



Exams Officers Conferences 2011

London 5th July & Manchester 7th July

Welcome

Following the success of last year's conference in Birmingham, we are holding two conferences in July (one in London and one in Manchester). In response to your requests we have built a comprehensive programme of speakers and break-out sessions, featuring updates and practical support, for both experienced officers and those new to the role.

We look forward to meeting those of you attending.

What can you expect on the day?

- Updates from Ziggy Liaquat (Managing Director), Greg Ferrari (Customer Services Director) and David Sands (Head of Customer Services).
- Choose four break-out sessions from a choice of seven, including:
 - BTEC Quality Assurance
 - Onscreen Testing (Key Skills, Functional Skills, BTEC and ESOL)
 - Edexcel Online: the re-design
 - Special Consideration and Access Arrangements
- Time to network with your peers and colleagues over some nice food
- Opportunity to meet with your Customer Relations Advisor from Service Operations
- Visit the Pearson Showcase Village to see the latest Pearson resources for your school or college, ResultsPlus and of course Customer Services



Take the guesswork out of eligibility

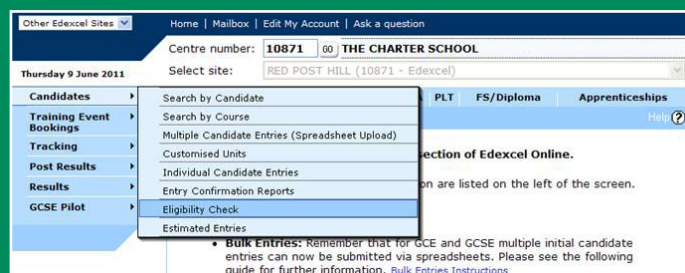
The exams have now passed, you can do a final check on Edexcel Online to resolve any eligibility issues.

As you know the rules governing GCSEs have changed. Your candidates need to meet new Terminal and Re-sit requirements as well as existing eligibility rules. It can be difficult to ensure that they have everything they need.

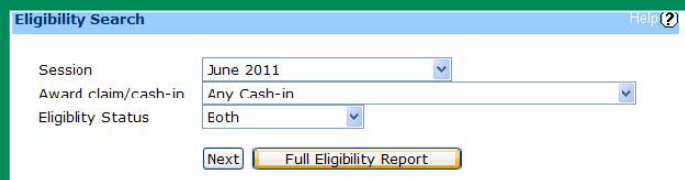
We have created new reports to help you. Once you have made your entries you can run a report to check if your candidates are eligible for a grade. If they aren't eligible it will give you a clear message indicating why this is and how to fix it.

How to run the report

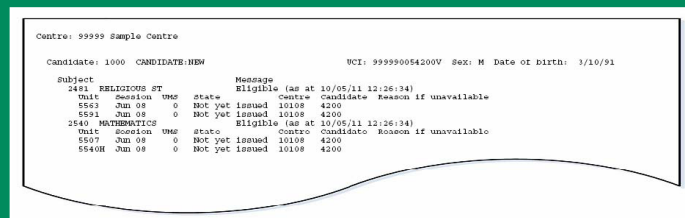
To obtain the report, select the relevant qualification and then candidates > eligibility check like so:



From the options, select the "Full Eligibility report"



The pdf report will be delivered to the user's mailbox.



Calculation of overall GCSE grade

To make sure you understand how your students' grades have been calculated on results day, we have identified some key areas you should be aware of:

- > The GCSE Standard – all units, regardless of when they are sat will be assessed at the full GCSE standard.
- > Terminal Requirement – at least 40% of the entire GCSE must be completed when certification is requested.
- > Calculating results – students' unit marks from each series will be recorded and their best result will count towards the final grade as long as the terminal requirement and re-sit rules have been met. Remember that you must enter for the cash-in to get the overall qualification.
- > Re-sits – these are limited to one per unit prior to certification.
- > ResultsPlus – this free service shows how students have performed in most units, providing question-by-question level detail for exams at cohort and individual student level.

Learn more at www.edexcel.com/resultsplus

What the report will do

The report checks whether candidates have met the eligibility criteria as described in the Information Manual for every cash-in you have made. It uses the entries from the current exam series and all previous series.

It will show the eligibility status of the candidate, followed by a cause and recovery which will help you locate the source of the problem to fix it.

It will also show a date that the eligibility was checked. Once a candidate is eligible the date won't change unless you make new entries for that candidate.

What the report can't do

It can't anticipate what entries should or shouldn't be made for a candidate. That should be the decision of the candidate, with help from the teacher and exams officer.

It can't check if a candidate is eligible if they haven't attempted to cash-in for an award. Once a cash-in is made it will check to see that the candidate has met the right criteria.

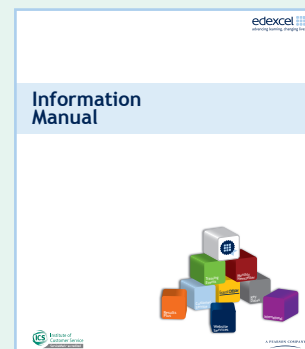
For more help

If you need any help please contact us at serviceoperations@edexcel.com or on 0844 576 0027 and we will help resolve any queries you have.

Information Manual 2011–2012

We will send you updated sections of the Information Manual in the first full week of the new term starting in September.

Please DO NOT throw out the current Information Manual binder, or the tabbed dividers, as you will not be receiving replacements of these.



New FREE Exams Officer training events from September 2011

Are you a new Exams Officer? Are you looking for further support on processes from making entries or registrations through to receiving certification for learners? Then why not attend one of our **FREE** face to face Exams Officer training events starting from September 2011. These events are specifically designed to assist Exams Officers who have been in the post for up to 12 months.

You will have an opportunity to ask questions and meet your dedicated Customer Relations Advisor for your centre. The events starting in September will be focusing on General Qualifications, which include GCE, GCSE and Diploma, followed by the BTEC events in October.

Book now!

To secure your place, please use your Edexcel Online username and password and click on www.edexcel.com/training to access our easy-to-use Online Booking system. All you need is the training code, which can be found under the 'Free Training' page on our website; www.edexcel.com/examsofficer

Alternatively, please call us to book your place.

BTEC 0844 576 0026
General Qualifications 0844 576 0027

If you would like further information on these events, please email serviceoperations@edexcel.com

Key dates

Key dates	Session	Level	
02-Jul-11	Jun-11	Functional Skills	High late entry fee date
			Final date for submitting special consideration requests to Edexcel
05-Jul-11	Jun-11	GCSE	
			Final date for submitting special consideration requests to Edexcel
06-Jul-11	Jun-11	GCE	
			Certificate claim deadline 2010/2011, especially important for UCAS candidates
05-Jul-11		BTEC	
25-Jul-11	Jun-11	Functional Skills	Results issued-June exam series

Offer Principal Learning as a stand-alone from September

Since 2009, Principal Learning has been successfully delivered as part of the 14-19 Diploma. We are pleased to announce that from September 2011 it will also be available as a stand-alone qualification.

Why offer Principal Learning as a stand-alone qualification?

Principal Learning allows learners to focus more strongly on learning and applying work-relevant skills and knowledge within their chosen sector.

What will happen to the 14-19 Diploma?

We will continue to accept registrations for the full 14-19 Diploma qualifications and will provide the support package to help you with your teaching and administration.

We will continue to offer all of the other components of the Diploma qualification, including Functional Skills and the Project. You will be able to deliver these as part of the Diploma or alongside Principal Learning.

Can Principal Learning help me offer the right curriculum for my learners in the context of the Wolf Report?

Both the full 14-19 Diploma and stand-alone Principal Learning qualifications combine internal and external assessment, alongside strong employer engagement. These are the two criteria Professor Wolf considered to be essential factors for the successful delivery of quality vocational qualifications.

How can I find out more about the changes to Curriculum?

This summer we will be delivering 150 events around the country to explore curriculum options in a changing landscape. Please visit www.BigVocationalDebate.com to register for an event near you.

To receive the latest information you can sign up for free **Diploma and Principal Learning eNewsletter** at www.edexcel.com/iwantto/Pages/form-emailsignup.aspx or go to www.edexcel.com/diploma and click on News And Bulletins.

If you have any questions about Principal Learning or the Diploma contact us at principal.learning@edexcel.com





The Best kept Secret – just for Exams Officers!

Forget Twitter and Facebook... a new and exciting forum has been set up just for you!

Visit www.edexcel.com/community you will find here the Exams Office – a network medium to share resources, discuss experiences and/or concerns (our expert staff will also contribute) and so tap into a wealth of knowledge like never before.

Come aboard and simply follow the instructions at www.edexcel.com/community/gettinganaccount

See you at the Forum!

REPLACEMENT OF CERTIFICATES

We are delighted to welcome you to visit our new Replacement Certificate webpage.

On the new webpage we have collated a top 50+ set of frequently asked questions relating to the Replacement Certificate Service. There is a revised application form too, which you can save on your computer and give to any candidates that approach you with news of a lost certificate.

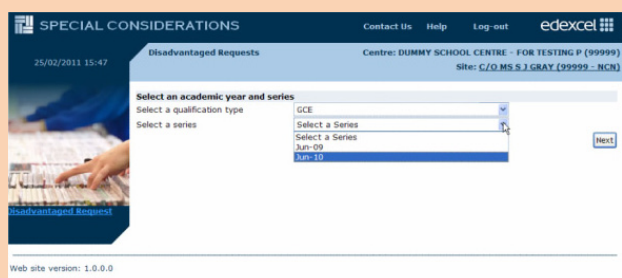
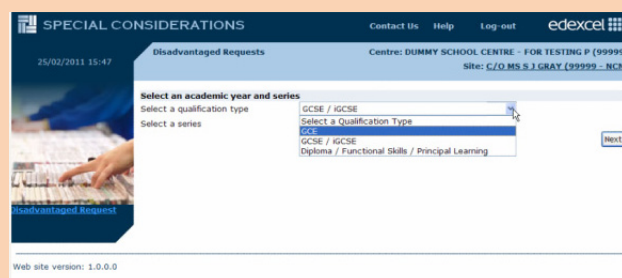
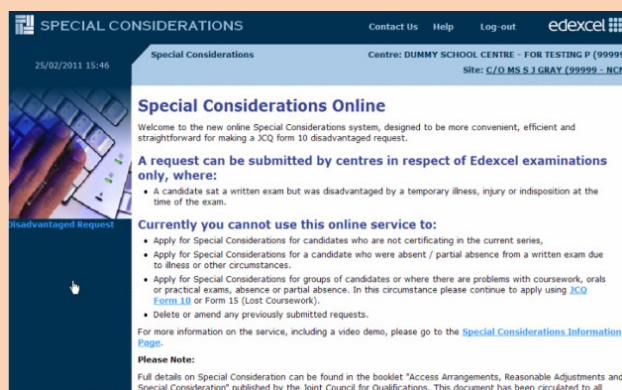
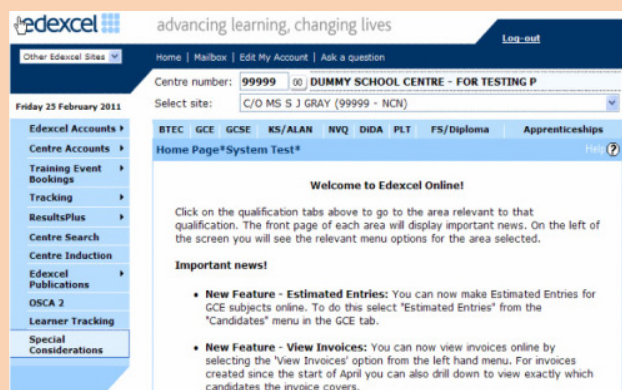
And, to top it all off we are soon launching the Replacement Certificate application facility online!

You can access the page here, <https://www.edexcel.com/i-am-a/student/replace-certs-secure/Pages/home.aspx>

If you have any comments or suggestions, we would like to hear from you. You can send any correspondence to replacementcertificates@edexcel.com

Submit special consideration requests using our online tool

You can submit online applications for disadvantaged candidates via www.edexcelonline.com In the future we will include options for absent candidates, groups of candidates and the ability to view ongoing requests. We will keep you informed of new functions as they become available.



How to use the new facility

You can submit requests on Edexcel Online using the new Special Considerations option which appears on the left hand side. To help you use the facility, we have created an online tutorial and user guide at www.edexcel.com/special-considerations

If you have any questions please call us or email special.requirements@edexcel.com

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 5.30pm from Monday to Friday. www.edexcel.com