



Welcome to the November 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.



National Customer Service Week 2010

In October, through our partnership with the Institute of Customer Service, we ran a series of activities to celebrate National Customer Service Week. We involved people from across the company, because we want you to receive outstanding service from us – whoever you speak to.

Meeting face to face

There's no substitute for meeting face-to-face and finding out what you really think, so as part of the celebration we sent a team of senior managers to visit some of our schools and colleges. Martin Stretton visited Forest School and Jaime Cortes visited Mount Carmel School. We spoke to them before and after the event:

"I think it's really important for me, as a senior manager, to understand and have a relationship with Edexcel's customers"
Martin Stretton, Programme Manager

"This was very useful. I can now really appreciate the full impact on how our technologies affect our customers. A real eye opener!"
Jaime Cortes, Head Of Operations Delivery

Help us to continuously improve

Many of the Exams Officers we met on our visits were happy with the service they were receiving from Edexcel. However, we found that many people still had ideas for further improvement. We find your ideas incredibly valuable, so please keep telling us how you want us to support you. Please send any comments you have to feedback@edexcel.com

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Greg Ferrari
Customer Services Director

Upcoming Key Dates:

Date	Information	Qualification	Session
15 November 2010	Final date to register candidates who started an Applied GCE in September 2010 and DO NOT require entries for the January 2011 series	GCE	January 2011
15 November 2010	Final date to register candidates who started a Diploma course in September 2010 and DO NOT require entries for the January 2011 series	Principal Learning	January 2011
16 November 2010	Date by which centres should receive examination scripts - Access to Scripts Services	GCE, GCSE	Summer 2010
16 November 2010	Basedata release	FS	May 2011 June 2011 July 2011
18 November 2010	Basedata release	ELC, GCSE, IGCSE, GCE, DiDA, Principal Learning L1 L2, Project, Extended Project	June 2011
21 November 2010	Withdrawal of entries deadline date	Principal Learning	January 2011
22 November 2010	Higher late fees may be charged from this date	GCE, GCSE, iGCSE, Principal Learning	January 2011
22 November 2010	Final date for submitting special consideration requests	GCSE	November 2010
23 November 2010	Earliest date for confidential disposal of unwanted scripts by centres	GCE, GCSE	Summer 2010
30 November 2010	Final date for requesting Modified Papers	GCSE	March 2011

Other Key Dates

15 November 2010	Deadline for registrations - Higher Nationals and Foundation Studies in Art and Design	BTEC	Ac. Year 2010/11
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Making sure your candidates are eligible - November 2010 and January 2011

The November and January exams are fast approaching, and we are already thinking about results. We want to make sure every candidate gets the right result, so we are checking to make sure that every candidate cashing-in has enough units - in the right combination - to be eligible. If we find anything missing, we will do our best to advise and support you. We will be contacting you over the next few weeks, before the exams take place.

How to check eligibility online

If you haven't yet been contacted, and would like to check that everything is in order, then you can do so using our online reports.

To view them, log on to Edexcel Online, select a qualification tab and then:

- Under the **Candidates** option, select **Eligibility Check**
- Select the **session** (for example November 2010), and choose **eligible status** 'no'.
- Click **next** and a list of candidates will appear. Alternatively, the **eligibility report** option will send a PDF report to your Edexcel Online mailbox.

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.

We have created some guidance on the common reasons why candidates might not be eligible. You can find this at www.edexcel.com/iwantto/Pages/Eligibility.aspx

Get Ready to Deliver November Exams

If you are new to exams, or if you just want to brush up on the procedures, then everything you need can be found at www.edexcel.com/iwantto/Pages/exam-conduct.aspx. This includes the Joint Council for Qualifications (JCQ) guidance for the conduct of exams, instructions to candidates and access arrangements documents.

Stationery and Materials Requirements Booklet

If you have made entries for any GCSE or IGCSE November exams we will send you a booklet entitled 'Stationery and Materials Requirements'. The document details the materials students need in each exam, how they can be used, and how to order more stationery.

The booklet will arrive with your exam papers. It is also available on our website at:

www.edexcel.com/iwantto/Pages/exams-stationery.aspx.

Functional Skills from Edexcel

Easier to deliver. *More opportunities for success.*

Functional Skills Level 1 & 2 Tests

We are looking forward to running our new Functional Skills exams in November.

There are specific quality assurance processes around the delivery of these exams, as they can be delivered at any time during a five day window. If you are running the exams and are not sure about these procedure please go to www.edexcel.com/quals/func-skills/Pages/key-documents.aspx or contact us on 0844 576 0031, or at skillsforlife@edexcel.com

The results will be issued on 23 December, meaning there is a short period between the exam dates and results, so please send the answer sheets back to us as soon you can.



OSCA2 for English Level 1 & 2 Speaking, Listening & Communication

OSCA2 is the system we use to accredit your centre to assess and internally verify your learners. The system saves you time because, once accredited, you can submit marks without additional standards verification. You can find more details about the OSCA2 process in our Handbook for Quality Assurance at www.edexcel.com/quals/func-skills/english/Pages/Documents.aspx.

If you have registered and completed the accreditation exercises in the first OSCA2 window then you should now have received confirmation of the outcome.

Not yet accredited through OSCA2?

If you have not completed the exercises for OSCA2 yet then the next available windows are as follows (you can register up until 31 July 2011):

Window 2	22/11/2010 – 10/12/2010
Window 3	21/02/2011 – 11/03/2011
Window 4	16/05/2011 – 03/06/2011

Entry Level Functional Skills (ELFS)

Obtaining Materials

You can obtain assessment material for Entry Level Functional Skills from the Skills for Life website, using your Edexcel Online username and password: www.edexcel.com/quals/s4l-tests/func-skills/Pages/default.aspx. If you have any queries please contact skillsforlife@edexcel.com.

Claiming Certificates

If you submitted a pass list within the 2009-2010 academic year, you can now claim certificates for any learners that

have completed. If you are a new centre you will be able to do this after you have had a standardisation visit from a Standards Verifier (SV). We have now allocated a Standards Verifier to all centres and will be arranging these visits. If you have any queries about your allocation please contact QAS@edexcel.com.

Recent changes

There is no longer a registration deadline for Entry Level Functional Skills and, to make things easier for you, you no longer need to complete and submit the CSAR document or pass lists.

VOCATIONAL EDI PROCESSES CHECK LIST

EDI Acknowledgements

We send you a confirmation email every time we receive and process your EDI files. This confirmation goes to an EDI contact that we hold on our database. If you do not receive these -but would like to - please let us know by emailing eprocessing@edexcel.com

EDIFACT registration number files

Whenever you register vocational learners by EDIFACT EDI we send a confirmation file back to you. They allow you to download the learner registration number into your system. If you have not received these, please let us know by emailing eprocessing@edexcel.com and we will send them to you.

EDIFACT basedata

You can now order EDIFACT basedata for programmes with or without unit details. If you only use EDI to register learners, the programme-only basedata is most suitable. If you use your MIS to record unit achievement details, please use the basedata that includes units.

On Edexcel Online, click the 'Include Units' or the 'Exclude Units' radio button as appropriate.

Want a paper-free office?

If you don't use Student Report Forms (SRFs) to report results and you don't want to receive them, please let us know (serviceoperations@edexcel.com) and we stop sending them to you.

Time left to register your learners on the current NVQ specifications

The current suite of NVQ qualifications will expire between October and December 2010. This is because the new QCF qualifications are now replacing them.

Check what you are approved to offer and when programmes expire

You can check all your approval information on Edexcel Online, under the NVQ tab and then **Qualifications, Approved Programmes**. Use this to check how long you have left on your NQF approvals.

Registering on the QCF programme

We have given you approval to QCF programmes on the basis of the NQF programmes that you are currently offering, and for those programmes where you have registered learners. This means that for any NQF programme that you are used to offering, you can now find a QCF replacement.

Keep up to date on BTEC

You have until 31 January to withdraw learners who started in September/October 2010. If you send in your request before then, you will be issued with a full refund. You can email details of any candidates you want to withdraw to serviceoperations@edexcel.com.

Completion dates for learners registered by JCO EDI

If you register your learners using JCO format EDI files, then please be aware that the format does not allow you to report a completion date. As we don't receive a date, we will input a completion date based on the expected duration of the qualification.

Our external verification procedures rely on accurate completion dates, so at the end of November we will send you a listing of the completion dates on our system. Please take time to check this through and notify us of any changes needed.

Top-up of NQF learners to NQF qualifications

The final date for topping-up NQF learners to larger NQF programmes is 31 December. Please ensure that all NQF top-ups are completed by that date.

FREE Exams Officers Events Autumn 2010

We would like to thank all Exams Officers who attended our face-to-face training events during September and October. We received some really positive feedback, and appreciated the opportunity to meet you face-to-face. If you have any more feedback, good or bad, please e-mail us directly at serviceoperations@edexcel.com.

Missed out on face-to-face training?

You still have the opportunity to attend our free online events for Exams Officers, which cover exactly the same content as our face-to-face events. They are available throughout the academic year. To view the schedule and book a place, go to www.edexcel.com/exams-officer and click on 'Free Training'.

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		