

I Contact Information



Contents

1	Exams Officers and Quality Nominees	2
1.1	Contacting us by telephone	2
1.2	Contacting us online	2
1.3	Keeping you informed	2
1.4	Contacting us by email	3
2	Teachers and Heads of Department	3
2.1	Contacting us by telephone	3
2.2	Contacting us online	4
2.3	Contacting the Subject Advisor team	4
3	Additional Contact Information	6
3.1	Keeping your details safe	6
3.2	Student enquiries and Replacement Certificates	6
3.3	Payment of fees	6
3.4	Training from Edexcel	7
3.5	Publications	7
3.6	Complaints, concerns and feedback	7

I Contact Information



I Exams Officers and Quality Nominees

I.1 Contacting us by telephone

	<p>Schools and Colleges Exams Officers and Quality Nominees</p>	<p>0844 463 2535 (This number supports all Exam Officer administration and system enquiries)</p>
	<p>International Centres Exams Officers and Quality Nominees</p>	<p>+44 (0) 1204 770696</p>

Our lines are open between 08.00 and 17.30 GMT, Monday to Friday.

I.2 Contacting us online

	<p>Edexcel's Exams Officer Community. Discuss topics related to administering Edexcel qualifications with peers from other schools and colleges. You can log in using your Edexcel Online username and password.</p> <p style="text-align: center;">http://community.edexcel.com/examsoffice/default.aspx</p>
	<p>Use Ask Edexcel for queries concerning registrations and entries, certification, fees, invoice content or any general enquiry about running an Edexcel qualification.</p> <p style="text-align: center;">www.edexcel.com/ask</p>

I.3 Keeping you informed

<p>We have a dedicated area on our website for our Exams Officers and Quality Nominees which you can access on this link.</p>	<p>www.edexcel.com/examsofficer</p>
<p>We produce a monthly newsletter that you can access on this link.</p>	<p>www.edexcel.com/eonewsletter</p>

1.4 Contacting us by email

For changes to your centre's details	Please send amendments in writing on letter-headed paper. Email centrerecords@edexcel.com Address Centre Records and Approval Service Operations One90 High Holborn London WC1V 7BH
Electronic Data Interchange (EDI)	To update the email address at which you receive acknowledgement of a successful EDI file upload or other EDI enquiries: Email eprocessing@edexcel.com
Registration, entry, certification and invoicing	For any registration, entry, certification or invoicing enquiry: Email serviceoperations@edexcel.com

2 Teachers and Heads of Department

2.1 Contacting us by telephone

BTEC	0844 576 0026
NVQ	0844 576 0026
Diploma	0844 576 0028
Functional Skills	0844 576 0028
Principal Learning	0844 576 0028
Other Vocational Qualifications	0844 576 0026
GCE	0844 576 0025
GCSE / International GCSE	0844 576 0027
DiDA	0844 576 0031
Other Academic Qualifications	0844 576 0031
Onscreen Testing (CBT) Edexcel Online, ResultsPlus	0844 576 0024

2.2 Contacting us online



Use **Ask the Expert** for subject-specific enquiries about the interpretation and delivery of Edexcel qualifications, including lesson planning, mark scheme application, topics and text.

www.edexcel.com/expert



Edexcel's online forums allow teachers to discuss topics related to running Edexcel qualifications with peers from other schools and colleges. If you're already an Edexcel Online or ResultsPlus user, you can log into Communities from Edexcel using your current username and password.






<http://community.edexcel.com>

2.3 Contacting the Subject Advisor team

Subject Advisors are subject experts who support teachers.

To speak to a member of the Subject Advisor team please use the contact details below. You can receive regular email updates if you register for this service on the subject page.

Subject	Subject Advisor	Telephone	Email Address and Subject Pages
Art & Design	 Susan Young	0844 576 0032 (From outside the UK please call +44 (0)1204 770696)	Art&DesignSubjectAdvisor@edexcelexperts.co.uk www.edexcel.com/art
Business	 Colin Leith	0844 372 2187 (From outside the UK please call +44 (0)1204 770696)	BusinessSubjectAdvisor@edexcelexperts.co.uk www.edexcel.com/business
English	 Clare Haviland	0844 372 2188 (From outside the UK please call +44 (0)1204 770696)	EnglishSubjectAdvisor@edexcelexperts.co.uk www.edexcel.com/english
Geography	 Jon Wolton	0844 372 2185 (From outside the UK please call +44 (0)1204 770696)	GeographySubjectAdvisor@edexcelexperts.co.uk www.edexcel.com/geography www.edexcel.com/travel

History	 Mark Battye	0844 576 0034 (From outside the UK please call +44 (0) 1204 770696)	HistorySubjectAdvisor@edexcelexperts.co.uk www.edexcel.com/history
ICT	 Gareth Byrne	0844 372 2186 (From outside the UK please call +44 (0) 1204 770696)	ICTSubjectAdvisor@edexcelexperts.co.uk www.edexcel.com/ict
MFL	 Alistair Drewery	0844 576 0035 (From outside the UK please call +44 (0) 1204 770696)	LanguagesSubjectAdvisor@edexcelexperts.co.uk www.edexcel.com/languages
PE & Sport	 Penny Lewis	0844 576 0036 (From outside the UK please call +44 (0) 1204 770696)	PEandSportSubjectAdvisor@edexcelexperts.co.uk www.edexcel.com/sport
Science	 Stephen Nugus	0844 576 0037 (From outside the UK please call +44 (0) 1204 770696)	ScienceSubjectAdvisor@edexcelexperts.co.uk www.edexcel.com/science

3 Additional Contact Information

3.1 Keeping your details safe

Edexcel (a Pearson Company) is committed to respecting and protecting your privacy. We are registered under the requirements of the Data Protection Act 1998 with the Information Commissioner's Office (Registration No Z8325164).

If you have had any dealings with Edexcel (for example as a teacher, candidate, parent of a candidate, or examiner) it is possible that Edexcel holds information about you. All of our data is stored and processed in accordance with the Data Protection Act 1998 and allows us, amongst other things, to administer examinations, to process entries, to deliver results, and to make payments.

For more information regarding our commitment to Data Protection please refer to the Fair Processing Notice agreed with the JCQ and the major UK awarding bodies at http://www.info.combertonvc.org/pdfs2/exams_fair_processing_notice.pdf.

3.2 Student enquiries and Replacement Certificates

Please direct students at your centre to our website, where they can find a wealth of information about our qualifications, their results and other services we provide for students:

www.edexcel.com/students

Replacement certificates

Former students who need a replacement certificate can apply for this service, pay the application fee and track the progress of their request online:

www.edexcel.com/replacementcertificates

3.3 Payment of fees

Our preferred payment method is by Electronic Funds Transfer as this is a fast, secure and efficient method. Our bank details are below:

Account Name	Edexcel
Bank	HSBC Bank Plc
Branch	City of London Corporate Office Level 27, 8 Canada Square, London E14 5HQ
Sort Code	40-02-50
Swift Code	MIDLGB2110C
Account Number	51214012
IBAN	GB14MIDL40025051214012
Reference	Your account number

So that we can allocate your payments correctly, please email all remittance advice slips to directs@edexcel.com or alternatively post them to the address below.

- Please make all cheques payable to **Edexcel**. The new address for all cheque payments and remittance advice slips is:

Edexcel
Pearson Shared Services
Edinburgh Gate
Harlow
Essex
CM20 2JE

Please note cheques will no longer be accepted for Edexcel Ltd, please be sure to address all cheques to Edexcel.

If you have any questions concerning the above points, please call our Customer Service team on the following numbers - between the hours of 08.00 and 17.30 GMT, Monday to Friday:

- For UK Customers please call 0844 463 1343 or email creditcontrol@edexcel.com
- For International Customers please call +44(0) 1204 770696 or email internationalcreditcontrol@edexcel.com

3.4 Training from Edexcel

For enquiries about guidance and training services:

Email trainingbookings@edexcel.com
Website www.edexcel.com/training

3.5 Publications

For publication orders and enquiries:

Telephone (from the UK)	01 623 467 467
Telephone (from outside the UK)	+44 1623 450781
Fax	01 623 450 481
Email (from the UK)	publication.orders@edexcel.com
Email (from outside the UK)	intpublication.orders@edexcel.com

Address Edexcel Publications
Adamsway
Mansfield
Notts
NG18 4FN

Alternatively, users with the appropriate permissions can order using the online publications service, available within Edexcel Online.

For more information about publications ordering, or for an electronic version of the Publications Catalogue, go to www.edexcel.com/publications.

3.6 Complaints, concerns and feedback

The best ideas come from our customers, so we want your feedback about what matters to you most. If you've got something you'd like to tell us please email feedback@edexcel.com.

Or write to us at the address below:

Customer Services (Feedback)
Edexcel
One90 High Holborn
London
WC1V 7BH

Should any element of our service fall below your expectations, we want to understand what happened so that we can prevent a recurrence. We will apologise and will do all that we can to put it right. If you'd like to register a complaint with us please email complaints@edexcel.com.

Or write to us at the address below

Customer Services (Complaints)
Edexcel
One90 High Holborn
London
WC1V 7BH

Our complaints team exists to support our customers when they feel that our service has fallen below their expectations. This excludes matters relating to 'Enquiry About Results' (EARs) and 'Appeals' as we have a dedicated team that independently review cases to ensure we are compliant with the JCQ regulations. Further guidance relating to Post-results Services can be found in the Post-results Services section of this Information Manual.

We will acknowledge your complaint by email, or over the telephone, within two working days of receipt. We will keep you updated about the progress of your response.