



Pearson



A Guide to Labels and Exam Materials

Guidance for Centres 2016-2017

About this guide

This user guide has been created to help centres with examination materials and labels.

In this guide, you will find a timeline for on-time entries, a guide to the different labels you may receive, how to handle and prepare scripts for dispatch, and the process for late examination entries.

Contents

02

1 Timeline

2 Exam Materials

3 Label Services

4 Not received labels

5 Scripts

6 Late Entries

7 How to use labels

8 Script Collection

Timeline

The table below specifies the timeline for on-time examination entries.

First attendance registers and labels received at centres	11 April
Stationery received at centres	5th May
Exam papers issued	From 24th April. Papers should arrive in centre 2 weeks before the scheduled exam
Timetabled examinations window	4 May to 30 June
Last attendance registers and labels received by centres	8 May

Exam materials

Before your Exams you will have:

Polybags for your scripts

Appropriate stationery for an exam

- An attendance register, with a Pearson yellow or white label.
- If you require any additional materials you can order stationery [here](#).
- You will require your **centre number** and **postcode** to access this page.

You can check the dispatch of any ordered stationery from the stationery site.



Label Services

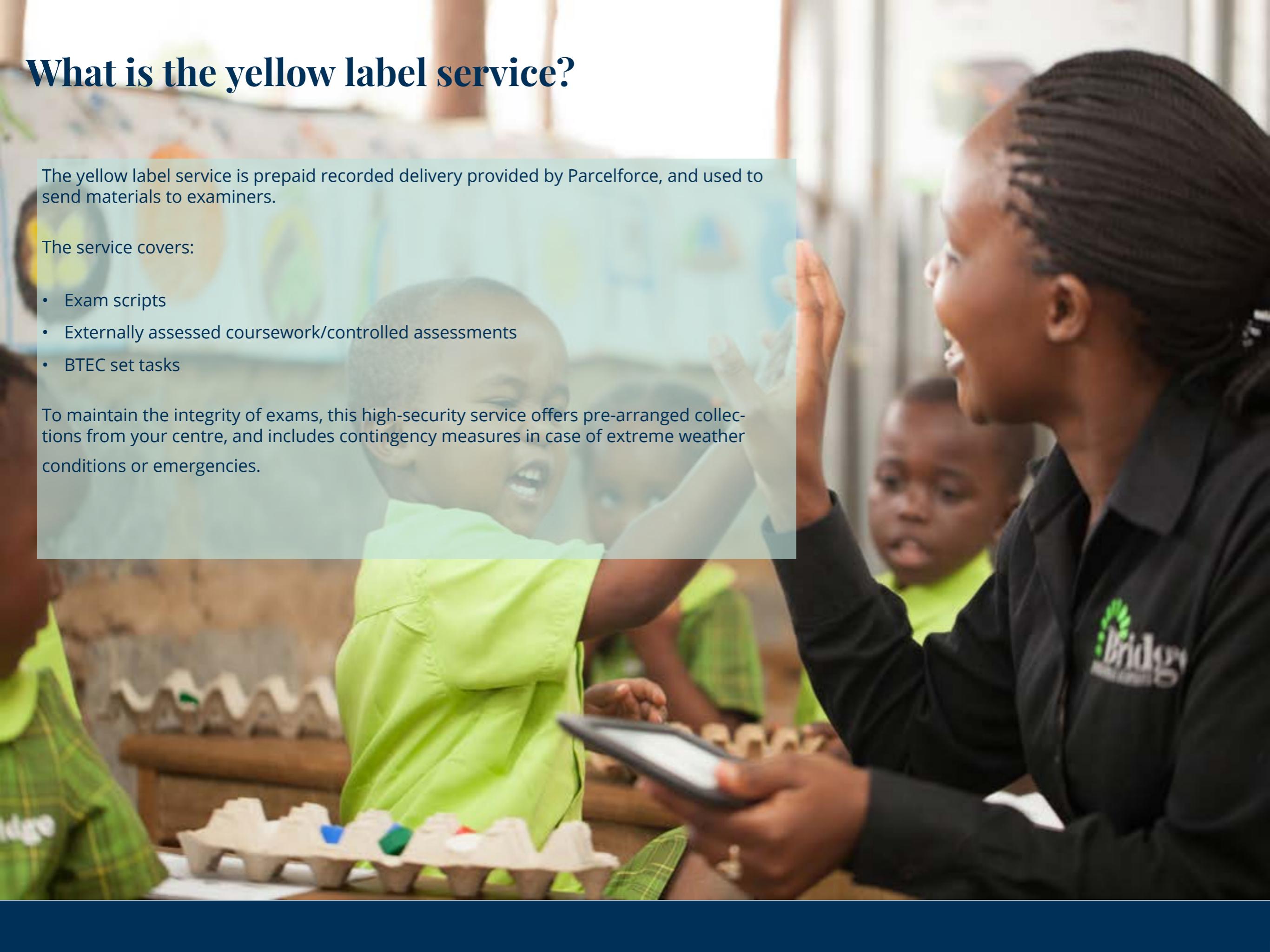
Depending on your **location** and the **qualification**, you will receive either a yellow prepaid label for Parcelforce collection, or a white label. Both of these labels will arrive with an **attendance register** for the exam.

The yellow label service is funded centrally by the DfE, for centres in England, with Parcelforce as the designated courier. The white labels provide addresses for the despatch of materials for qualifications not covered by the yellow label service.

Please see table below for an overview on which centres are covered for the yellow prepaid label service:

Covered	Not Covered
Schools in England	International Centres
FE centres in England	Centres in Wales, Scotland, Northern Ireland, Channel Islands and Isle of Man
Work Based Learning centres in England	Overseas British Armed Forces schools

What is the yellow label service?



The yellow label service is prepaid recorded delivery provided by Parcelforce, and used to send materials to examiners.

The service covers:

- Exam scripts
- Externally assessed coursework/controlled assessments
- BTEC set tasks

To maintain the integrity of exams, this high-security service offers pre-arranged collections from your centre, and includes contingency measures in case of extreme weather conditions or emergencies.

Which qualifications are covered by the labels service?

For specific qualifications, the [Government's Yellow Label Service list](#) includes GCSE, AS/A level and BTEC qualifications covered by the yellow label service.

Other qualifications covered by the yellow label service for Pearson are

- Functional Skills
- Edexcel Awards
- Mathematics in Context (Level 3 Core Maths)
- Edexcel Certificates

International GCSE and CiDA/DiDA qualifications are covered by the white label service.



Not received a yellow label?

First, check the [Delivery Schedule](#).

If a yellow label has not arrived within the allocated time, you can fill out the [labels form](#) to apply for a replacement.

Labels are valid for **two weeks** from the date they're produced, you shouldn't request these more than two weeks before the examination date.

Replacement labels are dispatched within three working days.

If the exam is less than a week away, we may email the labels to you instead.

Do not complete this form if your examination materials are not covered by the yellow label service.



What is the white label service?

Pearson white labels will be issued if the exam is not covered by the yellow label service, or if the centre is **outside** of England.

Centres will need to contact Parcelforce exams helpdesk on **0344 561 7998** to arrange a collection for parcels with a white label, **which centres would cover the cost for**.

Alternatively you can use another tracked courier or postal service to return your scripts.

Not received a white label?

You can contact Parcelforce to arrange a collection, or send the parcel/s via another recorded/traceable postal method to:

**Pearson, Hellaby Industrial Estate, Fretwell Rd, Bramley,
Rotherham S66 8HN**

All labels are sent by Royal Mail and are not trackable

When will you receive exam papers?

We strongly advise centres to make entries well before the entry deadline to ensure the papers are received in advance.

If your centre has made entries on time, the exam papers will arrive at the centre **at least two weeks** before the first exam of the session.



The main paper dispatch is scheduled to avoid half terms and holidays. For the May exam series, we will start dispatch from the week after the Spring holiday.

If DHL are unable to deliver, a card will be left to inform you of the missed delivery and delivery will be attempted the next working day.

How to track exam papers

To track* exam papers:

- Log into **Edexcel Online**
- Select qualification type from the dropdown menu on the left hand side.
- Click on '**Question Paper Dispatch**' and select the exam session.

A [video guide](#) for the Question Paper Dispatch tool is available as well as a [step by step guide](#) and a [FAQ document](#).

results page'. The rest of the list includes 'Approved Screens', 'View Invoices', and 'BTEC/NVQ Basedata'."/>

*This service is not available for BTEC papers.

Very late entries – papers

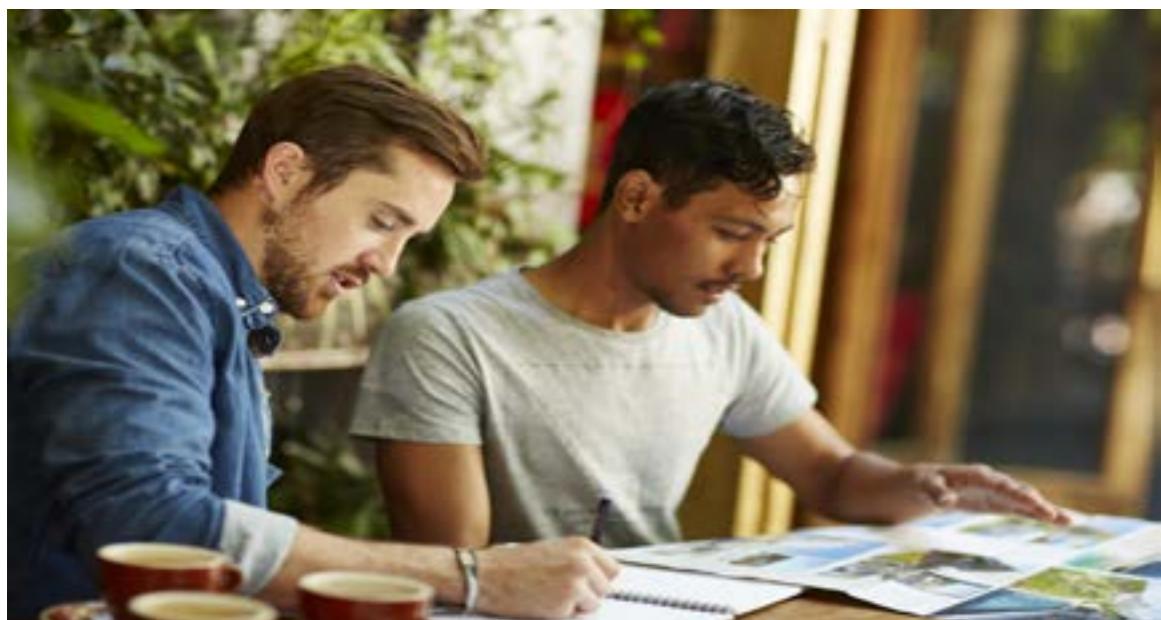
12

Entries made after the entry deadline will be picked up if made three or more days in advance of the exam.

If the entry is made less than three days in advance, call your Account Specialist to request the papers.

We aim to dispatch papers the same day these entries are processed.

If this is not possible, we will send the paper via email an hour before the exam.



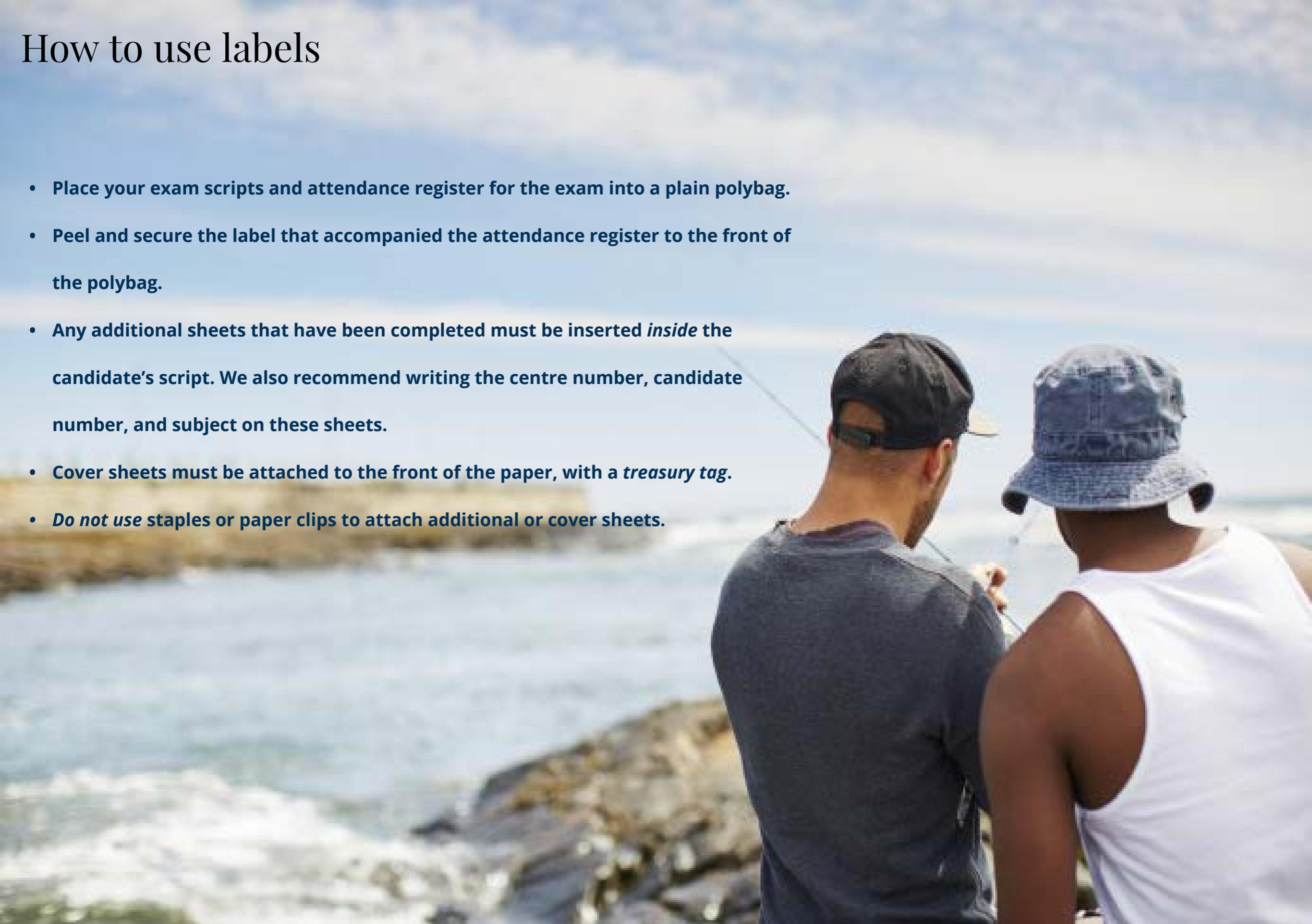
Very late entries – labels and registers

Labels and Attendance registers for late entries are dispatched **5-7 working days** after the entry has been made.

If your entries have been made less than a week before the exam date, you should produce your own attendance register and use the [online labels form](#) to ensure you have these materials in time for the exam.

How to use labels

- Place your exam scripts and attendance register for the exam into a plain polybag.
- Peel and secure the label that accompanied the attendance register to the front of the polybag.
- Any additional sheets that have been completed must be inserted *inside* the candidate's script. We also recommend writing the centre number, candidate number, and subject on these sheets.
- Cover sheets must be attached to the front of the paper, with a *treasury tag*.
- *Do not use staples or paper clips to attach additional or cover sheets.*



Collecting scripts

14

Daily collections will be arranged by Parcelforce if your centre has exams on **three or more** days within any week of the exam series. Parcelforce will be in touch before the start of each series to arrange a convenient 2-3 hour window to collect scripts.

The driver will visit your centre every day within the agreed window.

If the last exam in your centre finishes before the end of the series and no longer need daily collections, inform Parcelforce.

Once the scripts are collected, complete the [Dispatch log](#). Parcelforce will then deliver the scripts to Pearson for marking.



Exam scripts must be dispatched on the day of the exam. If the papers cannot be dispatched, ensure the exam scripts are stored overnight in the centre's secure storage.

If a collection was missed:

Contact Parcelforce on **0344 561 7998** to rearrange collection for the next working day.

OR

Take the exam scripts to a Parcelforce depot or a Post Office that accepts Parcelforce worldwide packages.

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