



Welcome to the December 2010 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.



During 2010 we've invested heavily in improving our level of service to examinations officers, and we want to keep on improving next year. Our online services will be dramatically enhanced during 2011, and we've recently published our new service pledge, which outlines a range of additional commitments, including:

CUSTOMER SERVICE

- We aim to resolve as many enquiries as we can first time. This means that if you call us we'll provide the answer during the call, and if you contact us online the first response you receive from us will provide a comprehensive answer.
- Where this isn't possible, we'll keep you updated about how long it's going to take us to answer your question. We'll always respond to your first enquiry within two working days.

APPROVALS

- Provide immediate online approval for equivalent or lower level BTEC or NVQ programmes (if you are already successfully running programmes at a UK centre)
- Give you a firm decision on the outcome of first time BTEC or NVQ approval applications within 20 working days. We will also provide detailed feedback to help, as well as further support when you reapply if unsuccessful.
- Respond to appeals against approval decisions within 10 working days.

REGISTRATIONS AND ENTRIES

- Process registrations and entries within 2 working days of receipt.
- Process, confirm and make late award claims available online within 24 hours of receipt.

DELIVERING EXAMINATION AND COURSE MATERIALS

- Despatch orders made from our publications catalogue within three working days and update you if the item isn't in stock.
- Deliver question papers and other exam materials 10 working days in advance of a timetabled exam.

RESULTS AND CERTIFICATION

- Deliver all results and certificates according to published timetables.
- Meet early certification requests wherever possible.
- Deliver all replacement certificates within 20 working days of receipt of a completed application.

POST-RESULTS SERVICES

- Complete clerical checks within 7 days.
- Complete priority reviews of marking within 10 days.
- Complete reviews of marking within 14 days.
- Complete the re-moderation of internally-assessed components within 28 days.

ASSESSMENT REPORTS

- Make all principal examiner and moderator reports available by results publication dates for General Qualifications.
- Make all external verifier reports available within 10 working days of a centre visit (or agreed postal sampling date) for BTEC/NVQ.
- Make all Skills for Life assessment decisions and external verifier reports available within 10 working days of the external verification date.
- Make all Key Skills assessment decisions and external moderation/audit reports available within the first 10 working days of the month following the audit.

Inside this issue:

Page 1

Customer service pledge

Page 2

Functional Skills

Page 3

*Exams Officer Community
Subject Expert service*

Page 4

OSCA

Upcoming Key Dates:

Date	Qualification	Information	Session
10 December	Functional Skills	Entry deadline	January 2011
15 December	BTEC	Registration deadline for Higher Education Licence Agreement	N/A
23 December	Functional Skills	Results issued	November 2010

As your centre will be closed during the holidays please find here also the January 2011 key dates below

10 January	GCE, Principal Learning and Project	Deadline for submission of coursework marks	January 2011
10 January	GCSE and GCE	Estimated grades deadline	January 2011
10 January	GCSE and GCE, Principal Learning	Final date for special consideration requests	January 2011
12 January	GCSE/IGCSE	Release of results for centres only	November 2010
13 January	GCSE/IGCSE	Release of results to candidates	November 2010
21 January	Functional Skills	Entry deadline	February 2011
28 January	GCSE	Entry deadline	March 2011
31 January	BTEC	Last date for requesting registration deletion for learners registered since 1st September 2010	N/A

The Edexcel offices will be closed from Wednesday 29th December 2010 to Monday 3rd January 2011.



When to expect test papers for Functional Skills January 2011

If you made entries for Functional Skills for the January test window before 25 November, we will have contacted you to find out if you prefer to receive your papers before the Christmas holidays (i.e. by 16 December) or after the Christmas holidays (i.e. 5-6 January). If you haven't been

contacted, please call us on 0844 576 0028.

If you have made entries after 25 November, or intend to make entries in December, we will send your question papers to arrive on 5-6 January. We're aware that this is very close to the exam window, so if your papers haven't arrived by the morning of 7 January, please contact us on 0844 576 0028 and we will arrange an alternative delivery.

The Exams Office Community

Please come and join us in The Exams Office forum at <http://community.edexcel.com/examsoffice/default.aspx>

This is your chance to discuss issues and share resources with other Exams Officers as well as representatives from Edexcel.

All you need is your Edexcel Online username and password. A picture of yourself is optional.

Come and have a look around!

FREE Exams Officer training still available – book now!

We are continuing to deliver our free online Exams Officer training events and you still have the opportunity to attend. The events cover exactly the same content as our October 2010 face-to-face events, including learner administration for BTEC, General Qualifications, On Screen testing and BTEC Apprenticeships. These online events are still available up until the end of this academic year. To view the full online schedule and secure your place, please go to www.edexcel.com/exams-officer and click on "Free Training".

Recorded online training for International Exams Officers

We are very pleased to announce that recorded training is now available to view and listen to on our International website. We have catered for BTEC and General Qualifications, as well as producing Edexcel Online instructional videos for various processes, allowing you to follow the presentations and videos at your own pace. You can find the training presentations and all the Edexcel Online instructional videos by clicking here.

As always, if you have any feedback or suggestions, please email us directly at feedback@edexcel.com to enable us to keep improving our service.

Get Answers From Our Subject Expert

Our 'Ask the Expert' service is there to support you and your teachers. Our team now covers nine subjects and we are focused on proactively engaging with customers.

The team do this by:

- Building subject communities where teachers are members of a supportive network
- Bringing your issues into the business and promoting solutions
- Bringing together the appropriate expertise across Edexcel to improve your experience in a particular subject.

We will support you in delivering both the Vocational and the Academic qualifications within their sector.

Further details can be found on our webpage:

<http://www.edexcel.com/iwantto/Pages/subject-advisor.aspx>

Expecting Results for the new Modular GCSEs this Year?

There are changes to the structure of the GCSE 2010 qualifications that affect the way we will calculate your students' grades.

To help you understand your student's results on results day, we've made guidance explaining the new rules. You can find this at www.edexcel.com/GCSE10-resultssupport.

Some key points are:

- **The GCSE Standard** – all units, regardless of when they are sat, will be assessed at the full GCSE standard.

- **Terminal Assessment Rule** – at least 40% of the entire GCSE must be completed at the end of the course.
- **Banked marks** – we will select the best available marks towards the collation of the overall grade, as long as the terminal assessment rule has been met.
- **Re-sits** – students will only be able to re-sit once per unit.

Please visit our website for more details

www.edexcel.com/GCSE10-resultssupport or call us on 0844 576 0027

Access to OSCA

You may receive enquiries from teaching staff needing access to the BTEC OSCA (Online Support for Centre Assessors) service.

It's vital that BTEC teachers are able to use OSCA as it's an important part of the BTEC quality management process.

The OSCA service is located within Edexcel Online, but you can set up users with OSCA access only so that your own management of the student administration functions aren't compromised.

We will set up teaching staff who contact us directly asking for OSCA access, once we've carried out the necessary security checks to verify their identity. This means that you may notice these new users at your centre.

Please be assured that we will only give direct access to teachers to services specifically aimed at teaching staff; anyone requesting access to the student administration screens in Edexcel Online will always be referred to their Exams Officer in the first instance.

OSCA 2 – What is happening in December 2010?

By now, as Exams Officers you will have set up your centre's various Lead IV's with their Edexcel Online accounts so OSCA2 can be completed. The window closes for OSCA2 window 1 on 3 December, with outcomes issued on 10 December. Lead IVs will be able to receive outcomes via email by logging into Edexcel Online, clicking OSCA2, and selecting qualifications and messages.

Practice materials for OSCA2 window 2 will be available from **13th December**. Check the **BTEC online standardisation for Lead internal verifier Accreditation on Signposts to Quality**.

As Exams Officers you are requested to ensure that Lead IVs are registered on Edexcel Online for the OSCA2 system, and have attempted the compulsory centre induction training events. The OSCA2 window 2 will open on **10th January 2011**.

To register for OSCA2:

http://www.edexcel.com/iwantto/!%20want%20to%20%20Tasks/Online%20Standardisation%20_OSCA%20_%20guidance.pdf

Getting ready for the QCF Important note about NVQ NQF!

Edexcel NVQ NQF to QCF timescales

- The QCF is expected to be fully operational by 1 January 2011, by which time Edexcel NQF NVQs will have been migrated across as QCF NVQs.
- Edexcel NQF NVQs accreditation will expire on 31 December 2010. Certification claims may be made after this, up to the certification end date.
- Any new accreditations from 1 January 2011 will have to be within the QCF.

For more information see:

<http://www.edexcel.com/quals/NVQ-competence-based-qcf/move-to-QCF/Pages/What-is-happening.aspx>

NQF TOP-UPS

Remember to have all your NQF BTEC top-ups done by 31 December. A list of all available top-ups can be found on link below:
http://www.edexcel.com/migrationdocuments/Family%20top%20level/2042_130910_V1.pdf



Customer Service team of the year

We recently held our Edexcel annual Customer Service awards where we awarded a prize, based on your feedback, to the Customer Service Team of the Year. We would like to congratulate Adeite Adesola, Madhavi Malladi and Sonam Sony for their professionalism and dedication throughout 2010.

Your Feedback:

Team – "Thank you so much....I am very grateful to you for sorting out this problem. The speed of responses from your Department is amazing..."

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		
DIPLOMA:	0844 576 00 28	International customer (all enquiries)	+0044 (0) 1204 770696