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1 Contact Information

1 Examinations Officers

1.1 Contacting us


	Schools and Colleges Examinations Officers	+44 (0) 120 477 0696 (This number supports all Examinations Officer administration and system enquiries) Email: pqs.internationaleo@pearson.com
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Our lines are open between 08.00 and 17.00 GMT, Monday to Friday.

1.2 Contacting us by email

For changes to your centre's details	Email pqs.internationaleo@pearson.com Postal address Account Services Pearson The Lighthouse 14 The Quays Manchester M50 3BF, UK
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@pearson.com
Registration, entry, certification and invoicing	For any registration, entry, certification or invoicing enquiries: Email pqs.internationaleo@pearson.com
Special requirements including considerations and access arrangements	For special requirements enquiries: uk.special.requirements@pearson.com

1.3 Contacting us online

	Use Ask the Expert for subject-specific enquiries about the interpretation and delivery of Pearson qualifications, including lesson planning, mark scheme application, topics and texts. qualifications.pearson.com/expert
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1.4 Keeping you informed







We have a dedicated area on our website for our Examinations Officers which you can access on this link.	qualifications.pearson.com/examsofficer
We send out a regular Examinations Officer Update email to alert you of important deadlines, administration processes and policy developments. If you do not receive our Update, you can sign up here: qualifications.pearson.com/eo-update-international	qualifications.pearson.com/eo-newsletters-international

2 Teachers and Heads of Department

2.1 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 sign up for them on the subject page.

Subject	Subject Advisor	Telephone	Subject page
Accounting	 Bernie Newport	+44 (0) 20 7010 2138*	qualifications.pearson.com/finance-and-accounting
Art, Design and Media	 Susan Young	+44 (0) 20 7010 2181*	qualifications.pearson.com/art
BTEC Entry Level and Level 1, MySkills, Personal & Social Development and WorkSkills	 Melanie Williams	+44 (0) 20 7010 2118*	qualifications.pearson.com/skills
Business and Economics	 Colin Leith	+44 (0) 20 7010 2182*	qualifications.pearson.com/business
Children and Young People	 Esther Trehearn	+44 (0) 20 7010 2162*	qualifications.pearson.com/childrenyoungpeople
Computing and ICT	 Tim Brady	+44 (0) 20 7010 2161*	qualifications.pearson.com/ict

Subject	Subject Advisor	Telephone	Subject page
Construction, Planning and the Built Environment	 Evren Alibaba	+44 (0) 20 7010 2168*	qualifications.pearson.com/construction
Design and Technology	 Evren Alibaba	+44 (0) 20 7010 2166*	qualifications.pearson.com/design-and-technology
Engineering	 Evren Alibaba	+44 (0) 20 7010 2170*	qualifications.pearson.com/engineering
English	 Clare Haviland	+44 (0) 20 7010 2183*	qualifications.pearson.com/english
Geography	 Chas Fisher	+44 (0) 20 7010 2185*	qualifications.pearson.com/geography
Health and Social Care	 Esther Trehearn	+44 (0) 20 7010 2163*	qualifications.pearson.com/health-social-care

Subject	Subject Advisor	Telephone	Subject page
History	 Mark Battye	+44 (0) 20 7010 2186*	qualifications.pearson.com/history
Languages	 Alistair Drewery	+44 (0) 20 7010 2187*	qualifications.pearson.com/languages
Leisure, Travel and Tourism	 Chas Fisher	+44 (0) 20 7010 2185*	qualifications.pearson.com/travelandtourism
Mathematics	 Graham Cummings	+44 (0) 20 7010 2174*	qualifications.pearson.com/maths
Music	 Jeffery Hole	+44 (0) 20 7010 2176*	qualifications.pearson.com/music
Performing Arts and Drama	 Paul Webster	+44 (0) 20 7010 2189*	qualifications.pearson.com/performing-arts

Subject	Subject Advisor	Telephone	Subject page
Physical Education and Sport	 Penny Lewis	+44 (0) 20 7010 2188*	qualifications.pearson.com/sport
Science	 Irine Muhiuddin	+44 (0) 20 7010 2190*	qualifications.pearson.com/science
Science	 Stephen Nugus	+44 (0) 20 7010 2190*	qualifications.pearson.com/science

* During 2018–19, as part of our continuous improvement programme, we are aiming to reduce call costs. Therefore these numbers may change. Please check our contact page at qualifications.pearson.com/contactus

3 Additional contact information

3.1 Queries from past learners

Please direct former students from your centre to our website, where they can find a wealth of information about our qualifications, their results and other services we provide at qualifications.pearson.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 at qualifications.pearson.com/replacementcertificates

3.2 Payment of fees

Our preferred payment method is by Electronic Funds Transfer as this is a fast, secure and efficient method. Please supply your invoice/customer account number details to ensure prompt allocation of your payment.

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

Please make all cheques payable to *Pearson Education Ltd*. The address for all cheque payments and remittance advice is:

Pearson
Kao 2
Kao Park
London Road
Harlow
CM17 9NA
UK

If you have any questions concerning the above points, please call our Customer Service team on +44 (0) 1204 770 696 between the hours of 08.00 and 17.00 GMT, Monday to Friday.

Alternatively, you can email us at pqs.internationaleo@pearson.com

3.3 Training from Pearson

To view our catalogue of training events and services or to book your place on an event visit qualifications.pearson.com/training

For teaching enquiries, or advice on training specifications or curriculum changes then please contact one of our Subject Advisors.

For general enquiries regarding training please use the email trainingbookings@pearson.com

3.4 Publications

For publications orders and enquiries please go to qualifications.pearson.com/publications

3.5 Complaints and feedback

If you would like to make a complaint or give feedback about the service provided to you by Pearson, please visit qualifications.pearson.com/complaintsandfeedback for further advice.

4 Your details and Data Protection

4.1 Keeping your details safe

Pearson processes personal data in accordance with data protection legislation including the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) as amended or replaced from time to time. Any personal data we hold on centre staff such as Examinations Officers, teachers or members of senior management are processed in accordance with our Privacy Notice which can be found at pearson.com/privacy-notice

4.2 JCQ Information for Candidates – Privacy Notice

Please refer to the JCQ Information for Candidates – Privacy Notice at www.jcq.org.uk for further information regarding how candidates' personal information will be used by Pearson, including which organisations candidates' personal data may be shared with. This notice also provides information about the Personal Learning Record.

Alternatively, if you have any questions in relation to Data Protection at Pearson please contact ukdataprotection@pearson.com

