



Welcome to the October 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.

Our Customer Service Pledge

This time last year, we promised to improve the level of service we provide to you. We conducted a survey of your expectations, and turned these into commitments to you. These were outlined in our Customer Service Pledge 2009/2010.

How we performed against our 2009/10 targets

One year on, we have looked at how we've performed and have published our performance against last year's targets. These are available for you to read in our new Pledge, which was sent to you in September with the new Information Manual.

We were on or above target in 8 out of 13 areas. These included entry processing, results issue, certification, and responding to your queries. In May 2010 Edexcel received *ServiceMark* accreditation from the Institute of Customer Service (ICS), and we're proud to have been recognised by the UK's leading independent body for promoting customer service standards.

We fell short on some of our targets, including complaints handling, delivery of exam papers and reports publication. We're committed to putting this right and are already looking into ways of making this happen.

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Edexcel's Customer Service Pledge – 2010/11
Schools and Colleges



Customer Service Pledge 2010/11

The full summary of where we did well and the areas that need improvement can be found on page 4 of our new Pledge. The Pledge can also be found on our website at www.edexcel.com/pledge

We want to be the best awarding body to do business with, and we want to carry on improving the support we provide. Please take a look at our Pledge and, and let us know what you think. To get in touch, please email us at feedback@edexcel.com

Upcoming Key Dates:

Below are some of the most important dates coming up this month. For a full list, please check the Key Dates section of the Information Manual or visit www.edexcel.com/keydates

Date	Qualification	Session	Information
04-Oct-10	GCSE, IGCSE	Nov-10	Final date for entries
04-Oct-10	GCSE, IGCSE	Nov-10	Final date for access arrangement applications
11-Oct-10	GCSE	Nov-10	Final date for requesting transferred candidate arrangements
21-Oct-10	Applied GCE, Principal Learning, DiDA	Jan-11	Final date to register candidates sitting exams in January 2011
21-Oct-10	GCSE, GCE, DiDA, Principal Learning, Level 1 & 2 Projects and Extended Project	Jan-11	Entry deadline for January 2011 exams
21-Oct-10	GCSE, IGCSE, GCE	Jan-11	Final date for access arrangement applications
22-Oct-10	Functional Skills	Nov-10	Entry deadline for November 2010 exams
31-Oct-10	GCSE, IGCSE, GCE	Jun-10	Certificates delivered at centres

June 2010 Certificates

You will receive certificates for the June 2010 GCSE, IGCSE and GCE by 31 October. Please check that everything is as you expect when you receive them. If any certificates are not collected by learners, you don't need to send them back to us - but please destroy them securely after 12 months.

Functional Skills 2010/2011

In response to your feedback, we have increased the number of opportunities for your learners to sit their Functional Skills qualifications. In the academic year 2010/2011, there will be seven Functional Skills windows. You have now been sent an administrative guide explaining how this works and the key deadlines, such as when you need to make entries and when you will receive your results.

If you haven't had the Functional Skills guide please get in touch or alternatively you can find the online version at www.edexcel.com/fs

Requests for June 2010 Exam Scripts

If you need copies of June 2010 exam scripts to support future teaching, please request them by 4 October. You can do this on Edexcel Online under the "post results" option. Full instructions appear in the Information Manual.

Once you've completed the application we will send you an acknowledgement via Edexcel Online, and by email to your registered email address. If you don't receive this on the same day that you submit your request, please let us know.

Academic Entry Deadlines

There are two important entry deadlines in October, these are:

- 4 October for the November exams for GCSE and iGCSE.
- 21 October for the January exams for DiDA, GCSE, GCE, Principal Learning and Projects

Please try to ensure you get your entries to us by these dates to avoid late fees. If you're having any problem completing your entries in time, please get in touch on the usual phone numbers, or email serviceoperations@edexcel.com

Our New Invoice Enquiry Line: 0844 463 1343

To make it easier for you to clear up any questions you have about your account with us, we have now set up a new enquiry line. This can be used for any invoice query, regardless of the qualification or product.

Top-ups from BTEC qualifications on the NQF

Learners registered before September 2010

You will be able to top-up to larger NQF Firsts and Nationals until 31 December 2010. After this date you will not be able to top-up and will have to transfer learners to a replacement programme on the QCF. You will be able to drop down to smaller qualifications after 31 December 2010 if necessary.

Learners registered from 1 September 2010

In a limited number of sectors the NQF qualifications will be available for new registrations until 31 December 2010, either because the QCF replacement qualification is not yet available or because an extension has been agreed for the qualification.

If you are not sure what achievement the learners will achieve we recommend that you register the learner on the larger qualification (e.g. First Diploma) and drop down at a later stage if necessary.

Transfers will work 'as normal'

You can still transfer learners registered on the NQF between equivalent qualifications. To request a transfer please email serviceoperations@edexcel.com.

Please request the transfer as soon as you are aware that the learner needs it and before the last certification date for the qualification.

Further Information

To find the list of the available top-ups, the rules that apply and more information about how to make top-ups and transfers, please visit www.edexcel.com/exams-officer and click on "Top-ups and transfers".

For your diary: Registration deadlines for BTEC

Programmes that follow the academic year

If your programmes enrol in September/October and complete in June/July then you need to register your learners by the following dates:

1 November 2010

Entry Level BTEC Certificates, Awards and Diploma (Foundation Learning)
 BTEC Level 1 Awards, Certificates and Diplomas (Foundation Learning)
 BTEC Level 2 First Certificates, Extended Certificates and Diplomas
 BTEC level 3 National Certificates, Subsidiary Diplomas, Diplomas and Extended Diplomas
 BTEC Short Courses, Awards, Certificates and Diplomas
 BTEC Awards, Certificates and Diplomas in Workskills

15 November

BTEC Level 4 Higher National Certificates and Level 5 Diplomas
 BTEC Level 3 & 4 Foundation Diploma in Art and Design

Programmes that do not follow the academic year

If your programmes do not follow this pattern, then the deadline for registration is always within one month of enrolment.

How we are improving Edexcel Online

In August, record numbers of users logged onto Edexcel Online to obtain their results data and reports. This caused us a few problems and we hope that you were not inconvenienced by the occasional slow-downs. If you were, we're sorry, and are determined to prevent a recurrence. The good news is that this month we have started a major Edexcel Online improvement programme, during which we will:

- Carry out a technical review of the site in order to further improve reliability and responsiveness at critical points in the year
- Re-design and restructure Edexcel Online to make it more intuitive to use and consistent from one area to another, with better links to the main Edexcel website and other online services
- Enhance existing services, and introduce new services where they are needed to ensure the most comprehensive support for you

We'll be communicating our plans to you during the programme, but will also give you the opportunity to help us make the most important decisions. We will build your feedback into the development process, ensuring that we create a service that's right for you. For updates and further information please check www.edexcel.com/edexcelonline

FREE Exams Officer training events

The third series of free Exams Officer training events has now started. These events are predominantly for new Exams Officers (typically less than two years in the post), and focus on learner administration for our BTEC or General Qualification (GQ) programmes and onscreen testing procedures. These events will be delivered both face-to-face and online.

As a result of feedback received from previous events, we have scheduled our online sessions throughout the academic year, every one to two months. We have also made the online events more specific and concise, so you only need to book onto the event that covers your area of interest.

To see the full schedule of events, and to make a booking, please go to www.edexcel.com/exams-officer and click on "Free Training"

Information Manual 2010/2011

You will have now received your new Information Manual, which contains all the useful administrative and technical information you need to deliver our qualifications. If you would like extra copies, please get in touch using the contact information on page 4.

For an electronic copy of the Information Manual, please visit our website, www.edexcel.com/infomanual. We will also let you know of any updates at www.edexcel.com/exams-officer and through future editions of this newsletter.

Express Yourself: Your new Exams Officer Community

We have set up a community forum for exams officers at www.edexcel.com/community

We have called it the *Exams Office*, and we hope it will become a place where you can network with others to share resources and discuss experiences or concerns. Our expert staff will also contribute to the discussion if you need our help. Please come and join in!

Instructions on how to get involved can be found at www.edexcel.com/community/gettinganaccount.

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