



Pearson

Working With You



The Exams Office Conference
Summer 2019

Today's session:



Have
you
ever...?



Intro video



What's
new?



Demo

What's
in it
for you?



Thumbs
Up or
Down?



Recap: Working With
You



Activity: have you ever?





Working with you
on our



Pearson

Customer

Support Portal

Raise a case



Choose your
contact method



Live support



Keep an eye
on our progress

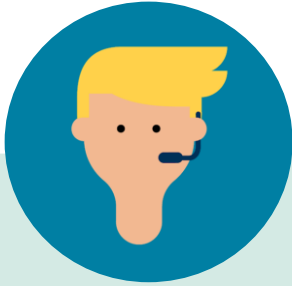


Efficient and
accurate responses





Working with you....for you



Contact

Direct access to
our support
teams

Contact us on
your terms



Information

A vast
Knowledgebase
of useful articles

Consistently
correct
information



Support

View and update
your cases

All your support
in one place

Activity: Thumbs up or thumbs down?



Missing Labels

Issue

What to do if labels for GCSE or GCE exams have not been sent to your centre.

FAQ

To order a new label please contact our Customer Services team.

Was this article helpful?



Making learner entries

Issue

How do I make learner entries for GCSE?

FAQ

Add you're learner entries to Edexcel Online. Then click submit. Then print off a confirmation repport.

Was this article helpful?



Deadline dates for BTEC Claims

Issue

When is the deadline for claiming a BTEC award?

FAQ

If you have candidates that are applying for university (via UCAS) or you follow the academic year, please enter these claims by 4th July.

For all other learners that have completed the course and are not applying to attend a university, please enter the claim as soon as possible to ensure timely receipt of certificates.

Related Article:

Certification: BTEC/NVQ/Functional Skills Claims

Was this article helpful?



Exams: Candidate sat incorrect tier

Issue

What do I do if a candidate has sat an incorrect tiered paper?

FAQ

With the introduction of reformed linear GCSEs, candidates must be entered for one tier and sit all components within a subject at the same tier (Foundation or Higher). This covers GCSE Maths, International GCSE Maths, Single Sciences (Biology, Chemistry & Physics), Combined Science and Languages.

Mix-tier entry is strictly prohibited for the qualifications above. Centres should make sure that all candidates sit all components at the same tier, and this should be identical to the tier of entry. Irrespective of what tier the candidate thinks is appropriate the candidate **MUST** continue to sit the remaining components at the tier of entry. If there was an administrative mistake made at the time of making entries, and you can provide details/evidence to explain how the administrative error was made, the candidate may sit the remaining components at a different tier of entry. You will need to send the evidence as well as the amendment file to us. You should apply for Special Considerations for the candidate, as they won't have sat all components at the same tier. If you have an issue where a candidate...

Results, Post Results & Appeals

Issue

Where can I find information about results and post-results services?

FAQ

Please see our most popular articles listed below:

[Results: Edexcel Online & Release Dates](#)

[Results Reports: Statement Of Results](#)

[Results Reports: Breakdown of Candidate Results](#)

Was this article helpful?





*Working
with you*