

Frequently Asked Questions

Our FAQ section is divided into sections to make it easier for you to find the answer you need.

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Entering or withdrawing an award

How can I request late awards (late cash-ins)?

There are three ways you can do this:

- 1) Call our Customer Services team for up to ten awards
- 2) Email serviceoperations@edexcel.com with the learner and award details
- 3) Send an EDI file. In order to ensure we can process the file correctly please also advise our Customer Service team (you can email eprocessing@edexcel.com or [call us](#)).

We aim to process late awards and issue results on [Edexcel Online](#) within 24 hours.

One of my students was absent, can I now withdraw their entry?

We can accept withdrawals up to 14 days before results are issued. Once the grades have been calculated we cannot accept withdrawals.

Understanding results

What is an "X" (NO RESULT) grade?

The X indicates that we were unable to issue a grade because the student was absent from all the exams/coursework or because of a decision was made not to issue a result for another reason. If you are unsure about this please contact us.

What is a Q (or q) pending grade?

The Q indicates that we have been unable to issue a grade because the marks for one or more components (exams or coursework) are not available. If you are unsure about this please contact us.

What does # mean?

A # against a unit indicates the student was absent. The student will have been awarded zero marks for this part/unit and the overall grade was awarded based on the other components.

If my student took one foundation tier and one higher tier paper for their GCSE, rather than both at the same level, what happens?

In these cases we will calculate a grade based on other component results.

Where can I find the DCSF and Ofqual codes for Edexcel qualifications?

We have produced a spreadsheet of our QAN codes on our website at www.edexcel.com/qan. Our basedata also contains DCSF and QAN codes; you can also find the latest basedata on our website at www.edexcel.com/basedata.

Functional Skills

Is the discretionary award for Functional Skills still available?

Discretionary awards are no longer given for Functional Skills.

Our tutors have completed the assessment for the centre-assessed units, what mark do I need to submit?

You should submit a mark of 1 for students who have passed and therefore met all the requirements of the standards and mark of zero for those who have not yet met the requirements.

My student is eligible for a Level 1 award but is taking a Level 2 Diploma. Is s/he still able to re-sit at Level 2?

No, but the student can start the new Functional Skills qualification level 2 in September.

I have made entries for internally assessed units but did not submit a mark for one or more of the units, can I still submit them?

We mark all un-scored internally assessed units as absent, in order to give all students their grades. If student(s) do not have an entry or mark for one or more of the internally assessed units (E101/E201) you have two options:

- Request a late entry for the necessary unit by emailing serviceoperations@edexcel.com with the following details: **centre number, student number (4 digit number) and required unit/paper code and mark**

DiDA

What is DiDA equivalent to?

DiDA is most commonly compared to GCSE, the equivalences are outlined below:

DiDA level 2 result	GCSE grade
Distinction	A*
Merit	A
Credit	B
Pass	C

DiDA level 1 result	GCSE grade
Distinction	C
Merit	D
Credit	E
Pass	F/G

What are the result types for DiDA cash-ins?

DiDA cash-in results are Distinction, Merit, Credit, Pass or unclassified.

Other questions

When will the certificates arrive?

We will send all certificates to arrive with you by 31 October. If you would like your certificates earlier, please contact us. Please note that early certification may mean that you cannot request post results services. Contact System and Process Support by [calling us](#) or [emailing us](#).

Our paper results have not arrived, why?

If you think you should have received your paper statements of results please call us and we can arrange replacements for you.

How do I get results for Principal Learning for units taken at different assessment centres?

Edexcel will send a spreadsheet of results on request for all your students to your Edexcel Online inbox. Please contact System and Process Support by [calling us](#) or [emailing us](#).