


1 Contact Information

- 1 Exams Officers and Quality Nominees 4**
 - 1.1 Contacting us by telephone 4
 - 1.2 Contacting us by email 4
 - 1.3 Contacting us online 4
 - 1.4 Keeping you informed 4
- 2 Teachers and Heads of Department 5**
 - 2.1 Contacting the Subject Advisor team 5
- 3 Additional contact information 9**
 - 3.1 Queries from past learners 9
 - 3.2 Payment of fees 9
 - 3.3 Training from Pearson 9
 - 3.4 Publications 9
 - 3.5 Complaints and feedback 9
- 4 Your details and data protection 10**
 - 4.1 Keeping your details safe 10
 - 4.2 JCQ Information for Candidates – Privacy Notice 10

1 Contact Information

1 Exams Officers and Quality Nominees


1.1 Contacting us by telephone

	Schools and Colleges Exams Officers and Quality Nominees	0344 463 2535 (line open between 8am and 5pm, Monday to Friday)
	Work-based learning administrators and Quality Nominees	0344 576 0045 (line open between 8am and 5pm, Monday to Friday)

1.2 Contacting us by email

For changes to your centre's details	<p>Schools and Colleges: examsofficers@pearson.com Work-based learning: wblcustomerservices@pearson.com</p> <p>Or write to: Account Services Pearson The Lighthouse 14 The Quays Manchester M50 3BF</p>
Electronic Data Interchange (EDI)	To update the email address at which you receive acknowledgement of a successful EDI file upload or other EDI enquiries: eprocessing@pearson.com
Registration, entry, certification and invoicing	<p>For any registration, entry, certification or invoicing enquiries:</p> <p>Schools and Colleges: examsofficers@pearson.com Work-based learning: wblcustomerservices@pearson.com</p>
Special requirements including considerations and access arrangements	For special requirements enquiries: uk.special.requirements@pearson.com
Quality Nominees	qualitynominees@pearson.com

1.3 Contacting us online

	<p>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.</p> <p>qualifications.pearson.com/expert</p>
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1.4 Keeping you informed

We have a dedicated area on our website for our Exams Officers and Quality Nominees which you can access on this link.	qualifications.pearson.com/support
We send out regular Exams Officer and Quality Nominee email updates to alert you of important deadlines, administration processes and policy developments. If you do not receive our Update, you can sign up here (Exams Officers): qualifications.pearson.com/eo-update and here (Quality Nominees): mxmfb.com/form	qualifications.pearson.com/eo-newsletters

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
Art, Design and Media	 Susan Young	020 7010 2181*	qualifications.pearson.com/art
BTEC Entry and Level 1, Personal and Social Development and Traineeships	 Melanie Williams	0344 372 2124	qualifications.pearson.com/skills
Business and Economics	 Colin Leith	020 7010 2182*	qualifications.pearson.com/business
Children and Young People	 Esther Trehearn	0344 463 2815	qualifications.pearson.com/childrenyoungpeople
Computing and ICT	 Tim Brady	020 7010 2161*	qualifications.pearson.com/ict
Construction, Planning and the Built Environment	 Evren Alibaba	0344 462 3821	qualifications.pearson.com/construction

Subject	Subject Advisor	Telephone	Subject page
Design and Technology	 <p data-bbox="485 501 651 528">Evren Alibaba</p>	020 7010 2166*	qualifications.pearson.com/ design-and-technology
Engineering	 <p data-bbox="485 781 651 808">Evren Alibaba</p>	0344 463 2824	qualifications.pearson.com/ engineering
English	 <p data-bbox="485 1039 651 1066">Clare Haviland</p>	020 7010 2183*	qualifications.pearson.com/english
ESOL, ESW and Wider Key Skills	 <p data-bbox="469 1319 655 1346">Melanie Williams</p>	0344 463 2820	qualifications.pearson.com/skills
Geography	 <p data-bbox="496 1576 635 1603">Chas Fisher</p>	020 7010 2185*	qualifications.pearson.com/ geography
Health and Social Care	 <p data-bbox="469 1845 655 1872">Esther Trehearn</p>	0344 463 2816	qualifications.pearson.com/ health-social-care

Subject	Subject Advisor	Telephone	Subject page
History	 Mark Battye	020 7010 2186*	qualifications.pearson.com/history
Languages	 Alistair Drewery	020 7010 2187*	qualifications.pearson.com/languages
Leisure, Travel and Tourism	 Chas Fisher	020 7010 2185*	qualifications.pearson.com/travelandtourism
Mathematics	 Graham Cummings	0344 463 2931	qualifications.pearson.com/maths
Music	 Jeffery Hole	0344 463 2935	qualifications.pearson.com/music
MySkills, Skilled for Life and WorkSkills	 Melanie Williams	0344 372 2124	qualifications.pearson.com/skills
Performing Arts and Drama	 Paul Webster	020 7010 2189*	qualifications.pearson.com/performing-arts

Subject	Subject Advisor	Telephone	Subject page
Physical Education and Sport	 Penny Lewis	020 7010 2188*	qualifications.pearson.com/sport
Science	 Irine Muhiuddin	020 7010 2190*	qualifications.pearson.com/science
Science	 Stephen Nugus	020 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:
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

If you have any questions concerning the above points, please contact our Customer Service team or email us at creditcontrolpqs@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 www.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

