



# Pearson

## Higher Nationals Under Licence

### Frequently Asked Questions

#### **What is the role of Customer Services?**

The main aim of all of our customer services teams is to help centres administer our qualifications as smoothly as possible, whether that be by prior training or ad hoc support.

Where possible we will always look to provide a first time resolution within our published response times, but sometimes we may have to liaise with other departments across the business and this can sometimes result in a longer wait. In these instances we will always endeavour to chase other departments for a resolution and keep you informed at all stages.

#### **I cannot locate Unique Learner Numbers (ULNs). What is the problem?**

ULNs are provided by the learner record service (LRS), not Pearson. If you try to register a learner with an incorrect ULN the system will reject this. You should always try and use the correct ULN where possible, but if you are unable to locate this you can register without one as these are currently not mandatory.

If you are confident that the ULN is for the correct learner, but maybe their details are different with the LRS, this will also cause it to be rejected, but if you register without the ULN we can add it to the learners record afterwards.

#### **Is it possible to transfer students between programmes of the same level without paying another fee?**

Unfortunately transfers of any kind are not currently permitted for learners registered under the Pearson License agreement.



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## **How do I register students under a collaborative partner?**

Assuming you have already gone through the approval process and have qualification approval set up in a collaborative arrangement with another centre, you will be prompted to enter the collaborative partner number at the point of learner registration. If this is entered incorrectly or you are unable to enter it as the approval process is incomplete, we can enter this on your behalf at a later date.

## **What is an Account Specialist?**

Every Account Specialist within the FE/HEI customer services team looks after a range of centres based on a certain geography, for example Wales or the North East. They look after all FE/HE centres within their designated regions, not just centres registered under the Pearson License agreement as they provide a consistent service to all of our customers.

## **How can I find out who my Account Specialist is?**

There is only one set of contact details for exams officer support and these can be found on the contact page of our website. We have a single phone number and generic email address, but your calls and emails will always be directed through to your designated Account Specialist based on the centre number you enter when prompted.

Please find our contact details below:

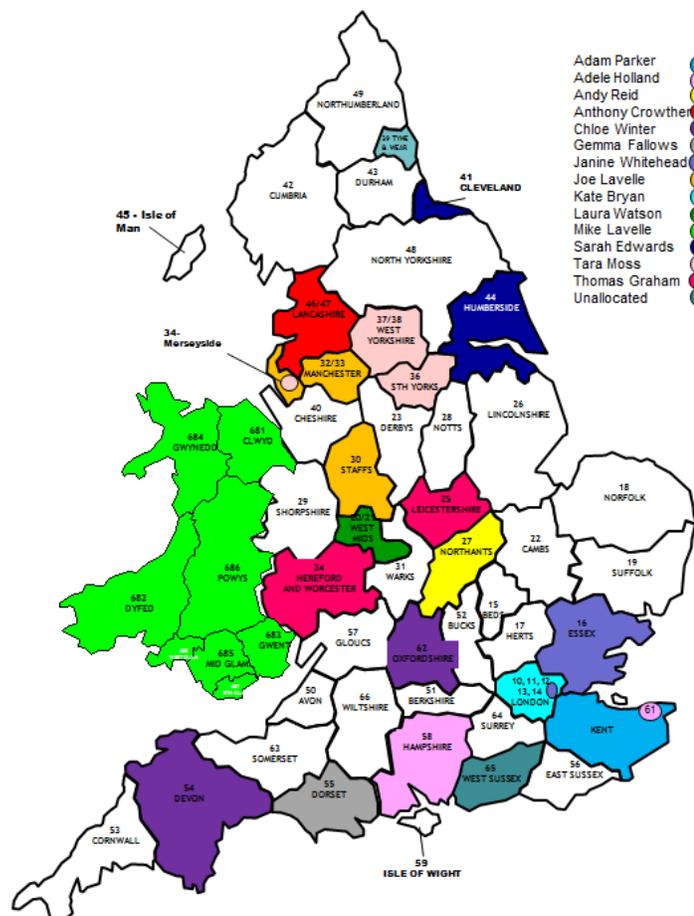
08444 632 535

[examsofficers@pearson.com](mailto:examsofficers@pearson.com)



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The below map shows areas within the UK where we have registered HEI centres and shows the name of their designated Account Specialist



## What does the Approvals team do and how do I contact them?

The approvals team are responsible for setting up centres and qualifications within our database. Until the approvals team have completed their processes, centres won't be able to register learners on specific programmes or under any collaborative arrangements. They are contactable by email, but as they aren't a direct customer service team, they don't have an external number. Should you need to discuss an approval request or need any further guidance, please contact your Account Specialist in the first instance. They can then either direct your call to a member of the approvals team or assist in some other way.



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## **How do I have a new programme approved?**

If you intend to develop a new programme contact the University Principal Examiner to inform her of your plans and to discuss any requirements. When the programme is validated send her the programme specifications and the minutes of the validation event. When these have been approved the programme will be passed to the approvals team for entry on to the system. You will then be able to register students

## **How can my centre make bulk registrations?**

Please follow the link in the question.

## **How do I report learner completions?**

Please follow the link in the question.

## **How to become a licenced centre.**

Please follow the link in the question.

Please see the Centre Guide for information about becoming a licenced Centre. If you would like to discuss further please contact the Jill Ward ([licensehn@pearson.com](mailto:licensehn@pearson.com)), University Principal Examiner.