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Pearson welcomes EDI: FAQs - Frequently Asked Questions

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As Pearson welcomes EDI, this document aims to provide information and answers to customers' questions on moving to Pearson. Please also go to: www.pearsonwbl.com/edi-welcome

1. About Pearson:

Q: What does Pearson currently offer in education?

A: Pearson believes in better learning for everyone, everywhere. Our goal is to help people make progress in their lives through education. We believe in every kind of learning, for all kinds of people, wherever they are in their lives. Through expertise in education and our commitment to high standards, we have built a reputation for improving learning through innovation and the use of technology. We do this in many ways, all made possible because of the breadth of our capabilities and our commitment to raising standards and improving the quality of education in all we do. Effective resources, valued qualifications, whether you want learning resources that are engaging and effective, or highly respected assessments and qualifications that focus on excellence, you'll find these at Pearson.

Q: What does acquiring EDI, bring to Pearson? As a customer, how will I benefit?

A: Bringing together EDI with Pearson Work Based Learning, will allow us to offer you a stronger, aligned and enhanced service designed to offer you a wider range of qualification with greater choice, flexibility and resources that can be easily accessed and adapted to meet your changing needs. By combining the expertise of both organisations, we aim to further strengthen and enhance our existing services and offer to you; and through Pearson's many resources and innovative solutions, to support you by helping your learners to make progress in their lives through learning.

2. EDI to Pearson: I am an EDI centre with existing learners – how will these changes affect me?

Q: Will switching to Pearson have any impact on the learners that I have already registered with EDI?

A: No. As part of the application to Ofqual, we agreed formal reassurances so that existing, registered learners' interests would be supported and fully protected, with no gap in provision.

Q: Can I still continue to register new learners onto EDI qualifications in 2013?

A: Yes, absolutely. We have agreed a phased timetable with Ofqual¹: throughout 2013 qualification registration and certification will continue as usual through EDI systems; thereafter these will continue as legacy systems to support learners registered before January 2014. The legacy systems will also support all future learner registrations. Your feedback and involvement throughout, is key to this being successfully developed and delivered so please:

- **Attend an event:** find out more about Pearson's free event series at www.pearsonwbl.com/training and to book www.pearsonwbl.com/booking.
- **Ask Pearson a question:** Our customer services team are on hand – **Call** 0844 576 0045 or **Email:** www.pearsonwbl.com/edi-ask-pearson or wblcustomerservices@pearson.com
- **Speak to the account manager in your area:** Contact the sales team – **call** 0844 576 0045 or **email:** wbl@pearson.com



¹ the organisation responsible for regulating qualifications, examinations and assessments in England

Q: How will the qualifications that I deliver with EDI, change with Pearson?

A: Our intention is to develop a Pearson portfolio, combining the best of both EDI and Pearson qualifications. We are now in the early stages of this work which will bring the strengths of both organisations' services together; we believe that this will both protect the interests of existing learners and bring you additional benefits.

Q: How do I know that the qualifications I currently deliver with EDI will be available with Pearson?

A: We are currently shaping our future qualification portfolio and to help us, we have created a number of opportunities to hear from you: ensuring that the portfolio delivers what you need while protecting valued provision is critical so please make the time to get involved. You can do this, through the existing relationship with your account manager, by **email:** wbl@pearson.com, by attending one of our regular work based learning events www.pearsonwbl.com/training or ask a question at www.pearsonwbl.com/edi-ask-pearson

Q: Will I still have the same choice of qualifications and brands?

A: From 2014, as part of Pearson's Work Based Learning service, there will be a wider range of recognised (UK and International) academic and vocational qualifications giving you greater choice and opportunity for your learners to progress. To ensure that the portfolio delivers what you need while protecting valued provision our aim is to combine the best of both EDI and Pearson qualifications; as part of this, the qualifications selected from EDI will be redeveloped or reaccredited to be delivered through one of Pearson's brands including: Pearson Edexcel, Pearson BTEC and Pearson LCCI.

Q: How will Pearson's qualifications be branded?

A: The qualifications offered in our portfolio will begin with Pearson in their title, followed by our existing brands like BTEC, Edexcel, EDI and LCCI. For example, EDI qualifications will become Pearson EDI; likewise, BTECs and Edexcel qualifications will become Pearson BTECs or Pearson Edexcel.

Q: Whose branding will appear on the certificates issued in 2013?

A: From summer 2013, certificates for learners who have successfully completed an EDI qualification will now be endorsed by Pearson and EDI. Existing materials will be gradually updated.

Q: How will I search and find EDI's and Pearson's regulated qualifications in 2013?

A: If you're searching for our qualifications on the Register of Regulated Qualifications, they will be listed under Pearson as the awarding organisation although EDI, Edexcel, BTEC and LCCI are still searchable in the qualification title box.

Q: What action do I take if I need a new qualification developed in 2013?

A: You can still request new qualifications to be developed: the remit for developing new qualifications has now passed to Pearson, who are already making arrangements to learn of any new qualification or service requirements you might have. Please **call** 0844 576 0045 or **email:** wblcustomerservices@pearson.com with details of your enquiry. Any new qualifications developed will also start with Pearson.

Q: Will there be any changes to the current system I use to register, monitor and claim certification?

A: For the time being please continue to administer your learners in the same way. A new interface is currently being developed for both Pearson and EDI customers, and we will keep you updated and involved as our systems further develop.

3. If I am an existing EDI centre how can I deliver Pearson's qualifications?

Q: Will I need to reapply for centre approval with Pearson?

A: You will need to submit an application but you will not be required to go through the full process.

Q: If I'm an existing EDI centre will my approval status be automatically transferred to Pearson?

A: At some point yes, it will. If, in the meantime you wish to deliver Pearson qualifications, we will help you to transfer your approval status to Pearson keeping the centre approval process as simple as possible. To do this, please contact us to discuss which qualifications you are interested in delivering and we will support you.

Q: What will the new centre approval process be and what are the SLAs involved?

A: The process will depend on the qualifications you currently run with EDI and which Pearson products you are interested in. As a general rule, however, only a desk based qualification check will be required and you can expect a decision within 15 working days.

4. EDI to Pearson: What support and communications are available to me?

Q: Where can I go to find out more information?

A: Regular updates for customers will be posted on our dedicated web area available on Pearson UK's website. Go to www.pearsonwbl.com/edi-welcome. If you have any questions, your account manager will continue to provide all the usual support. In addition, please submit a question by email to our customer services team www.pearsonwbl.com/edi-ask-pearson

Q: How can I discuss this in more detail and find out more?

A: Get involved: throughout the year, Pearson Work Based Learning hosts a number of free of charge events for customers. Designed to inform and support all of our existing and potential customers about future developments, best practice and delivery of EDI and Pearson qualifications, these events are an ideal opportunity to discuss, meet and ask questions of the Pearson teams. During the event, why not drop-in to the Pearson Customer Advice area and ask a question.

Pearson Work Based Learning free, customer training events.

Taking place from 9.30 – 3.30pm on ten different dates from 17 April to 4 June in Coventry, London, Manchester and Cardiff 2013, these free, specialist work based training events are an important opportunity to gain the advice and knowledge you need to support you with your work-based learning delivery.

To book your place, go to: www.pearsonwbl.com/booking. Other dates will be released soon, including a Sector Forum Event Series.

Event code	Event name	Town	Date
13WBLKS01/01	Key Skills to Functional Skills	Coventry	01/05/2013
13WBLKS01/02	Key Skills to Functional Skills	London	15/05/2013
13WBLKS01/03	Key Skills to Functional Skills	Manchester	30/04/2013
13WBLEE01/01	From Education to Employment	Coventry	02/05/2013
13WBLEE01/02	From Education to Employment	London	08/05/2013
13WBLEE01/03	From Education to Employment	Manchester	15/05/2013
13WBLEE01/04	From Education to Employment	Cardiff	21/05/2013
13WBLEE01/05	From Education to Employment	Newcastle	04/06/2013
13WBLEE02/01	From Education to Employment (Employer)	Coventry	28/05/2013
13WBLEE02/02	From Education to Employment (Employer)	London	23/05/2013

Q: Where should I send future correspondence or make enquiries?

A: Following recent customer pilots, we are simplifying our contact details for Pearson Work Based Learning. A single point of contact for our customers has now been launched:
Email wblcustomerservices@pearson.com or call **0844 576 0045**.

Q: Is the EDI website and Campus system still available or should I go elsewhere?

A: Yes, the EDI website and Campus sites are still fully operational.