership team within your centre? (1,400 responses)

	2025	2024	2023	2022	2021	2020
Yes	90.8%	89.6%	91.1%	89.5%	89.1%	86.2%
No	8.6%	9.6%	8.6%	10.1%	10.6%	13.3%
I do not have a line manager	0.6%	0.8%	0.3%	0.4%	0.3%	0.5%

By sector

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	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Yes	93.4%	90.6%	93.2%	89.6%	54.4%	94.4%	80.6%	100%
No	6.3%	8.7%	5.2%	8.5%	45.6%	5.6%	19.4%	0%
I do not have a line manager	0.3%	0.6%	1.6%	1.9%	0%	0%	0%	0%

22. Would you agree that your line manager/senior leader responsible for examinations has a good working knowledge of the examination system? (1,400 responses)

	2025	2024	2023	2022
Yes	70.6%	73.4%	70.6%	70.4%
No	29.4%	26.6%	29.4%	29.6%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Yes	70.0%	71.3%	69.8%	69.1%	70.0%	75.1%	70.8%	68.7%	63.4%
No	30.0%	28.7%	30.2%	30.9%	30.0%	24.9%	29.2%	31.3%	36.6%

By sector

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	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Yes	69.7%	69.6%	77.0%	65.1%	66.7%	72.2%	83.3%	65.5%
No	30.3%	30.3%	23.0%	34.9%	33.3%	27.8%	16.7%	34.5%

23. 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 (1,400 responses)

	2025	2024	2023	2022	2021	2020
Well supported/valued	78.6%	80.4%	80.2%	77.2%	79.8%	78.2%
Not well supported/valued	21.4%	19.6%	19.8%	22.8%	20.2%	21.8%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Well supported/valued	78.5%	76.9%	84.9%	67.3%	80.6%	79.0%	77.1%	78.2%	74.8%
Not well supported/valued	21.5%	23.1%	15.1%	32.7%	19.4%	21.0%	22.9%	21.8%	25.2%

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7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	284	191	106	57	54	36	29
Well supported/valued	76.3%	78.3%	82.7%	75.5%	71.9%	88.9%	88.9%	82.8%
Not well supported/valued	23.7%	21.7%	17.3%	24.5%	28.1%	11.1%	11.1%	17.2%

24. 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? (1,400 responses)

	2025	2024	2023	2022	2021
Yes	40.9%	37.3%	39.1%	42.9%	47.2%
No	59.1%	62.7%	60.9%	57.1%	52.8%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Yes	44.6%	39.8%	36.5%	52.7%	41.9%	38.2%	41.2%	43.5%	39.7%
No	55.4%	60.2%	63.5%	47.3%	58.1%	61.8%	58.8%	56.5%	60.3%

By sector

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6 = Selective schools (for example, Grammar schools)
7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	282	191	103	57	54	36	29
Yes	40.1%	42.3%	38.7%	50.0%	43.9%	46.3%	19.4%	31.0%
No	59.9%	57.7%	61.3%	50.0%	56.1%	53.7%	80.6%	69.0%

25. 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.)? (1,400 responses)

	2025	2024	2023	2022	2021
Yes	66.1%	69.2%	69.1%	64.1%	62.2%
No	33.9%	30.8%	30.9%	35.9%	37.8%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Yes	63.1%	62.0%	71.1%	61.8%	64.4%	69.5%	66.7%	64.6%	64.1%
No	36.9%	38.0%	28.9%	38.2%	35.6%	30.5%	33.3%	35.4%	35.9%

By sector

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6 = Selective schools (for example, Grammar schools)
7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29

Yes	65.2%	61.9%	69.1%	62.3%	68.4%	74.1%	75.0%	79.3%
No	34.8%	38.1%	30.9%	37.7%	31.6%	25.9%	25.0%	20.7%

26. 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? (1,400 responses)

	2025	2024	2023	2022	2021
Yes	35.3%	39.0%	36.8%	27.1%	21.0%
No	64.7%	61.0%	63.2%	72.9%	79.0%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Yes	34.6%	27.8%	41.5%	29.1%	38.1%	38.2%	37.0%	29.9%	29.0%
No	65.4%	72.2%	58.5%	70.9%	61.9%	61.8%	63.0%	70.1%	71.0%

By sector

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 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Yes	31.6%	36.4%	41.2%	32.1%	43.9%	33.3%	55.6%	31.0%
No	68.4%	63.3%	58.8%	67.9%	56.1%	66.7%	44.4%	69.0%

27. 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? (1,400 responses)

	2025	2024	2023	2022	2021	2020
Agree	53.8%	59.2%	56.2%	53.5%	52.2%	54.4%
Disagree	46.2%	40.8%	43.8%	46.5%	47.8%	45.6%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Agree	47.7%	58.3%	57.2%	49.1%	52.5%	57.9%	51.0%	54.4%	47.3%
Disagree	52.3%	41.7%	42.8%	50.9%	47.5%	42.1%	49.0%	45.6%	52.7%

By sector

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 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Agree	47.2%	57.3%	59.7%	58.5%	63.2%	59.3%	61.1%	62.1%
Disagree	52.8%	42.7%	40.3%	41.5%	36.8%	40.7%	38.9%	37.9%

28. 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)? (1,400 responses)

	2025	2024	2023	2022	2021	2020
Agree	58.9%	62.7%	60.6%	58.2%	66.4%	69.9%

Disagree	41.1%	37.3%	39.4%	41.8%	33.6%	30.1%
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By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Agree	53.1%	63.9%	67.3%	54.5%	56.9%	56.5%	56.8%	66.7%	53.4%
Disagree	46.9%	36.1%	32.7%	45.5%	43.1%	43.5%	43.2%	33.3%	46.4%

By sector

1 = Academies
 2 = Secondary modern/high schools (with & without sixth form)/Local Authority maintained secondary
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 4 = Alternative Provision/Pupil Referral Units/SEN secondaries/Special schools/Secure children's homes
 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Agree	54.7%	61.2%	63.9%	55.7%	61.4%	72.2%	75.0%	51.7%
Disagree	45.3%	38.8%	36.1%	44.3%	38.6%	27.8%	25.0%	48.3%

29. What do you envisage as being your main challenge(s) in managing, administering and conducting examinations and assessments across all awarding bodies during the 2025/2026 academic year and the main exam series? (1,117 responses)

See spreadsheet tab 1

30. Has your school or college experienced a cyber-attack in the academic year 2024/25? (1,400 responses)

Yes	3.5% (49 centres)
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No	96.5%
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By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Yes	8	4	6	0	6	8	4	10	2

By sector

1 = Academies
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 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Yes	26	6	6	3	5	1	1	1

31. How would you rate your current understanding of cyber security (for example, how to prevent cyber-attacks or reduce their impact)? (1,400 responses)

Good understanding	54.1%
Moderate understanding	24.0%
Excellent understanding	11.4%
Basic understanding	9.4%
Very limited understanding	1.2%

By region

	East Mids	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Excellent understanding	8.5%	13.9%	13.2%	10.9%	13.1%	8.8%	13.0%	7.5%	15.3%

Good understanding	53.1%	49.1%	52.8%	60.0%	53.8%	60.3%	57.8%	53.1%	44.3%
Moderate understanding	24.6%	26.8%	24.5%	12.7%	21.2%	22.5%	21.9%	27.9%	28.2%
Basic understanding	13.1%	9.3%	9.4%	14.5%	10.6%	7.7%	6.8%	7.5%	10.7%
Very limited understanding	0.8%	0.9%	0%	1.8%	1.3%	0.7%	0.5%	4.1%	1.5%

By sector

1 = Academies
 2 = Secondary modern/high schools (with & without sixth form)/Local Authority maintained secondary
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 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Excellent understanding	11.3%	14.0%	10.5%	10.4%	12.3%	11.1%	2.8%	3.4%
Good understanding	55.2%	50.7%	54.5%	47.2%	57.9%	55.6%	75.0%	44.8%
Moderate understanding	23.0%	23.1%	26.2%	27.3%	24.6%	20.4%	13.9%	48.3%
Basic understanding	9.7%	9.8%	7.8%	13.2%	5.3%	11.1%	8.3%	3.4%
Very limited understanding	0.8%	2.4%	1.0%	1.9%	0%	1.8%	0%	0%

32. Which of the following cyber security guidance are you aware of? [select all that apply] (1,400 responses)

JCQ guidance	95.9%
DfE guidance	64.2%
NCSC guidance	42.2%
Other guidance	13.0%
I am not aware of any guidance	1.2%

By region

	East Mids	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids	Yorks. & Humbe r
Responses	130	108	159	55	160	285	192	147	131
JCQ guidance	96.2%	98.1%	95.6%	96.4%	96.3%	96.1%	94.8%	96.6%	93.1%
DfE guidance	60.8%	65.8%	68.6%	67.2%	66.3%	61.1%	72.4%	60.5%	64.1%
NCSC guidance	45.4%	43.5%	46.5%	36.4%	38.8%	42.5%	50.0%	42.9%	33.6%
Other guidance	16.2%	14.8%	11.3%	14.5%	11.9%	12.6%	13.0%	14.3%	10.7%
I am not aware of any guidance	0%	0.9%	0.6%	1.8%	2.5%	1.7%	0%	0.7%	3.0%

By sector

1 = Academies
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 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
JCQ guidance	94.8%	94.8%	97.4%	98.1%	100%	94.4%	100%	100%
DfE guidance	63.9%	63.3%	63.5%	71.7%	59.6%	68.5%	66.7%	62.1%
NCSC guidance	46.4%	40.2%	46.1%	30.2%	22.8%	48.1%	38.9%	31.0%
Other guidance	12.6%	13.3%	15.2%	7.5%	19.3%	16.7%	11.1%	10.3%
I am not aware of any guidance	1.4%	2.1%	1.0%	0%	0%	0%	0%	0%

33. How confident are you in your school or college's approach to cyber security? (1,400 responses)

Somewhat confident	51.2%
Very confident	40.0%
Not very confident	6.1%
I am not sure	1.6%

Not confident at all	1.0%
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By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Very confident	34.6%	36.1%	41.5%	43.6%	44.4%	40.3%	45.3%	34.0%	39.7%
Somewhat confident	54.6%	52.8%	52.2%	49.1%	48.8%	51.2%	46.9%	56.5%	48.9%
I am not sure	5.4%	0.9%	1.9%	3.6%	1.3%	1.4%	0.5%	1.4%	0.8%
Not very confident	4.6%	8.3%	4.4%	3.6%	4.4%	5.6%	5.7%	7.5%	9.9%
Not confident at all	0.8%	1.8%	0%	0%	1.3%	1.4%	1.6%	0.7%	0.8%

By sector

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 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Very confident	41.9%	37.1%	39.8%	28.3%	50.9%	42.6%	47.2%	27.6%
Somewhat confident	49.1%	53.8%	51.8%	57.5%	47.4%	51.8%	52.8%	51.7%
I am not sure	1.9%	1.1%	0.5%	3.8%	1.7%	0%	0%	6.9%
Not very confident	6.4%	7.0%	6.3%	7.5%	0%	5.6%	0%	10.3%
Not confident at all	0.6%	1.1%	1.6%	2.8%	0%	0%	0%	3.4%

34. In your experience, how has the administrative workload related to sourcing, recruiting, and training invigilators changed compared to the previous academic year? (1,400 responses)

Slightly increased	38.5%
Remained the same	33.0%
Significantly increased	27.1%
Slightly decreased	1.2%
Significantly decreased	0.2%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Significantly increased	23.1%	32.4%	23.9%	34.5%	26.2%	24.9%	29.7%	27.9%	26.7%
Slightly increased	42.3%	38.0%	43.4%	41.8%	36.9%	39.3%	33.3%	39.5%	37.4%
Remained the same	33.1%	28.7%	29.6%	23.6%	35.6%	34.4%	35.9%	32.0%	33.6%
Slightly decreased	1.5%	0.9%	2.5%	0%	0.6%	1.0%	1.0%	0.7%	2.3%
Significantly decreased	0%	0%	0.6%	0%	0.6%	0.3%	0%	0%	0%

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 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Significantly increased	30.9%	31.1%	18.8%	7.5%	36.8%	25.9%	19.4%	24.1%
Slightly increased	39.4%	39.2%	41.3%	27.4%	40.3%	40.7%	36.1%	37.9%

Remained the same	27.7%	28.3%	39.3%	64.2%	22.8%	31.5%	44.4%	34.5%
Slightly decreased	1.4%	1.4%	0.5%	0.9%	0%	1.9%	0%	3.4%
Significantly decreased	0.5%	0%	0%	0%	0%	0%	0%	0%

35. Compared to the previous academic year, how has the number of supervised rest breaks granted to candidates in your centre changed? (1,400 responses)

Significantly increased	43.9%
Slightly increased	37.4%
Remained the same	17.1%
Slightly decreased	1.4%
Significantly decreased	0.2%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Significantly increased	43.1%	44.4%	41.5%	56.4%	42.5%	44.6%	44.8%	44.2%	42.7%
Slightly increased	42.3%	31.5%	39.0%	34.5%	39.4%	35.8%	38.5%	40.1%	31.3%
Remained the same	12.3%	20.4%	18.2%	9.1%	16.3%	19.3%	14.6%	15.0%	22.9%
Slightly decreased	1.5%	2.8%	0.6%	0%	1.9%	0.3%	2.1%	0.7%	3.1%
Significantly decreased	0.8%	0.9%	0.6%	0%	0%	0%	0%	0%	0%

By sector

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6 = Selective schools (for example, Grammar schools)
7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Significantly increased	43.8%	46.5%	48.2%	23.6%	50.9%	57.4%	38.9%	41.4%
Slightly increased	38.5%	38.8%	32.5%	29.2%	42.1%	37.0%	47.2%	51.7%
Remained the same	15.5%	13.3%	17.8%	47.2%	7.0%	5.6%	11.1%	6.9%
Slightly decreased	2.1%	0.7%	1.6%	0%	0%	0%	2.8%	0%
Significantly decreased	0.2%	0.7%	0%	0%	0%	0%	0%	0%

36. Did you spend more time working on implementing access arrangements for exams and assessments in the 2024/25 academic year than in the previous year? (1,400 responses)

	2025	2024
Yes	81.9%	73.1%
No, the same amount of time	17.0%	23.2%
No, less time	1.1%	3.7%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Yes	81.5%	81.5%	79.9%	87.3%	81.3%	83.9%	81.8%	83.0%	78.6%
No, the same amount of time	17.7%	17.6%	18.9%	12.7%	18.1%	15.4%	17.2%	13.6%	20.6%
No, less time	0.8%	0.9%	1.3%	0%	0.6%	0.7%	1.0%	3.4%	0.8%

By sector

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5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
6 = Selective schools (for example, Grammar schools)
7 = Sixth form colleges

8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Yes	82.8%	83.2%	81.7%	62.3%	96.5%	94.4%	83.3%	79.3%
No, the same amount of time	16.1%	16.4%	16.8%	34.9%	3.5%	3.7%	16.7%	20.7%
No, less time	1.1%	0.4%	1.6%	2.8%	0%	1.9%	0%	0%

37. Do you feel you have sufficient time to work with your SENCo and other staff to apply for and provide access arrangements/reasonable adjustments? (1,212 responses)

	2025	2024	2023
Yes	54.3%	57.3%	55.1%
No	45.7%	42.7%	44.9%

13.4% of respondents stated that they did not play a role in the access arrangements process. The number above reflects the 86.6% of exams officers who do play a role in the administration/facilitation/invigilation of access arrangements.

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	107	94	136	53	140	246	171	125	110
Yes	54.2%	46.8%	62.5%	37.7%	52.9%	61.0%	52.0%	57.6%	47.3%
No	45.8%	53.2%	37.5%	62.3%	47.1%	39.0%	48.0%	42.4%	52.7%

By sector

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 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	532	248	169	99	51	45	26	24
Yes	52.6%	51.2%	65.7%	57.6%	37.2%	60.0%	50.0%	45.8%
No	47.3%	48.8%	34.3%	42.4%	62.8%	40.0%	50.0%	54.2%

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

See spreadsheet tab 2

39. Compared to the previous year, how has the amount of staff time spent on exam administration at your centre changed? (1,395 responses)

	2025	2024
Increased slightly	51.5%	43.3%
Increased significantly	26.8%	32.4%
Remained the same	20.1%	22.2%
Decreased slightly	1.4%	1.4%
Decreased significantly	0.1%	0.7%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	54	159	284	191	146	131
Increased significantly	26.1%	25.0%	23.9%	51.8%	23.3%	27.1%	23.0%	29.4%	29.0%
Increased slightly	53.1%	51.8%	50.9%	37.0%	59.7%	51.8%	50.8%	47.3%	49.6%
Remained the same	18.5%	22.2%	22.0%	11.1%	16.3%	20.4%	23.6%	21.9%	20.6%
Decreased slightly	2.3%	0.9%	3.1%	0%	0.6%	0.3%	2.6%	1.4%	0.8%
Decreased significantly	0%	0%	0%	0%	0%	0.3%	0%	0%	0%

By sector

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5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
6 = Selective schools (for example, Grammar schools)
7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	620	284	191	105	57	54	36	29
Increased significantly	25.2%	29.2%	24.6%	22.9%	56.1%	33.3%	22.2%	10.3%
Increased slightly	52.3%	51.4%	51.3%	50.5%	36.8%	55.6%	55.6%	51.7%
Remained the same	21.1%	16.9%	24.1%	24.8%	7.0%	11.1%	22.2%	27.6%
Decreased slightly	1.3%	2.5%	0%	1.9%	0%	0%	0%	10.3%
Decreased significantly	0%	0%	0%	0%	0%	0%	0%	0%

40. During exams and assessments held in the 2024/2025 academic year, how many students in your centre used a word processor for at least one of their final summer exams? (1,398 responses)

	2025	2024
Just a few	50.7%	55.7%
Less than half	36.8%	32.2%
About half	4.4%	3.1%
None	4.3%	5.0%
More than half	1.6%	1.5%
Not sure	0.9%	1.1%
Almost half	0.9%	
All	0.6%	0.2%
Almost all		1.1%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131

All	0.8%	0.9%	0.6%	0%	0%	0.7%	1.6%	0%	0%
Almost all	0%	0%	1.9%	0%	0%	1.4%	1.0%	1.4%	0%
More than half	1.5%	0.9%	0.6%	0%	1.3%	2.5%	2.6%	1.4%	1.5%
About half	0.8%	1.8%	7.5%	5.5%	3.8%	6.0%	6.8%	2.0%	0.8%
Almost half	0%	0%	0%	0%	0%	0%	0%	0%	0%
Less than half	35.4%	36.1%	30.8%	32.7%	33.1%	43.9%	43.2%	29.9%	34.3%
Just a few	56.9%	56.5%	50.3%	58.2%	55.6%	42.5%	38.0%	61.9%	55.7%
None	2.3%	3.7%	7.5%	1.8%	4.4%	2.8%	5.7%	2.7%	7.6%
Not sure	2.3%	0%	0.6%	1.8%	1.9%	0.3%	1.0%	0.7%	

By sector

1 = Academies

2 = Secondary modern/high schools (with & without sixth form)/Local Authority maintained secondary

3 = Independent schools

4 = Alternative Provision/Pupil Referral Units/SEN secondaries/Special schools/Secure children's homes

5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges

6 = Selective schools (for example, Grammar schools)

7 = Sixth form colleges

8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
All	0%	0.4%	1.6%	2.8%	0%	0%	2.8%	0%
Almost all	0.2%	1.0%	2.1%	2.8%	0%	1.9%	0%	0%
More than half	0.3%	0.7%	6.8%	2.8%	1.8%	0%	2.8%	0%
About half	1.3%	1.4%	13.1%	14.2%	7.0%	0%	11.1%	0%
Almost half	0%	0%	0%	0%	0%	0%	0%	0%
Less than half	34.0%	37.8%	49.7%	8.5%	59.6%	44.4%	58.3%	34.5%
Just a few	61.8%	57.3%	23.6%	41.5%	22.8%	53.7%	16.7%	51.7%
None	2.1%	1.0%	2.1%	26.4%	3.5%	0%	2.8%	13.8%
Not sure	0.3%	0.4%	1.0%	0.9%	5.3%	0%	5.6%	0%

41. During exams and assessments held in the 2024/2025 academic year, did you see a change in word processor use compared to previous years? (1,400 responses)

	2025	2024
There has been an increase	53.6%	55.8%
There has been no significant increase	33.9%	29.8%
There has been a decrease	4.9%	3.8%
I was not employed by my centre during the previous years	4.5%	6.3%
I am not sure	3.1%	4.3%

Without those who were not employed by the centre during the previous years and those who are not sure (1,292 responses)

	2025
There has been an increase	58.0%
There has been no significant increase	36.7%
There has been a decrease	5.3%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
There has been an increase	55.4%	55.6%	55.3%	69.1%	51.9%	61.6%	53.1%	47.6%	53.4%
There has been no significant increase	32.3%	34.3%	32.7%	25.5%	34.3%	35.8%	30.2%	42.2%	32.8%
There has been a decrease	5.4%	4.6%	4.4%	1.8%	3.8%	4.6%	7.8%	4.1%	6.1%
I was not employed by my centre during the previous years	6.2%	2.8%	3.8%	1.8%	6.3%	4.6%	6.3%	2.7%	3.8%
I am not sure	0.8%	2.8%	3.8%	1.8%	3.8%	3.5%	2.6%	3.4%	3.8%

By sector

1 = Academies
 2 = Secondary modern/high schools (with & without sixth form)/Local Authority maintained secondary
 3 = Independent schools

4 = Alternative Provision/Pupil Referral Units/SEN secondaries/Special schools/Secure children's homes
5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
6 = Selective schools (for example, Grammar schools)
7 = Sixth form colleges
8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
There has been an increase	54.4%	52.5%	67.0%	23.6%	63.2%	55.6%	61.1%	51.7%
There has been no significant increase	34.0%	34.6%	22.0%	52.8%	28.1%	35.2%	27.8%	41.4%
There has been a decrease	5.3%	5.2%	3.7%	8.5%	3.5%	3.7%	0%	3.4%
I was not employed by my centre during the previous years	4.7%	4.5%	3.7%	5.7%	3.5%	5.6%	5.6%	0%
I am not sure	1.6%	3.2%	3.7%	9.4%	1.8%	0%	5.6%	3.4%

42. In your centre, what is the most common reason for word processor use? [please select all that apply]: (1,393 responses)

	2025	2024
If a student has poor handwriting	75.7%	74.5%
If a student has a learning difficulty	53.1%	62.3%
If a student has a planning and organisational problems when writing by hand	29.1%	47.7%
If a student has a medical condition	28.5%	61.8%
If a student has a physical disability	26.5%	70.9%
If a student has a sensory impairment	10.8%	37.2%
I am not sure	10.1%	13.6%
If the curriculum is delivered electronically	3.2%	14.3%
Other	3.1%	4.3%
The centre provides word processors to all students	2.1%	3.3%

43. Which of the following awarding organisations offers the best support for exams officers via their website/secure site? (1,400 responses)

AQA	55.5%
Pearson	23.1%
Cambridge OCR	21.4%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
AQA	55.4%	50.9%	52.8%	56.4%	59.4%	51.6%	61.5%	58.5%	61.1%
Pearson	16.9%	17.6%	28.9%	23.6%	17.5%	26.7%	20.3%	21.8%	22.9%
Cambridge OCR	27.7%	31.5%	18.2%	20.0%	23.1%	21.7%	18.2%	19.7%	16.0%

By sector

1 = Academies
 2 = Secondary modern/high schools (with & without sixth form)/Local Authority maintained secondary
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 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
AQA	59.9%	59.1%	43.5%	62.3%	38.6%	51.8%	36.1%	41.4%
Pearson	19.0%	20.3%	28.3%	29.2%	49.1%	14.8%	41.7%	24.1%
Cambridge OCR	21.1%	20.6%	28.3%	8.5%	12.3%	33.3%	22.2%	34.5%

44. Which of the following awarding organisations offers the best face-to-face (network) support for exams officers? (1,400 responses)

Cambridge OCR	65.1%
AQA	25.3%

Pearson	9.6%
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By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Cambridge OCR	70.8%	73.1%	68.6%	65.5%	58.8%	67.7%	54.7%	72.1%	68.7%
AQA	23.8%	16.7%	25.2%	25.5%	30.6%	24.9%	32.8%	18.4%	24.4%
Pearson	5.4%	10.2%	6.3%	9.1%	10.6%	7.4%	12.5%	9.5%	6.9%

By sector

1 = Academies
 2 = Secondary modern/high schools (with & without sixth form)/Local Authority maintained secondary
 3 = Independent schools
 4 = Alternative Provision/Pupil Referral Units/SEN secondaries/Special schools/Secure children's homes
 5 = Further Education colleges, Tertiary college, University Technical colleges, Specialist colleges
 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Cambridge OCR	72.6%	62.9%	69.1%	31.1%	40.3%	77.8%	55.6%	72.4%
AQA	21.3%	28.3%	18.3%	54.7%	24.6%	11.1%	41.7%	20.7%
Pearson	6.1%	8.7%	12.6%	14.2%	35.1%	11.1%	2.8%	6.9%

45. Which of the following awarding organisations offers the best online/face-to-face training support for exams officers? (1,400 responses)

Cambridge OCR	41.4%
AQA	35.1%
Pearson	23.6%

By region

	East Mids.	East Anglia	London (within M25)	North East	North West	South East	South West	West Mids.	Yorks. & Humber
Responses	130	108	159	55	160	285	192	147	131
Cambridge OCR	51.5%	42.6%	42.8%	41.8%	35.6%	47.0%	35.9%	42.9%	36.6%
AQA	30.8%	33.3%	32.1%	32.7%	40.6%	31.6%	40.6%	32.6%	42.7%
Pearson	17.7%	24.1%	25.1%	25.5%	23.8%	21.4%	23.4%	24.5%	20.6%

By sector

1 = Academies
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 6 = Selective schools (for example, Grammar schools)
 7 = Sixth form colleges
 8 = Free schools

	1	2	3	4	5	6	7	8
Responses	621	286	191	106	57	54	36	29
Cambridge OCR	48.3%	36.0%	47.1%	15.1%	14.0%	50.0%	50.0%	44.8%
AQA	30.6%	37.8%	30.9%	65.1%	26.3%	38.9%	27.8%	34.5%
Pearson	21.1%	26.2%	22.0%	19.8%	59.7%	11.1%	22.2%	20.7%

46. How could AQA improve their support for exams officers/centres in the management, administration and conducting of examinations and assessments? 831 responses

See spreadsheet tab 3

47. How could Cambridge OCR improve their support for exams officers/centres in the management, administration and conducting of examinations and assessments? 758 responses

See spreadsheet tab 4

48. How could Pearson improve their support for exams officers/centres in the management, administration and conducting of examinations and assessments? 836 responses

See spreadsheet tab 5

49. What e-reader software do your learners use during their examinations/your centre is considering to utilise? Tick all that apply (913 responses)

Software	Number
ExamWritePad	316
ReadWrite Gold	126
Examreader	123
Microsoft (WordPad)	111
Texthelp/Everway	106
ClaroRead	74
Reader pen/C-pen	73
Trelson	50
Docsplus	32
NaturalReader	16
Adobe Acrobat Reader	14
Access (ExamScreen)	12
Orato	7
JAWS	5
Readspeaker	4
Dragon	3
Exam.net	3
OrbitNote	3
NVDA	2
Speechify	2
Notepad	2
Sensory PDF Reader	2
Apple iPad reader	1
Atbar	1
Chromebook read back	1
Clickr7	1
Digiexam	1
Narrator	1
Study Bar	1
Equatio	1

Analysis completed on 20 December 2025