

Pearson End-point Assessment - Support teams

Pearson is a registered end-point assessment organisation (EPAO) for a wide range of apprenticeship standards. We provide well rounded support to ensure deliverers have everything needed to provide high quality learning for their apprentices undertaking EPA.

Area of support: EPA Customer Administration

Supported by: Customer Services team

Covering:

- Onscreen testing support
- General qualification queries
- Edexcel Online support
- Invoicing queries
- Remote Invigilation support

Contact: epacustomerservices@pearson.com | 0344 257 5553

Area of support: Account Management

Supported by: Sales team

(Business Development Manager or Curriculum Development Manager)

Covering:

- Contract creation / letter of variation for EPA standards
- Customer on-boarding to Pearson processes
- Change of provider details
- Pricing queries
- Wider Pearson support and services

Contact: FEandWBLcentresupport@pearson.com

Area of support: ACE360 Platform

Supported by: ACE360 team

Covering:

- Demo of ACE 360 system
- Technical onboarding of new customers to ACE
- Action bulk upload templates
- Dedicated support for system queries (provider, Pearson)

Contact: support@ace360.org | 0344 257 5553

