

BTEC Quality Assurance Handbook 2011-12

7. Support

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Support

There are a number of ways of contacting us for support. We have dedicated teams available for specific advice and guidance who you can contact by telephone, fax or email.

Face to face support

Regional Quality Managers

Regional Quality Managers are an important part of our quality partnership and are full time managers within our Vocational Assessment team. Each Regional Quality Manager works locally to support you with quality assurance. Their role is to:

- offer help, advice and support for BTECs, NVQs and vocational qualifications
- be the contact for initial support with quality assurance processes
- provide formal support and monitoring throughout our quality assurance processes, which include Quality Review & Development and Standards Verification

To find contact details for your Regional Quality Manager, please look at the **UK Regional Quality Manager map** which can be found here: www.edexcel.com/quals/BTEC/support

Curriculum Development Managers

Curriculum Development Managers are an important part of our Pearson UK FE and Schools teams. They provide a range of professional advisory support across all Edexcel Pearson qualifications.

A key responsibility of Curriculum Development Managers is to build relationships with schools, colleges and Local Authorities to raise achievement and promote our drive for excellence in education. Work Based Learning centres are supported by their Account Manager.

If you would like your Curriculum Development Manager or Account Manager to contact you, please get in touch with your regional office by calling: 0844 576 0026. Regional office details can be found here: www.edexcel.com/Aboutus/contact-us/find-offices

Curriculum Support Consultants

Pearson Schools and Colleges brings together teaching and learning resources from Pearson Education's well known brands and businesses including Heinemann, Longman, Edexcel, BBC Active, Rigby, Ginn, Payne-Gallway and Causeway Press.

To find your local area consultant, please visit our Pearson website: www.pearsonschoolsandcolleges.co.uk/AboutUs/ContactUs/FindARep.aspx

Central support

Website - www.btec.co.uk

Our dedicated BTEC website contains all the information you need for successful delivery of your vocational qualifications. The website includes information and guidance on:

- latest updates and developments (also contact btecmarketing@edexcel.com to request email updates)
- training & events, including regional networks
- quality assurance
- funding
- joining the teacher panel
- Information Manual/Handbooks
- benchmarking data
- policy watch
- ...and much more!

Contact us by phone

Our customer services team based in Salford Quays can answer most basic enquiries immediately. 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 initial enquiry within two working days.

- **BTEC and NVQ enquiries:** 0844 576 0026

Contact us by email

We have a number of dedicated email addresses which will get you through to the relevant team straight away:

- **approvals@edexcel.com:** vocational registration and approval queries
- **btec@edexcel.com:** contact our BTEC Business Managers for advice on the latest developments and planning
- **btecdelivery@edexcel.com:** queries relating to the quality assurance of vocational programmes
- **qualitystandards@edexcel.com:** contact our Quality Standards team for help with issues such as late registration, certification, special consideration and reasonable adjustment
- **serviceoperations@edexcel.com:** queries relating to registration and certification of vocational qualifications

Feedback on our Assessment Associates

You can provide feedback on our Assessment Associates (e.g. Standards Verifiers, Centre Quality Reviewers) easily via Edexcel Online.

When you receive an online report from one of our Assessment Associates, you will see a link to give **Your Feedback**. This opens a simple form where you can submit your ratings and feedback on their reporting, judgement, communication, responsiveness and professionalism. This feedback is formally recorded and is considered as part of our Assessment Associate monitoring process.

Ask Edexcel / Ask the Expert

To make it easier for you to raise a query with us online, we have merged our **Ask Edexcel** and **Ask the Expert** services. There is now one easy-to-use web query form that will allow you to ask any question about the delivery or teaching of Edexcel qualifications.

You'll get a personal response from one of our administrative or teaching experts, sent to the email address you provide. We're also continually improving the quantity and quality of information in our FAQ database, so you'll be able find the answers to many questions here.

Subject Advisors

Our Subject Advisors cover ten subject areas and offer immediate support for our qualifications (including BTEC, GCE, GCSE, Diploma and NVQ):

- Art and Design
- Business
- English
- Geography
- Travel and Tourism
- History
- ICT
- Languages
- PE and Sport
- Science

If you have a specification query, a question about assessment, lesson planning or guidance on which books and resources to use, our Subject Advisors will be happy to help.

You can put your questions to our Subject Advisor team by email or by phone, 8am to 5.30pm, Monday to Friday. Your email queries will be responded to by our named Subject Advisors within two working days. If you call us, we will endeavour to give you an answer there and then (90% of the time we resolve questions at the first call). If we need to look into your query, we'll guarantee to get back to you within two working days.

You can also contact the Subject Advisors through our subject-specific online community forums. Find out more here: community.edexcel.com

Contact us by fax

- **General enquiries:** 020 7190 5700
- **BTEC registration and certification:** 020 7190 5640

Write to us

Edexcel Customer Service
190 High Holborn
London WC1V 7BH

Training from Edexcel

Training from Edexcel is a specialist training division within Edexcel. Training is designed to fit you, with an option of face-to-face, online or customised training so you can choose where, when and how you want to be trained.

Find out more here: www.edexcel.com/training