



Welcome to the July 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.



**Institute of
Customer Service**
ServiceMark™ accredited

We are proud and delighted to announce that Edexcel have received ServiceMark accreditation from the Institute of Customer Service.

The Institute of Customer Service (ICS) are the UK's leading independent body for promoting customer service standards. Edexcel began working with the ICS just over a year ago, and during this time have been making the changes and improvements necessary to adhere to their 'World Class Model'. In awarding us their 'ServiceMark', the ICS have looked at our new approach to service, and have given it their seal of approval.

Thank you for helping us achieve ICS ServiceMark accreditation

Many of the changes we've made have been based on feedback received from Exams Officers. Without your help we couldn't have achieved this, so thank you from all at Edexcel for your comments and suggestions. We believe that the best ideas come from our customers, and our work with the ICS has reinforced our commitment to this belief.



Positive feedback – but there's still more to do

Heidi Bergholm, a member of our Service Operations team, was interviewed by the ICS assessor as part of the accreditation process. When asked what customer service means to her at Edexcel, she said 'It's important to feel that the work you do is relevant and valued. The responses from our customers regarding these service improvements have been very positive'.

What's next?

Only 14 organisations have ICS accreditation and it's something we're proud to have achieved. But during 2010/11 we want to do even better. The best way we can continue to improve is to listen to you. So please send your comments, suggestions and ideas to serviceoperations@edexcel.com

Inside this issue:

Page 2

Get ready for GCSE new specification results

Summer 2010 results – Results Day for GCSEs

Keep up to date

Key dates

Page 3

Hard copy documentation – Academic results summer 2010

Sending in your Special Consideration requests

We are now processing your scripts

Page 4

Report your results for UCAS and DfE

Want to know more about BTEC quality processes?

EDI Formats and Basedata made simpler

Getting ready for the QCF: Candidate registrations for Higher Nationals

Get ready for GCSE new specification results

June 2010 is the first series in which most of our new modular GCSE results will be delivered.

We understand that you may not be familiar with the differences between the old and new specifications. We will be sending out some guidance to help you to support your teachers, students and parents on results day.

In July we will send you posters and postcards that will make things clearer. We will also make sure that full support documents will be available on the website before results day.

Summer 2010 results – Results Day for GCSEs

Results day for GCSEs is a Tuesday

The official results day for GCSEs in 2010 will be 24th August. This is a Tuesday and not Thursday as normal.

All GCSE awarding bodies will be delivering hard copy results notices from Thursday 26th August.

What does this mean for you?

You do not have to wait until Thursday 26th August for our official hard copy results to arrive. You can print out the statements of provisional results, either from Edexcel Online or from your MIS system. If you wish, you can do this in advance so that you can give your candidates their results on Tuesday 24th August. We will make sure that from Monday 23rd August you will be able to download an EDI file of all your results and also obtain results documents from Edexcel Online.

Results documentation

On results days we make all the information you need available on Edexcel Online and via EDI. We will support you with any results queries throughout this period.

We have lots more guidance about your results day at www.edexcel.com/results

Will Colleges accept MIS printouts?

JCQ have confirmed that centres will be able to use their MIS printouts, you can use Edexcel Online to make these from 23rd August.

Keep up to date – more Exams Officers support events announced

We are pleased to announce more Exams Officer events starting in September 2010. These are aimed at new or experienced Exams Officers who would like additional support on the administration of our qualifications. You can attend either face to face or online events.

Further information will appear on our website and in this Newsletter soon.

How we've improved our support

During February and March 2010, we were delighted to see over 700 Exams Officers at these events. They provided us with lots of useful feedback which we have been reviewing to ensure we are meeting your needs.

We found that our Exams Officers wanted more information relevant to the Exams Officer role, especially about the new Qualifications and Credit Framework (QCF).

As a result, we have created a presentation about the QCF that you can listen to in your own time and at your own pace. It is located on the Exams Officers page of our website, www.edexcel.com/exams/officer. You can find it under the 'Qualifications updates menu' within the 'QCF' menu. We have also included a series of articles in this Newsletter – entitled "Getting Ready for the QCF". Turn to page 4 for this month's update about registrations.

Bite Size Events

You also told us that you prefer online events that are available in smaller 'bite size' chunks throughout the year. To meet your needs, we have spread new online events throughout the academic year, every one to two months. We have also separated them into different topics, so you can book on to an event that only covers what you are interested in.

Upcoming Key Dates:

Date	Information	Qualification	Session
1 July 2010	Final date for submitting special consideration requests	Principal learning	June 2010
7 July 2010	Final date for submitting special consideration requests	GCE, GCSE, IGCSE	June 2010

Other Key Dates:

5 July 2010	Certificate claim deadline for 2009/2010 learners, especially important for UCAS applicants	BTEC	
9 July 2010	Electronic entry and amendment deadline	Key Skills/ALAN	August 2010

Hard copy documentation – Academic results summer 2010

On results days we produce several documents which show confirmation of your students' achievement. Below is a guide to the different reports, explaining what they contain and how you can get them.

Report name	What do I use it for?	What does it contain?	Where can I get this?
Broadsheet	Check how each student has done in their exams at a glance	All unit level scores and overall subject grades	Edexcel Online as PDF or CSV Paper copy issued
Component Mark List	Check how students have performed against grade boundaries. Teachers and Heads of Departments will also find this useful	Listed by component, shows: <ul style="list-style-type: none"> • Subject marks • UMS • Maximum raw and weighted marks 	Edexcel Online as PDF Paper copy issued
Contributing Units Results	Shows how all the units contributed to each UMS Teachers and Heads of Departments will also find this useful	Listed by subject, shows how raw unit marks contribute to overall UMS and grade: <ul style="list-style-type: none"> • Grade • Component unit scores • Total UMS • Grade boundaries 	Edexcel Online as PDF Paper copy issued
Statement of results	Give these to your students. This report will show their overall grades and contributing units	Shows grades for all subjects and scores for each unit	Edexcel Online as PDF Paper copy issued

Sending in your Special Consideration requests

As we want all of your requests to be processed on time and to the highest standard, please send us your forms for the June 2010 exams series by 7 July. We will still accept submissions after this date.

To help us process your applications please check the following:

- Your special consideration forms are completed, signed and sent to us
- You have no outstanding exam paperwork and that everything has been despatched to us
- If we have asked for more information from you to process a claim, please aim to provide this as soon as possible

We are now processing your scripts

Now that the June exams have finished, we are processing your exam papers (scripts). We receive 3.6 million scripts - almost 38 million sheets of paper! We are focussed on making sure that your exam papers are marked, awarded and graded to the published high standards whilst ensuring that your results are out on time in August.

Script Chasing

During this time we will be ensuring that all your entries have a result against them. This means that if we haven't received a script and you haven't submitted an attendance register stating that a student is absent, you may receive a call or email from us. We want to make sure your results day is as simple as possible so if you get a call please help us to resolve any queries.



Report your results for UCAS and DfE

Reporting deadline

Get your certificates in plenty of time for the end of the year by claiming your completed BTEC awards early!

DfE reporting

Once you have claimed results, we send your centre's attainment table data through to the Department for Education (DfE), at the end of July. If you miss the 5 July results deadline please ensure you get all results to us by 31 July to ensure that your league table position reflects the performance of all your learners.

UCAS reporting

We send results to UCAS each week from mid-July through to September. The earlier you report results, the earlier we can inform UCAS and learners can be accepted for their university places.

Your results will be issued in EDI Version 12

We will issue our EDI results files in August in JCQ version 12. If this isn't the version you are using, you can download up to date basedata from Edexcel Online to make sure your results will be accepted into your MIS. This will help you avoid MIS issues during the results period.

Want to know more about BTEC quality processes?

Sometimes as an Exams Officer you may be asked questions about your centre's quality procedures and processes.

With this in mind we have created the 'Signposts to Quality' website to support you. It will explain the roles and responsibilities of everyone at your centre and provide guidance for your quality nominee. Go to www.edexcel.com/quals/BTEC/quality for more information.

EDI Formats and Basedata made simpler

New format basedata available from September

In September the JCQ Electronic Data Interchange (EDI) format will be version 13. Changes were made to improve the results processes. You will be able to download basedata from the website or Edexcel Online from September. We will continue using version 12 until that time.

We will provide you with more information about the changes in the August edition of the newsletter. We will also email you when the academic basedata has been released.

EDIFACT basedata made simpler

If you use EDIFACT EDI to make registrations and don't submit results files, from September you will be able to order EDIFACT basedata on Edexcel Online which contains just programmes. This makes the basedata files much smaller, easier to import and your MIS simpler to administer.

To obtain this, select the 'Programmes only' file. 'Programmes with Units' will let you have a file of approved programmes with the units for each programme.

Getting ready for the QCF: Candidate registrations for Higher Nationals

Both the NQF and the new QCF BTEC Higher Nationals will be available in September 2010. This means that you will be able to register learners on either version of each Higher National programme. It is important that you register learners on the correct version of the programme. Both Edexcel Online and EDIFACT basedata will clearly show NQF or QCF in the programme title.

Learners registered on the incorrect version

The registration deadline for the Higher Nationals is 15 November 2010. After this date late fees will be applied. The last opportunity

for late registrations onto the NQF Higher Nationals is the 31 December 2010.

If you do inadvertently register learners onto the incorrect version of a Higher National, you will be able to transfer to the other version up until the certificate end date for the subject.

Preparing for the transition

We recommend that you discuss with your Programme Leaders and Quality Nominee which version of the Higher National they want to deliver in 2010/11. You will still have time to change your registrations until 15 November.

If you have any questions please call us on **0844 576 0026** or email serviceoperations@edexcel.com

Let us know what you think!

We would love to hear what you think of our newsletter; the things you love, would like to see more of, or the areas that you want to know more about. Email us at eprocessing@edexcel.com to let us know!

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

Our contact centre is open between 8am and 6pm from Monday to Friday. www.edexcel.com

