

## University Administrative Support Guide

**For Higher Nationals Under** 

Licence Accessing Edexcel Online

### About this guide

Welcome to Pearson.

At Pearson, we recognise the important role that you as an Exams Officer play in making sure all process run smoothly.

This guide is designed to help you navigate around Edexcel Online and to support you in finding updates and important information to assist you in your role.

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## Your account specialist

As a Higher Education centre operating under the Pearson Licence Agreement, you may have had limited or no contact with your Account Specialist. We would like to think that this is because you have had no issues and don't need us but in reality, we know it's because there isn't much awareness in centres about what our role is and how we can help.

The Account Specialist's role is to support centres with the administration of Pearson qualifications, and every centre has a designated Account Specialist. The remit of an Account Specialist is a lot larger for Further Education colleges as there is a lot more collaborative administration involved for these centres. For centres operating under the Pearson Licence Agreement, we have less involvement but are still here to support in any way we can.

Below is a list of some of the processes we can support you with.

- Qualification validation
- Accessing and using Edexcel Online
- Learner registration and maintenance
- Completions and withdrawals
- Invoicing

Although each centre will have a designated Account Specialist we have generic contact details, which can be found at the back of this booklet. When you call us, you will be prompted to enter your centre number, this will route your call directly to your designated specialist if they are free or a member of their team if they are busy.

Any emails you send will be automatically filtered through to your specialist.

### How to create an account

In order to perform certain actions on Edexcel Online (EOL) you will first need to be set up as a user. As a member of the exams team, you should have access on your account to enable you to create accounts for others. To do this just follow the steps below;

1. Log into Edexcel Online and select '*Centre Accounts'*, then click '*New Account'* 

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For more information on setti	ng up new user accounts, ple	ase click <u>here</u>
New User Personal Details:		
Title:	Mr	•
Forename:		
Surname:		
E-mail:		
Retype E-mail:		
Office Number:		
Mobile Number:		
Fax Number:		
Please select the option that b	est describes your role:	
ob Role:		Select
Please check this box if you ar your centre.	e the Quality Nominee for	What's this?
Other Responsibilities (if appli	cable):	
Last Accessed:		L

2. You will then be prompted to enter the new user details and select their role/ user rights.

elp with y	what each profile does, either hover your cursor over the name of
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	Basic Access
	Basic Access (International)
	Account Administrator (International)
	Coursework And Portfolio
	Registrations And Entries
	User Accounts
	Form Queries
	Results
	KeySkills Administration
	BTEC/NVQ Achievement Reporting
	BTEC/NVQ basedata download
	Basic Access (Internal)
	Edexcel Administrator
	ECC User
	Post Results
	BTEC Support
	Training Administrator
	Results Analysis Service (RAS)
	AA Secure
	osca
	Online Publications
	Online Approvals
	Edexcel OnCourse
	GCSE Pilot
	ResultsPlusDirect Administrator
	ResultsPlus
	ResultsPlus Internal
	Access Arrangements Online
	Invoice Enquiries
	Licenced Registration
	FS and Project Pilot
	SIA Uploads
	osca2
	OSCA 2 - GO
	OSCA 2 - VQ (read only)
	DTEC Dully Creade Personting

# Selecting a role

When selecting a role for a new Edexcel Online account, there are many available. Some staff at your centre may have dual roles within the centre and therefore, no one role on Edexcel Online is applicable.

If you do have multiple roles within the centre and one of them is to register learners or mark completions, you don't have to be listed as an exam officer as the access on an account can be tailored to your job functions. However, if you wish to receive any relevant communications you should be listed as either 'Examinations Officer' or, 'ExaminationsAssistant'.

This also helps us to determine who we are speaking to when you call, to ensure we can give you all the support you need.

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and the second s	100	This area allows you to s	et up new Edexcel Online User Accou				
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(INAUGER)		Mobile Number:		Centre Co-ordinator/Administrator			
		Fax Number.		Course Leader			
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			you are the Quality Nominee for	What this?			

### What access do I need?

In order to carry out your day to day duties within Edexcel Online, you will need to have certain access granted on your account. The access you have can vary depending on the roles you are required to carry out and these can be amended at any time by a centre administrator. The centre administrator has the ability to create new accounts and grant them any of the access that has been given to it.

Below is list of the different profiles and what they allow an Edexcel Online User to perform.

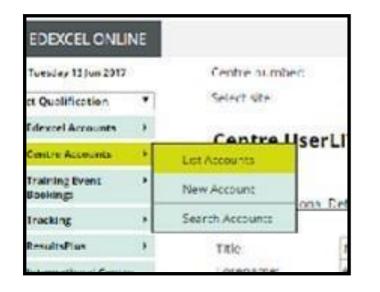
- Basic access all users require this as this allows them to perform any of the other functions that have been given to them.
- Registrations and entries this allows users to make learner registrations. This will cause invoices to be generated so should only be given to those accountable.
- User accounts allows the user to create accounts for other people.
- BTEC/NVQ achievement reporting allows users to report completions.
- BTEC/NVQ basedata download allows the user to download EDI basedata for the purpose of making registrations using this method.
- Invoice enquiries Allows the user to view online invoices.
- Licensed registration All users at HEI centres operating under the License agreement require this function.



## Viewing and amending existing accounts 07

There are other profiles available to be added to an Edexcel Online account and all these will have been granted to the centre administrator when their account was created by us. It is at their discretion whether they pass this access onto you. This additional access may or may not be required depending on the qualifications you offer.

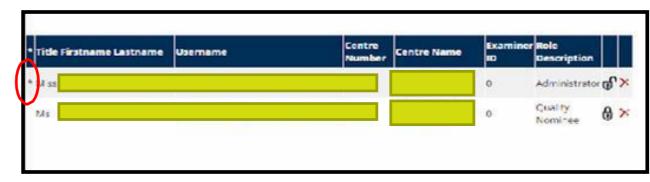
1. Log into Edexcel Online and select 'Centre Accounts', 'List Accounts'



4. If you are an administrator and need to amend an account, follow the steps above and then click on the username. This will then take you back into the profile screen where you can add/ remove access

Title Firstname	Lastname	Username	Centre Number	Centre	Examiner 10	Role Description	
Mr Ofgual	Access	Ofgual@pearson.com	99599	DUMMY SCHOOL CENTRE FOR LESTING	0	Examinations Officer	°,×
Mr Example	Access Account	access@access.com		DUMMY SCHOOL LENIR FOR TESTING P	o	Teacheral echarter	œ,×
				DUMMY SCHOOL			

2. This will list all accounts. Those with an \* before their title are account administrators



3. Here you also have the option to lock or unlock the account, which can be used to temporarily disable an account, or you can delete it altogether using the red cross

If you don't have an account at all and can't check who your centre administrator is please contact your Pearson Account Specialist

#### Support

Your dedicated Account Specialist support team can be contacted via telephone or email:

Tel: 0344 463 2535

Email: <a href="mailto:examsofficers@pearson.com">examsofficers@pearson.com</a>

Visit our website for information on results, centre administration and much more: <a href="http://qualifications.pearson.com/en/home.html">http://qualifications.pearson.com/en/home.html</a>

To receive news, updates and information about our regular training events, sign up to our weekly newsletter <u>here</u>.

#### ALWAYS LEARNING