

Policy on Edexcel online (EOL) Centre account management

Document summary

This policy is for Pearson approved centres with an Edexcel online account. This policy sets out the requirements of the Head of Centre and Examinations Staff to manage and maintain Edexcel online accounts.

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Pearson Education Ltd – our mission and values

Our purpose is simple: to help people realize the life they imagine through learning. We believe that every learning opportunity is a chance for a personal breakthrough. That's why our c. 18,000 Pearson employees are committed to creating vibrant and enriching learning experiences designed for real-life impact. We are the world's lifelong learning company, serving customers in nearly 200 countries with digital content, assessments, qualifications, and data. For us, learning isn't just what we do. It's who we are. Visit us at [pearsonplc.com](https://www.pearsonplc.com).

We are regulated by the UK qualifications regulators Ofqual (England), CCEA Regulation (Northern Ireland) and Qualifications Wales (Wales). Our regulatory policies are integral to our approach and articulate how we meet regulatory requirements. These policies are designed to support centres and students and set out clearly our approach to the design, delivery, and award of Pearson qualifications and services.

1. Scope of policy

- 1.1 This policy is about the requirements of the Head of Centre and Examinations Staff in the set up and maintenance of centre users on Edexcel online to maintain security of qualifications.

2. Requirements of the Head of Centre

- 2.1 All Pearson approved centres are required to have a Head of Centre in place. The Head of Centre is formally responsible for the management and delivery of Pearson qualifications at your school, college or training provider. Their main responsibility is to ensure that your centre acts in accordance with our conditions of approval, regulations and any other terms and conditions or policies.
- 2.2 This approved centres with an Edexcel Online account must have a Head of Centre user account. It is the responsibility of the Head of Centre to ensure that user accounts for Examinations Staff are maintained to ensure the security and integrity of both learner data and Pearson Secure material and results. The Head of Centre can delegate responsibility for oversight of Exams Staff accounts to another senior member of the team and these are the roles we will accept; Deputy Head of Centre, Vice Principle, Multi Academy Trust (MAT) CEO.
- 2.3 The Head of Centre should ensure the following:
- Examination Staff information and contact details are correct, maintained and updated when changes happen, including deleting redundant accounts.
 - Access per user is correct.
 - An official school or college email address and landline telephone number is used to access Edexcel Online. Personal email addresses such as 'yahoo', 'hotmail' and 'Gmail' – by exception may be authorized by exception by contacting our [Pearson Portal](#).
 - Shared email accounts such as Info@. Admin@ are not used by Centre Staff to access Edexcel online.
 - All staff with an Edexcel Online account have access to a mobile phone to complete multi factor authentication in line with the Pearson login process.
 - Confirmation of Edexcel Online user accounts is completed when prompted.
 - A minimum of 2 members of staff are authorized to handle secure material.

- All staff handling secure electronic examination material are familiar with the requirements in Section 4 of the JCQ ICE document.

3. Requirements of the examination staff

- 3.1 It is the responsibility of the Examination Officer to ensure that user accounts for Centre Staff (excluding Examinations Staff) are maintained to ensure the security and integrity of both learner data and results. The Examination Officer can delegate this responsibility to a member of the Examination team, and these are the roles that Pearson will accept; Exams Manager, Assistant, Officer, Centre co-ordinator/administrator, Multi Academy Trust (MAT) administrator.
- 3.2 Examination staff should ensure the following:
- All Centre Staff Edexcel Online account information is correct, maintained and updated when changes happen, including deleting redundant accounts.
 - Access per user is correct.
 - Centre staff are using an official centre email address and landline telephone number. Personal email addresses such as 'yahoo', 'hotmail' and 'Gmail' – by exception will be authorized by Pearson by contacting our Pearson support Portal.
 - Shared email accounts such as Info@. Admin@ are not used by Centre staff to access Edexcel online.

4. Reasons for removal of EOL user account

- 4.1 Issues which may lead to Pearson considering suspending or removing user/centre access include:
- No activity within 12 months.
 - Suspicious user activity.
 - Failure to maintain the security of a user account for example by sharing passwords.

4.2 The decision to remove or suspend centre access will be taken by Pearson's Centre Management Team.

5. Malpractice investigations

5.1 Failing to comply with the arrangements for handling secure examination materials may be considered malpractice and may lead to the imposition of sanctions against centres or members of centre staff. Please see Section 4 of the [JCQ ICE document](#).

6. Notification and escalation

6.1 You must notify Pearson immediately, by contacting our Pearson support Portal, if you become aware of any of the following:

- You notice any suspicious activity on your account.
- An attempt is made to access your account, whether successful or not.
- You receive suspicious emails or phone calls regarding your account or requesting your password.
- You receive suspicious emails purporting to be from Pearson which you believe may not be genuine.

7. Cyber attacks

7.1 If you are impacted by a cyber-attack or identify any unusual activity within your Edexcel Online account, that has not been created by you for example users that are not at your centre or information has been altered or missing on learner records, please contact our [Pearson support Portal](#) as well as following this useful [guidance](#).

8. Regulatory references

8.1 UK regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies

and guides that relate to Pearson’s status as an awarding organisation will reference any conditions and criteria that they address.

8.2 This policy addresses the following regulatory criteria and conditions:

Qualification regulator or relevant governing body	Regulatory rule or guidance document	Regulatory condition or criteria
Ofqual	General Conditions of Recognition	C1; C2
CCEA Regulation	General Conditions of Recognition	C1; C2
Qualifications Wales	Qualification Wales Standard Conditions of recognition	C1; C2
Joint Council for Qualifications	General Regulations for approved centres	1.12; 5.3 q) i)

9. Review date

9.1 This policy will be reviewed in April 2026.

10. Version control

Version	Changes	Date
0.3	Throughout - Removal of acronym (HOC) now Head of Centre	23 rd May 2025
0.3	2.1 New Paragraph explaining role and accountabilities of Head of Centres	23 rd May 2025
0.3	2.2 Clarification on which staff members the HOC can delegate EOL account management responsibilities to	23 rd May 2025
0.3	2.3 Clarification that HOC manages Exams staff access to EOL	23 rd May 2025

Version	Changes	Date
0.3	2.3 Exams staff must not use shared email addresses such as info@, admin@	23 rd May 2025
0.3	3.1 Clarification on which staff members the Exams Officer can delegate EOL account management responsibilities to	23 rd May 2025
0.3	3.2 Confirmation that the Exams Officer must ensure centre staff EOL account information is maintained	23 rd May 2025
0.3	3.2 Centre staff must not use shared email addresses such as info@, admin@	23 rd May 2025