



Welcome to the August edition of the Exams Officer newsletter.

Edexcel recognises the important role of an Examinations Officer. We want to support you as much as possible by providing clear and regular updates on key information and our administration processes.

## Edexcel Exam Officers Conference 2010

In July we had a fantastic experience running our first ever conference for Exams Officers. We had the opportunity to meet over 500 representatives from a variety of schools, colleges and private training centres.



There were updates from Ziggy Liaquat, Managing Director (pictured onscreen above); Nick Linford, head of Pearson's Centre for Policy and Learning; Isabel Sutcliffe, Director of Regulations, Standards and Research, and Greg Ferrari, Customer Services Director. Our experts delivered eight different workshops with useful information and updates about subjects such as the Diploma, onscreen testing and Online Tools.

### “There’s no substitute for meeting face to face”

Greg Ferrari (pictured right) reflected on some of the challenges currently facing Exams Officers and outlined Edexcel's commitment to keep investing in customer service. After the event Greg told us:



“The energy and commitment of everyone at the event was fantastic. It reminds us that providing learners with the results they deserve is not just a one-way service. It’s a team effort between us and our customers, particularly our Exams Officers. This is what makes the personal side of what we do so important. There’s no substitute for meeting face-to-face with the people who look to us for guidance and support.”

### “Wonderful Opportunity”



During the day, our Customer Relations Advisors had the chance to meet Exams Officers from their own centre ranges. Charlie Chase (pictured far left) said:

“Today has been a wonderful opportunity to meet our customers and really get to understand their needs. We’ve learned a huge amount from the experience.”

### Inside this issue:

#### Page 2

*August Results Days*

*Understanding the GCSE 2009 Terminal Requirements*

#### Page 3

*Upcoming Key Dates*

*EDI Basedata from September 2010*

*Exams Officer Events for 2010-2011*

#### Page 4

*BTEC EDI results files*

*Getting Ready for the QCF*

## August Results Days - we are here to help

We know that the results period is extremely busy for you. We're busy preparing too, so that if you have any questions we will be ready to help.

In order to help you prepare we have looked at the top questions that we get asked on results day.

### Question 1:

**I am having problems importing EDI results files into my MIS system. What should I do?**

#### Answer:

The most common causes (and solutions) include:

#### UCI or ULN mismatches

You can either edit the EDI file using notepad, or update your MIS with the new UCI/ULN. Get in touch with us if you need any assistance.

#### Out-of-date basedata

You can download the most up-to-date basedata from [www.edexcel.com/basedata](http://www.edexcel.com/basedata) (for General Qualifications), or [www.edexcelonline.com](http://www.edexcelonline.com) (for BTEC qualifications).

#### MIS functionality

If your MIS is not working correctly, please contact your MIS supplier directly.

### Question 2:

**One of my GCE or GCSE candidates has more than one UCI number. What do I need to do so that they can be issued with results?**

#### Answer:

If your entries have more than one UCI, let us know which one is correct by emailing us at [serviceoperations@edexcel.com](mailto:serviceoperations@edexcel.com).

We will correct the UCI and merge the results for you.

If you need an updated EDI results file we can also arrange this for you.

### Question 3:

**I have not cashed-in results. What do I need to do to claim for late awards?**

#### Answer:

There are three ways you can cash-in:

- 1 If you have a small number of claims (up to ten) call us and we will complete them over the phone.
- 2 Alternatively, email [serviceoperations@edexcel.com](mailto:serviceoperations@edexcel.com) with the learner and award details and we will complete them for you.
- 3 You can also send an EDI file and we will process it. If you would like confirmation that the EDI file is processed, email us at [eprocessing@edexcel.com](mailto:eprocessing@edexcel.com).

We will process your late awards and issue the results on Edexcel Online within 24 hours. Please note that the final deadline to submit late cash in requests for the June 2010 exam series is 20 September.

### Question 4:

**Our results were not as expected. What options are available to us?**

#### Answer:

There are various options open to you.

Full details are available at [www.edexcel.com/results](http://www.edexcel.com/results), click on "results services." You can also check the post-results service guidance on the JCQ website at [www.jcq.org.uk/jcq\\_top\\_ten](http://www.jcq.org.uk/jcq_top_ten).

#### Other useful information about results:

You can obtain results documentation using the results reports facility on [www.edexcelonline.com](http://www.edexcelonline.com). To download full results documents, please log onto Edexcel Online and select the relevant qualification tab and follow these instructions:

- Select 'Results' from the left-hand list
- Select 'Report – Bulk Download'
- Choose 'June 2010' from the drop-down exam series function
- Choose the result report you would like and click on 'submit'

The files you request will be delivered to your Edexcel Online mailbox within two hours. You can obtain broadsheets, contributing unit results and component mark sheets using this function.

A more detailed explanation of your results is available at [www.edexcel.com/results](http://www.edexcel.com/results). You can also find our June 2010 results guide on these webpages with further FAQ's, UMS grade equivalences and charts, and a guide to our Post-Result services.

## Understanding the GCSE 2009 Terminal Requirements

Thanks to their modular structure, our new GCSE 2009 specifications continue to give your candidates a wide range of choice, with greater flexibility in choosing when to take each unit and obtain certification.

### How grades are calculated

Final grades for the new specifications will be calculated by adding the uniform marks (UMS) for each completed unit when

you cash in. The 'terminal rule' requirements will also be applied for these specifications. It is important to understand these additional requirements to enable candidates to achieve the best possible grade.

### Requirements

The terminal requirement states that at least 40% of the assessment must be taken in the examination series in which the qualification is

certificated. This means that:

- Candidates must complete their course by taking units that make up at least 40% of the weighting for the whole qualification at the same time as they request certification (cash-in).
- Only the most recent results will count and will be used to calculate the grade, even if they have a better score from an earlier attempt for the same unit.

### Further information

Guidance relating to the following can be found at [www.edexcel.com/GCSE09-resultssupport](http://www.edexcel.com/GCSE09-resultssupport)

- The GCSE standards
- The terminal requirements
- UMS
- Banked Marks
- Re-sit rules
- How results are calculated

Alternatively, you can call us on 0844 576 0027.

## Upcoming Key Dates:

| Date           | Information  | Qualification   | Session   |
|----------------|--|---|-----------|
| 18 August 2010 | Online and EDI publication of results for use by centre staff only. Results available in electronic format (EDI and Edexcel Online). | GCE, AEA, Principal Learning Level 3, Extended Project, Functional Skills                   | June 2010 |
| 19 August 2010 | Results can be released to students. Hard copy of results in centres.  | GCE, AEA, Principal Learning Level 3, Extended Project, Functional Skills                   | June 2010 |
| 23 August 2010 | Online and EDI publication of results for use by centre staff only. Results available in electronic format (EDI and Edexcel Online). | GCSE, IGCSE, DiDA, Principal Learning Levels 1&2, Project Level 1&2                         | June 2010 |
| 24 August 2010 | Results can be released to students  | GCSE, IGCSE, DiDA, Principal Learning Levels 1&2, Project Level 1&2                         | June 2010 |
| 26 August 2010 | Hard copy of results in centres  | GCSE, IGCSE, DiDA, ELC, Functional Skills, Principal Learning Levels 1&2, Project Level 1&2 | June 2010 |

### Other key dates:

|                |   |                                      |           |
|----------------|---|--------------------------------------|-----------|
| 27 August 2010 | Final date for applications for Priority Service 2 Enquiries About Results or Advance Priority Copies to support EAR. | GCE, AEA, Principal Learning Level 3 | June 2010 |
|----------------|---|--------------------------------------|-----------|

## Change to cash-in rules for Principal Learning

You can now submit award claims from any centre within your consortium for Principal Learning. For more information please contact us on 0844 576 0028.

## EDI Basedata from September 2010

We will use version 13 of the JCQ EDI formats basedata from September. We recommend that you check with your software provider to make sure your MIS is updated and will be ready to accept the new files.

Our EDIFACT basedata formats have not been changed, and you can continue to use EDIFACT version 6. You will still need to download the most up-to-date files from Edexcel Online, so that they include new approvals and the new BTEC QCF programmes.

### Release dates

Basedata for the November 2010 exam series will be released on 4 September. Basedata for the January 2011 exam series will be released on 15 September.

You can find the latest available basedata and more information about basedata files at [www.edexcel.com/basedata](http://www.edexcel.com/basedata)

## Free Training - Exams Officer Events for 2010-2011

We are pleased to announce a new series of training events starting in September 2010. These events are aimed at new or experienced exams officers who would like training and support with running our BTEC or General Qualification (GQ) programmes, or onscreen testing procedures. You will be able to attend in person or via our website.

### New and Improved Training

In response to your feedback, we have designed the events to fit more easily into your busy schedule.

- The online events will now take place every one to two months, throughout the academic year.
- We have separated the online events into a number of smaller, more specific topics, so you only need to book on to the event that covers your area of interest.

For the full schedule of events and to book on an event please go to [www.edexcel.com/exams-officer](http://www.edexcel.com/exams-officer) and click on "Free Training".

## BTEC EDI results files

If you have requested a BTEC results file, we will send it to you on the 16 August. Both JCQ and EDIFACT results files will contain the overall qualification grade for each learner. The EDIFACT results files will also include extra information, such as the certification details and unit achievement.

Before 16 August you still have time to submit a request, if you would like one please use the appropriate method (below) to send us a request:

- If you use JCQ EDI, create a "board 15, series 7B" session in your system and send us an entry file. This will allow our system to return a result for each entry (where the learner has been certificated).
- If you use EDIFACT EDI, send an email request to [eprocessing@edexcel.com](mailto:eprocessing@edexcel.com). Please include your centre number and specify whether you would like us to send your file via your carrier or by email (please confirm an email address for this option).

## Getting Ready for the QCF – only a few weeks away!

The new academic year is fast approaching and we are all getting ready for the new BTEC QCF qualifications. We have had lots of questions from you about the transition, so to answer your queries we have listed below some areas which may (or may not) be affected by the changeover on 1 September.

### Qualification Approval

If you are already running NQF BTEC First, National and Higher National qualifications you have been given automatic approval for the equivalent QCF qualifications. If there is a programme that did not have an equivalent you can gain new approvals on Edexcel Online. For accreditation updates please visit [www.edexcel.com/notices/Pages/btec2010-accreditation-availability-materials.aspx](http://www.edexcel.com/notices/Pages/btec2010-accreditation-availability-materials.aspx)

### Registration of Learners

Learners should be registered for the whole new QCF programme, as with the old NQF BTEC qualifications.

### Transfers 'old to old'

You will be able to transfer learners registered on the old NQF programmes to another NQF programme.

Please send these requests to [serviceoperations@edexcel.com](mailto:serviceoperations@edexcel.com)

### Transfers 'old to new'

You will be able to transfer learner from old NQF to new QCF programmes in the normal way, using Edexcel Online or by JCQ EDI. When transferring, please be aware that any NQF units completed will not count towards the eligibility requirements of the QCF qualification.

### Top-ups 'old to old'

After 1 September, it will still be possible to 'top-up' learners already certificated on old NQF qualifications to larger NQF qualifications (e.g. from First Certificate to First Diploma). The 'top-up' must be within the same specification and before the certification end date of the programme.

### Equivalency table NQF vs QCF

Below is a table comparing Levels 2 and 3 of the old NQF and new QCF qualifications. This is shown with their GCSE and GCE equivalencies, credits and guided learning hours. A full version of the table and other useful documents are available at [www.edexcel.com/quals/firsts](http://www.edexcel.com/quals/firsts) under "key documents".

| Level                  | Current NQF versions              |      | QCF                                     |         |      |                |
|------------------------|-----------------------------------|------|---|---------|------|----------------|
|                        | Qualification title               | GLH  | Qualification title from September 2010 | Credits | GLH  | Equivalent to  |
| BTEC Level 3 Nationals |                                   |      |   |         |      |                |
| 3                      | BTEC Level 3 National Diploma     | 1080 | BTEC Level 3 Extended Diploma           | 180     | 1080 | 3 GCE A Levels |
|                        | BTEC Level 3 National Certificate | 720  | BTEC Level 3 Diploma                    | 120     | 720  | 2 GCE A Levels |
|                        | BTEC Level 3 National Award       | 360  | BTEC Level 3 Subsidiary Diploma         | 60      | 360  | 1 GCE A Level  |
|                        |                                   |      | BTEC Level 3 Certificate                | 30      | 180  | 1 GCE AS Level |
| BTEC Level 2 Firsts    |                                   |      |   |         |      |                |
| 2                      | BTEC Level 2 First Diploma        | 360  | BTEC Level 2 Diploma                    | 60      | 360  | 4 GCSEs (A*-C) |
|                        | BTEC Level 2 First Certificate    | 180  | BTEC Level 2 Extended Certificate       | 30      | 180  | 2 GCSEs (A*-C) |
|                        |                                   |      | BTEC Level 2 Certificate                | 15      | 90   | 1 GCSE (A*-C)  |

## Edexcel Customer Services: Our general enquiry numbers are as follows:

|               |                |   |                       |
|---------------|----------------|---|-----------------------|
| BTEC and NVQ: | 0844 576 00 26 | DIDA and other qualifications:                        | 0844 576 00 31        |
| GCSE:         | 0844 576 00 27 | Online services including Results+ and Edexcel Online | 0844 576 00 24        |
| GCE:          | 0844 576 00 25 | International customer (all enquiries)                | +0044 (0) 1204 770696 |
| DIPLOMA:      | 0844 576 00 28 |   |                       |

Our contact centre is open between 8am and 6pm from Monday to Friday. [www.edexcel.com](http://www.edexcel.com)