

Quality Assurance Handbook for Pearson Edexcel Level 1 Awards in English and Maths Skills

2014–15

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Preface

This handbook is for Examination Officers, Quality Nominees, Programme Managers, Assessors, Internal Verifiers and Lead Internal Verifiers in centres. It explains the quality assurance processes for Pearson Edexcel Level 1 Awards in English and Maths Skills (QCF).

Information relating to registrations, entries and certification for these programmes is available in the *Edexcel Information Manual* which can be accessed via our website: www.edexcel.com/infomanual

Introduction to this handbook

This handbook applies from April 2014 until further notice and describes the administrative arrangements and requirements for quality assurance of Pearson Edexcel Level 1 Awards in English and Maths Skills (QCF).

This document provides the key information required for your centre to meet the quality assurance requirements, providing information on the internal and external verification procedures for centres.

Access to this handbook and related information

The Programme Managers, Assessors, Internal Verifiers and Lead Internal Verifiers for the above mentioned qualifications should be made aware of this document which is available on the Edexcel website.

Quality assurance arrangements and administration

Your communication with Pearson

Effective communication between Pearson and our centres is important to ensure that time schedules for quality monitoring are maintained. We communicate with your centre by letter, telephone and email. Please ensure that you maintain accurate details of your main centre contacts on the Edexcel Online system. You should review all of your centre contact details every 6 months to include new members of staff that will be using the centre accounts area of Edexcel Online.

Quality assurance arrangements

Your centre must appoint a Lead Internal Verifier for Level 1 Awards in English and Maths Skills (QCF). Please refer to the Lead Internal Verifier section in this document for more information on the role of the Lead Internal Verifier.

The Lead Internal Verifier for Level 1 Awards in English and Maths Skills (QCF) can be the same person.

In order for sampling to take place, a Sampling Report Form needs to be completed listing all learners in a cohort which fulfils the following criteria:

- at least 25% of the assessments have been through internal verification process
- at least 10% of the assessments have been signed off by your Lead Internal Verifier.

Please note: To comply with the Data Protection requirements, the Sampling Report Form must be password protected when sent via email to your Standards Verifier.

Your allocated Standards Verifier will request a number of assessments based on the Sampling Report Form for verification. Please refer to both the Internal Assessment and Verification section and the Standards Verification section of this handbook for further information on sampling.

If your centre is delivering a qualification from more than one site, the Standards Verifier allocated to your centre will need to include all participating sites within the verification sample.

Any changes to sample sizes required will be negotiated between you and your Standards Verifier when the standards verification is being arranged. For further details on standards verification, see the Standards Verification section of this handbook.

Qualification Structure

The components within the qualifications are available at Level 1. Pearson provides assessments for all units within both English and Maths qualifications.

Pearson Edexcel Level 1 Awards in English Skills (QCF)	
Reading and Understanding	paper-based test
Reading and Obtaining Information	paper-based test
Planning and Writing for Audience and Purpose	paper-based test
Spelling, Grammar and Punctuation	paper-based test
Speaking and Listening	task

Pearson Edexcel Level 1 Awards in Maths Skills (QCF)	
Working with Whole Numbers	paper-based test
Fractions, Decimals and Percentages	paper-based test
Working with Money, Time, Measure and Scales	paper-based test
Using Shape, Space and Position	paper-based test
Handling Data	paper-based test

Certificates are issued for each award achieved.

The assessments are designed to be taken when the learner is ready.

There is a time limit set for the learner to complete the controlled assessments (this information can be on the cover of each controlled assessment paper). The allocated time for each controlled assessment may be distributed over one or more sessions at the centre's discretion. You can find more information on conducting the controlled assessments in the *Instructions for Conducting the Controlled Assessments* booklet, available on: www.edexcel.com/emqcf

Please note: Marked controlled assessments should not be handed back to learners under any circumstances as they are live assessment materials.

The mark scheme for each controlled assessment will clearly identify which area of the specification is being tested for each question, to aid centres in giving feedback to learners who have not achieved a pass. The pass mark is stated in the mark scheme for each controlled assessment.

Where learners fail to reach the pass mark, they retake the assessment from a different set no sooner than two weeks after taking the previous assessment.

Please note: You will be required to keep an audit trail of which set each learner has completed. The Standards Verifier will require you to provide evidence of this during the academic year.

Completed assessments are marked by you and are subject to internal verification. Pearson will verify marked assessments through a centre visit for those learners who successfully complete the assessments. A postal sample may be requested by the Standards Verifier as a follow-up action.

For Pearson Edexcel Level 1 Awards in English and Maths Skills (QCF), the only assessments are those set by Pearson for each unit and cannot be

contextualised. There is no need for learners to construct portfolios of evidence or to submit additional coursework.

Learner and centre administration

For approval queries

Please contact the Approvals team, pqsapprovals@pearson.com

For registration and certification queries

Please contact the Service Operations team, examsofficers@Pearson.com

Recruitment of learners

You should use integrity when recruiting learners onto your programmes. You should offer some initial assessment to establish the levels of your learners so they are registered on the appropriate programme.

Quality assurance responsibilities for centres

You are required to:

- gain both centre and qualification approval prior to enrolling learners on to the programme
- register all new learners with Pearson when they join the programme
- ensure all qualifications, components and levels are sampled as per your internal verification model
- ensure all certification claims are correct
- ensure all quality policies and procedures are in place as stated in the *Instruction for the Conduct of Examinations* document.

Roles and responsibilities

Examinations Officer

Examinations Officers will receive notification and contact details for their allocated Standards Verifier shortly after making registrations for the programme. The Standards Verifier will liaise with the appropriate personnel at your centre to ensure that the standards verification sampling process runs smoothly.

When registering learners on Edexcel Online, Examinations Officers should ensure that Assessors submit a complete list of learners and provide estimated completion dates.

After registering learners on a programme, only Examinations Officers and Examinations Assistants will be able to access the live assessments on our secure area of the Edexcel website. An Edexcel Online username and password are required in order to access the live assessments.

Should your examinations office experience difficulties accessing the secure website, please contact our Edexcel Online Customer Support Team. Contact details can be found here: www.edexcel.com/contactus

You must deliver live assessments in line with the *Instructions for the Conduct of Controlled Assessments* document available from: www.edexcel.com/emqcf This document outlines your responsibilities for conducting the live controlled assessments.

The Examinations Officer is also responsible for:

- the secure printing and copying of all assessments
- the safe and secure storage of all assessments prior to administration
- ensuring that all teaching and assessment staff are familiar with the appropriate guidance documentation and assessment ensuring all teaching and assessment staff have appropriate access to the controlled assessment materials at the appropriate time
- managing the assessment, ensuring that learner identity is checked and verified, that learners receive no help during the assessment period and that assessments last for the designated time as stated on the controlled assessment
- allocating invigilators (please see instructions on invigilation in the *Instructions for the Conduct of Controlled Assessments* document)
- managing the security arrangements following completion of the controlled assessments
- managing the secure disposal of completed controlled assessments after certification and in line with *Instructions for the Conduct of Controlled Assessments*.

In order to conduct live controlled assessments, centres are required to:

- follow the procedures described in the *Instructions for the Conduct of Controlled Assessments* document which outlines the process of safe storage, copying, distribution and disposal of the controlled assessments
- accept the terms and conditions on the secure assessment website
- ensure that for each assessment session for Pearson Edexcel Level 1 Awards in English and Maths Skills (QCF):
 - the controlled assessments are printed from the secure site within **2 days** of the assessment taking place

- the controlled assessments are sealed inside envelopes
- the sealed envelopes are stored securely
- the sealed envelopes are not opened until the time of the assessment
- ensure that learners who do not pass the controlled assessment the first time and wish to sit it again, resit the assessment **no earlier** than 14 days from taking the original assessment
- to report any breach of examination security to the Business Assurance Group at Pearson on: pqsmalpractice@pearson.com and: fsassessment@pearson.com

Assessor

Assessors are responsible and accountable for:

- planning when learners are ready to take the live controlled assessments, making the assessments available to learners and marking the assessments
- implementing assessments following the *Instructions for the Conduct of Controlled Assessments* document
- ensuring that the correct and latest mark schemes are used and applied fairly and consistently
- maintaining accurate and verifiable learner assessment and achievement records.

Internal Verifier

The Internal Verifier is a centre/team based role. It is good practice to develop these skills across the team as Internal Verifiers cannot internally verify their own assessment decisions. The appropriate size of the internal verification team depends on the number of learners assessed in your centre. The absolute minimum number of staff involved in assessment and internal verification is two, as no person can internally verify their own assessment decisions.

Internal Verifiers are at the heart of quality assurance. The role ensures that assessments across the centre consistently meet national standards, thus Internal Verifiers must be competent in the assessment of the qualification offered.

Internal Verifiers are responsible and accountable for:

- regularly sampling assessment decisions made by all Assessors across all units and sites; we advise that a minimum of 25% of assessments are sampled across all Assessors and sites
- establishing procedures to develop a common interpretation of the assessment requirements between Assessors, e.g. standardisation meetings/activities
- monitoring and supporting the work of Assessors within your centre

- maintaining up-to-date records of internal verification and sampling activity and ensuring that these are available for standard verification, to monitor and ensure consistency in the interpretation and application of standards
- facilitating appropriate staff development and training for Assessors
- ensuring that the ratio of Assessors to learners is appropriate; we recommend a maximum ratio of one Assessor to 15 learners.

Lead Internal Verifier

A Lead Internal Verifier is the person designated by the centre to act as the point of sign-off for the assessment and internal verification of the qualifications.

The Lead Internal Verifier should be:

- someone with the authority to oversee assessment outcomes; ideally this is the Programme Leader, as this would normally be a key part of the role
- directly involved in the assessment and delivery of the programme
- able to coordinate across Assessors and Internal Verifiers.

For standards verification, the Lead Internal Verifier:

- ensures that records of assessment dates and controlled assessments taken are being retained
- liaises with the Standards Verifier to ensure appropriate sampling.

Lead Internal Verifiers must ensure that their centres have a robust system of internal verification to check that all assessments are secure. When the programme delivery is being planned, internal verification should be included. Internal verification should be carried out in a timely manner throughout the year. Effective internal verification guides and supports Assessors and feedback from the Lead Internal Verifier aids their skills development.

The Lead Internal Verifier is responsible for:

- liaising with the Standards Verifier
- arranging feedback to the assessment team following sampling
- regularly sampling assessment decisions made by all Internal Verifiers across all units and sites; we advise that a minimum of 10% of all assessments are sampled
- ensuring that all centre sub-sites follow the internal verification procedures set by your centre
- facilitating appropriate standardisation, staff development and training for Internal Verifiers to ensure national standards are maintained
- ensuring that all teaching and assessment staff and those undertaking internal verification have access to:
 - the full programme specification

- relevant information from this handbook, centre procedures and other guides and policy documents issued by Pearson.

In very small centres, it is acceptable to have only one Internal Verifier who is also the Lead Internal Verifier.

Please note: the Lead Internal Verifier and Internal Verifiers cannot verify their own work.

Internal Sampling

Role	Responsibility
Assessors	Assess: <ul style="list-style-type: none"> ● 100% of learner work
Internal Verifiers	Verify: <ul style="list-style-type: none"> ● a minimum of 25% of all assessments ● a selection of learners work per unit ● all Assessors ● all sites ● a sample based on risk
Lead Internal Verifier	Verify: <ul style="list-style-type: none"> ● a minimum of 10% of all assessments ● a selection of learners work per unit ● all Internal Verifiers ● all Assessors ● all sites ● a sample based on risk

Please see Internal Verification section of this handbook for further details on risks to be considered.

Internal assessment and verification

Controlled assessment

For each programme, your centre should have a schedule, which includes:

- internal standardisation
- internal monitoring
- internal verification.

Internal standardisation

Standardisation must be carried out when there is more than one Assessor delivering and marking the same programme. This should happen before any marking or internal verification takes place.

The standardisation process is designed to make sure that all Assessors mark learner work consistently and accurately. It establishes a common standard of marking, which should ensure the quality of marking across the assessment team. Assessors should reach a consensus after marking and discussing a sample of assessments. Once agreement has been reached, Assessors can individually mark learner work.

The simplest means of completing a standardisation review is to collate copies of completed assessments and ask each Assessor to make a judgement on them. Internal verification exercises should be repeated at regular intervals to ensure that messages are reinforced. If action to adjust marks is found necessary, a plan should be in place to ensure that this is completed before standards verification takes place. Procedures should be put in place to provide ongoing feedback to Assessors.

Please note: for Pearson Edexcel Level 1 Awards in English and Maths Skills (QCF), centres are **not** required to complete Online Standardisation for Centre Assessors (OSCA) training.

Internal monitoring

Monitoring is necessary to:

- ensure that marking meets the national standards and that these are adhered to by all Assessors
- identify problems or areas where Assessors require advice/development
- ensure that learners are aware of, and satisfied with, the marking process.

Monitoring marking includes the Internal Verifiers sampling Assessors. It also includes reviewing the internal verification records completed for each Assessor and evaluating all aspects of their performance when conducting marking.

The Internal Verifiers should record their judgements and give feedback, rather than just tick boxes. Internal Verifiers should give actions on improvements that can be made to the marking process.

Monitoring the administration includes the correct storage, transit and invigilation of assessments. Please refer to the *Instructions for the Conduct of Examinations* document for guidance on transporting live assessment materials between sites.

Internal verification

Internal verification is based on sampling of completed controlled assessments. It should cover a wide range of achievement.

It is recommended that the Internal Verifier verifies a minimum of 25% of the total number of completed controlled assessments per component and per level.

You are required to put in place an internal verification plan to ensure all Assessors are sampled appropriately.

Internal Verifiers should take into account the following risk factors:

- the experience of each Assessor with the qualification
- the size of the cohort
- issues identified in previous samples, if applicable
- various centre sub-sites, if applicable.

Internal verification should take place soon after the assessment is completed and before any feedback is given to the learners, so that any remedial action can be implemented.

We recommend that the Lead Internal Verifier verifies a minimum of 10% of the total number of completed controlled assessments per unit. If your centre schedules assessments throughout the academic year, the Lead Internal Verifier should sample a minimum of 10% of the assessments taken in each particular session.

Good practice

Internal verification can be undertaken in a number of ways, but the following are examples of good practice:

- across the centre, there is a recognised team who meet regularly to ensure standardisation of procedures
- standardisation meetings are seen as pivotal to staff development
- internal verification processes are agreed and published so that they are clearly understood by all members of the assessment teams
- all Assessors are involved in and understand the internal verification process
- the time required to carry out internal verification is recognised.

Standards verification

Standards verification is the quality assurance method that we use to ensure that our centres are assessing to the national standards.

Standards verification is carried out via a centre visit, followed, if necessary, by postal sampling.

Standards Verifiers are allocated to those centres that have approval for Pearson Edexcel Level 1 Awards in English and Maths Skills (QCF) and also have learners registered on these programmes.

You need to liaise with your allocated Standards Verifier to discuss the planned standards verification needed for the year agree and a suitable date for the centre visit. Where possible, you should make available a wide range of components and levels during the centre visit to minimise the administration in the centre and also that of the Standards Verifier.

The primary focus and role of the Standards Verifier is to ensure that centre staff involved in the planning, delivery, assessment, and internal verification of qualifications:

- maintain the national standards of qualifications awarded by Pearson
- assess learner performance in accordance with national standards
- maintain a robust process for internal verification
- have a clear understanding of the verification procedures.

The key tasks of the Standards Verifier are to:

- verify marking practice and procedures, including assessment delivery, to ensure that national standards are applied consistently
- provide information, advice and support to centres
- maintain accurate records and provide feedback to Pearson and centres
- promote and improve the quality of qualification assessment
- take action to deal with identified problems.

If you have a query regarding the allocation of a Standards Verifier or enquiring who your Standards Verifier is, please contact the Deployment team at: vqdeployment@pearson.com

Standards Verifier

The Standards Verifier is a representative from Pearson who:

- agrees a schedule for the standards verification which includes the centre visit
- validates assessment judgements through sampling completed controlled assessments, reviewing assessment records and internal verification reports and records
- provides positive feedback and encouragement when good practice is identified
- informs the Lead Internal Verifier of any areas of weakness and agrees an action plan for improvement
- checks that your internal quality assurance systems are sufficiently robust to ensure that future claims for certificates are valid and that problems are identified and resolved quickly
- reviews your processes for meeting the conditions in the *Instructions for the Conduct of Controlled Assessments* document
- recommends release or blocks to certification
- informs you if there are any changes to live assessment material during the academic year.

Standards verification process

Sampling Report Form

The Sampling Report Form contains information necessary for your allocated Standards Verifier to conduct the whole standards verification process. The template is available from: www.edexcel.com/emqcf

At the beginning of the academic year, you and your Standards Verifier must mutually agree the frequency at which the Sampling Report Form is sent to the Standards Verifier, although this varies from centre to centre and is largely dependent on cohort size. You should update the Sampling Report Form on a regular basis in order for the Standards Verifier to select the necessary samples per component and level.

Please ensure you password protect this spreadsheet when sending it to your Standards Verifier to ensure your learner details remain confidential.

Learners need to have a registration number at this stage or your Standards Verifier will request for registrations to be made before sampling can take place.

Please note: only one Sampling Report Form spreadsheet per qualification should be used for the academic year. You should update it regularly and send to your Standards Verifier as described above. You must ensure that this Sampling Report Form always contains the latest information. You and your Standards Verifier should liaise with each other to ensure version control of this document.

Centre visit

There are two key purposes to the centre visit:

- to check that national standards are being correctly applied in the marking and internal verification of assessments
- to check that the administration of controlled assessments and associated record-keeping demonstrate that there are effective security and controlled assessment procedures in place.

The Standards Verifier agrees a schedule for the visit with the Lead Internal Verifier, including:

- a visit date to coincide with a controlled assessment, if possible
- components and levels to be sampled and the evidence of learner work expected on the day (please refer to the Sampling Report Form section below for further information)
- assessment records to be made available on the day, including evidence of internal verification
- quality assurance policies to be reviewed
- information on learner recruitment, induction and tracking
- review of testing facilities and controlled assessment delivery
- time to feedback to the Lead Internal Verifier.

The schedule should allow for discussions with key team members, review of facilities and sampling of marked controlled assessments. For the latter, the Standards Verifier will require a quiet room. The specific requirements for sampling are detailed below.

Sampling of completed controlled assessments is the most vital part of the verification process. It is critical to enable your Standards Verifier to make a decision on releasing or blocking certification for your centre.

Please note: all controlled assessments that have passed internal verification before the centre visit should be available on the day of the visit in case the Standards Verifier needs more samples to make a decision on whether to release or block certification for your centre.

The purpose of the centre visit is for the Standards Verifier to make a decision on whether or not to allow certification. A sample of **five** scripts per unit make up the annual sample for each centre. Wherever possible, these scripts should be sampled during the centre visit. Within the centre, it is the Lead Internal Verifier's responsibility to provide evidence to demonstrate that all criteria are being met.

Your Standards Verifier reserves the right to request additional samples or increase the sample amount at any time.

During the visit, the Standards Verifier might request to see further internal documents, including:

- controlled assessment reports (please see explanation below)
- internal verification plans
- internal verification records, including feedback to Assessors and/or Internal Verifiers
- records of monitoring assessment practice, including feedback to Assessors and Internal Verifiers.

A controlled assessment report is a log of anything to do with the controlled assessment taking place. For example:

- date and time of assessment
- log of which learner took which controlled assessment from which set
- name of the person who printed the controlled assessment from the secure website
- name of person who removed the controlled assessment from the secure storage
- name of invigilator
- number of learners that took the controlled assessment
- anything that took place during the assessment that does not have to be reported as per JCQ guidelines, for example supervised toilet breaks
- other relevant information.

During the visit, the Standards Verifier needs to verify that your centre:

- has a Lead Internal Verifier in post
- has a process to profile individual learners to ensure that the levels are correctly identified at the start of the programme
- has a programme with a structure and content appropriate to achieving the learning outcomes
- understands and is prepared to conform with the assessment requirements
- has the resources needed to deliver Pearson Edexcel Level 1 Awards in English and Maths Skills (QCF) programmes
- reviews the procedures necessary to ensure that the programme takes account of learners' changing needs
- has identified progression routes most appropriate to individual learners.

Where possible, the Standards Verifier should also meet with the assessment and verification team to discuss and advise on assessment issues and practices, and to check the learner suitability criteria. A crucial part of the Standards Verifiers' role is to advise and support you in relation to assessment and quality assurance issues.

The findings of the visit are discussed with the Lead Internal Verifier at the end of the visit. Both the Lead Internal Verifier and the Standards Verifier should allow sufficient time for this as actions for improvement are identified during the discussion. It is important that any actions and target dates agreed are clear and realistic. Lead Internal Verifiers should ensure that they understand any required action(s) so they can follow up with the assessment team in your centre.

In some cases it may not be practical for the Standards Verifier to complete the Standards Verification Report fully whilst in your centre, but the main action points are agreed during the visit. If the Standards Verifier has any concerns about standards or the validity of the administration in your centre, the Standards Verifier may consult the Regional Quality Manager and the FS Assessment team to confirm the visit outcome.

The Standards Verifier completes the Standards Verifier Report Form. This will be forwarded to Pearson and to the centre within 10 working days of the centre visit.

Postal sampling

If the full sample of completed controlled assessments was not available on the day of the visit, the Standards Verifier will arrange a date for submitting the postal sample. This is only a contingency and a valid reason for not completing full sample during the visit must be given.

While you must only post the original assessments to the Standards Verifier, it is recommended that you retain copies of the assessments until the originals are returned. This is essential if 100% of assessments need to be posted for standards verification.

The postal sampling process with the Standards Verifier normally includes:

- confirming when the Sampling Report Form is completed by the centre and sent to the Standards Verifier
- confirming when the Standards Verifier selects the sample and receives the selected completed controlled assessments
- which components and levels are to be verified
- annual numbers of learners for each component and level.

All parcels containing a sample of completed controlled assessments should be sent using a secure postal service which allows tracking parcels. The tracking number should be retained until the Standards Verifier confirms the receipt of the parcel. The Standards Verifier completes the postal sample verification within 10 days of receiving the parcel and completes the Standards Verification Report. Centres are advised to wait 5 days after receiving confirmation of the programme approval on the Standards Verification Report before making any claims on Edexcel Online.

Following Standards Verification

After standards verification, if the centre is given a release to claim certificates by the Standards Verifier, the centre is able to continue to assess and verify the controlled assessments for their learners for the remainder of the academic year. However, Pearson reserves the right to resample assessments after the Standards Verifier has allowed access to certification.

If there are serious issues identified by the Standards Verifier, these must be addressed by your centre. Your centre will have a block put on your certification while these action points are being addressed. Further sampling of completed controlled assessments may need to take place to show that any action points relating to assessment or internal verification have been addressed. It is important, therefore, to schedule standards verification with sufficient time between receiving the results of the standards verification and claiming certificates.

Retaining assessments

In order for you to monitor assessment decisions over time, you should retain all completed and marked controlled assessments until certificates are received, checked and issued to learners.

The following documents need to be retained for a minimum of three years, for all learners whose assessments have been verified by your Standards Verifier:

- any internal verification feedback to Assessor documents related to the particular sample
- records of internal verification meetings
- internal verification feedback forms
- standards verification feedback reports
- controlled assessments submitted to the Standards Verifier.

Support

Documentation

We communicate with the Examinations Officer for administration and certification information. We do not issue any information directly to Programme Managers or Lead Internal Verifiers. However, we produce a variety of qualification specifications, policy documents and information guides to assist teaching teams.

Websites

www.edexcel.com

The Edexcel website pages are regularly updated with all the most current information and documents.

- The homepage for Pearson Edexcel Level 1 Awards in English Skills (QCF) is:
www.edexcel.com/emqcf

www.edexcelonline.com

This web-based system allows centre administrators to register, manage and certificate learners.

Pearson teams

Customer Services

Pearson pledges to provide excellent service in all your dealings with us. We have a dedicated customer services team and are able to answer your query or direct it to the appropriate team within Pearson: www.edexcel.com/contactus

Functional Skills Assessment team

fsassessment@pearson.com - for issues with the content of controlled assessment, mark schemes and general assessment queries.

Please note: queries about the content of controlled assessments must not be emailed. The content is **secure** and emailing any part of it is considered a **breach of security** – if you have a query about the content of a controlled assessment, please email us stating your name and contact details, and request for one of the team to contact you directly via phone.

Regional Quality Managers

All centres have a dedicated Regional Quality Manager available to advise on quality assurance, including internal and standards verification:
www.btec.co.uk/support

Curriculum Development Managers

Each centre has a Curriculum Development Manager who can provide general qualification advice and guidance across all qualifications. Your Curriculum Development Manager details can be obtained from your regional office:
www.edexcel.com/contactus

Approvals team

pqsapprovals@pearson.com - for gaining approval and approval queries

Business Improvement and Regulation team

pqsmalpractice@pearson.com - for reporting cases of suspected malpractice or a breach of controlled assessment paper security.

Service Operations team

examsofficers@Pearson.com - for registrations and certifications issues, reporting of grades, amendments to names, grades entered incorrectly and reprinting of certificates.

Deployment team

vqdeployment@pearson.com - to find out your Standards Verifier details, to have a Standards Verifier allocated to your centre, to report difficulty contacting Standards Verifiers and report form queries including the logging of reports and release/block of qualifications.

Vocational Quality Standards team

vocationalqualitystandards@pearson.com - for special requirements, quality issues and appeals against qualification and certification blocks.