



## **Generic instructions for Students**

How to open a case  
(closed centre)



Pearson





Pearson

Dear Learner,

We need you to register your details with us and provide some evidence so that we can confirm your identity before we communicate with you about your qualification and results. Please log your details with us via our [contact portal](#).

You will first be asked for details about your query. You can complete this section as shown below:

### Tell us about your issue

**\*What kind of customer are you?**

Students & Parents

**Centre Number**

00000

**\*Issue Type**

Exam Processes & Results

**\*Category Type**

Results & Post Results

**\*Subcategory Type**

What Are My Results?

**\*Qualification**

Select Qualification

**\*Qualification Subject**

Select Qualification Subject

**\*Describe the issue you're experiencing**

Please provide all information relevant to your case.  
Have attachments? You can add them at the end, once you have submitted the case.

Please provide the name of your school, college, or training provider here



Once you've clicked the 'Next' button you will be asked to provide your contact details.

### Tell us about yourself

**\*First name**

**\*Last name**

**\*Email address**

**\*Phone number**

**\*Country**


United Kingdom

**\*Language**

English

**\*School, College, Institution, WBL provider or Associate Role**


☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) [Terms](#)


In the section for \*School, College, Institution, WBL provider or Associate Role, please ensure that you add the name of your school, college or training provider.

Once you've submitted your contact details you'll be given three options. Please select the 'Send us a message' option.


Please choose a support option.



**Chat with an agent**  
Chat online with an agent that can walk you through it.




**Call us**  
Our Support staff is available to take your call.



**Send us a message**  
A Pearson Customer Service representative will respond to your inquiry by email.

You will be given a case number and you can then attach a copy of your identification evidence (such as a passport, driving license or birth certificate).

### Your Case Information

 **Your case number is:**  
**47196677**

Thank you for your question. We aim to get back to you within 2 working days, either with the resolution or to update you on our progress. Some queries may take longer to resolve such as;

Pearson Associates (contracts, deployment & allocation) - 3 Working days  
Special Considerations, Students & Parent queries - 5 Working days  
Complaints- 10 Working days

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**Have an attachment?**

If you have an attachment (such as a screenshot or other documentation) that may be helpful, add it here. 10MB limit for each file. Allowed file types: .jpg, .txt, .doc, .pdf, .xls, .xlsx, .ppt, .key, .png, .rtf, .docx, .csv, .erd, .ern, .zip

**All file extensions of the attachment must be in lower case format.**

Upload Files

Or drop files

[Back to Pearson Support](#)

Please be reassured that we will do everything we can to make sure you get your results in a timely manner. If you have any concerns, please don't hesitate to contact our [Students, Parents and Carers support team](#).

Thank you.