

# Mock Marking & Moderation Service

## Entry Guidance

October 2022



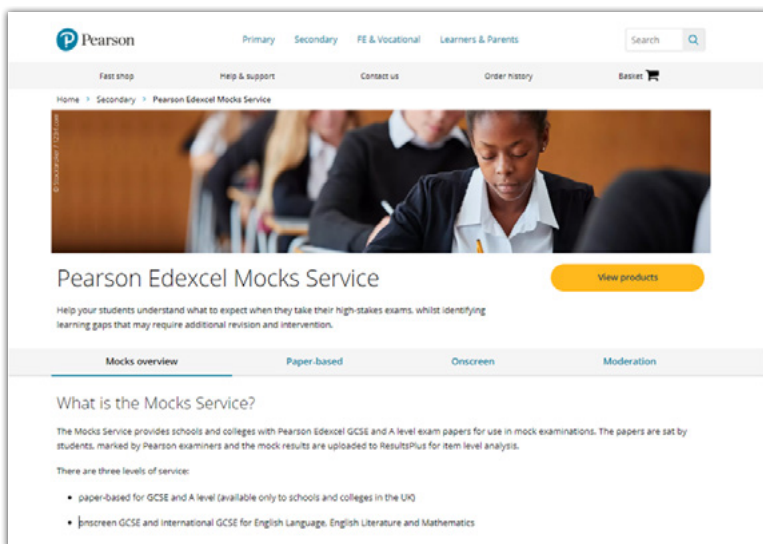
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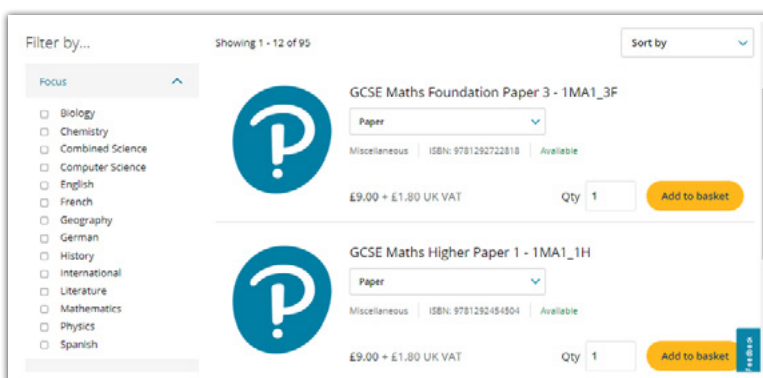
## How do I place an order?

From September 2022, our Mocks Service products are available to purchase via [Pearson UK Schools shop](#).



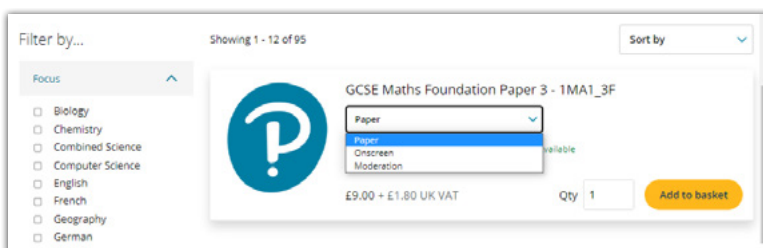
Here, you can place an order for mocks paper-based, onscreen mocks and the moderation service.

From our Pearson Edexcel Mocks Service page, click on the **'View products'** button which will take you through to our product list.



There is a **'Filter by'** option on the left-hand side of the page, where you can quickly filter through by subject and navigate to the product that is relevant to you.

Once you have found your product or paper, you can select a service level you wish to purchase, from the drop-down list: Paper, Onscreen or Moderation.



Then type in the quantity required and click on **'Add to basket'**.

Please refer to our mock paper cycle for further information on paper availability across different service levels.

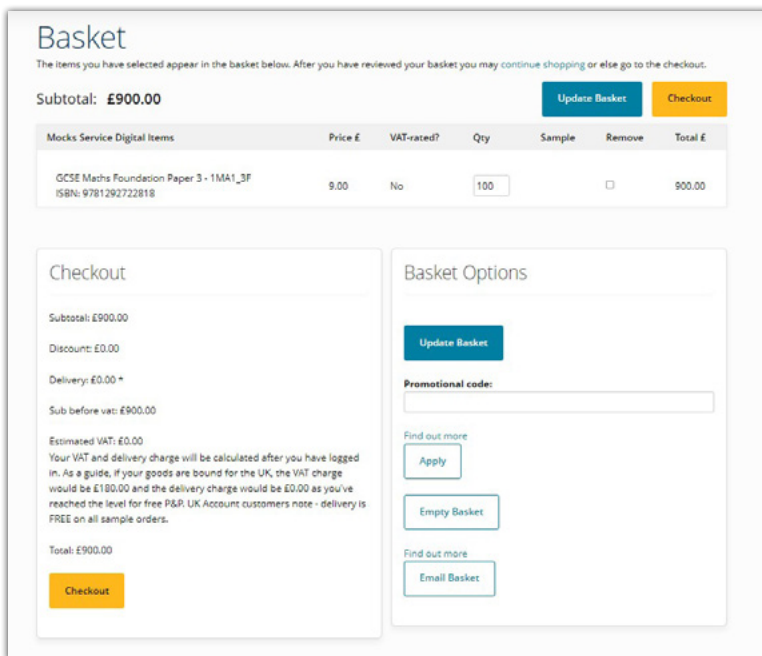
*Note: if a product does not have a drop-down option list and is indicated as either paper-based, moderation or onscreen this is the only option currently available for the paper.*



When all required products have been added to your basket, proceed to payment by clicking on the **'Basket'** option at the top of the page.

Here you can view your chosen products and check the quantity (QTY) is correct. If this is incorrect, amend and click on the **'Update basket'** option.

You can also apply any promotional codes available at the time of the purchase.



Once you are happy with your order, click on **'Checkout'** at the bottom of the page.

You will be prompted to either log in as a **'Returning customer'** or **'Register for new account'**

For further administrative guidance on the Moderation Service, please refer to the [Guidance on administration for Centre-marked-Pearson-Moderated Service](#) document.

## Log in – Register new account

If you have not used a Pearson Schools UK shop (PSC) before you will need to create an account which can be used to place any orders going forward.

To create a PSC account, you will need to follow the registration process:

Once you have completed the registration and clicked through to the **'Next'** page, you will be asked how you would like to proceed with payment. You can complete your purchase by using a Credit card or through an establishment account.

**How would you like to pay ?**

**Establishment Details**

I'm an employee of an educational establishment account.  
I'd like to order on account and pay by invoice.

**PLEASE NOTE:** We will confirm with your establishment before sending your first order through so there may be a small delay. Once confirmed, all future orders will be placed immediately.  
Payment in this way gives you access to inspection and approval orders and all products and services.

[Pay on Account](#)

**Credit Card Details**

I'd like to pay by debit/credit card.

**PLEASE NOTE:** Not all products and services are available on credit card purchase. Inspection/approval orders and many subscriptions products are only available on account purchase.

[Pay by Card](#)

## Establishment details

To make a purchase via an establishment account, you will need to click **'Select an UK establishment'** and then search by postcode or an account number.

**Find your establishment**

Select an establishment to invoice

Select an UK establishment  
 Select an overseas establishment

If you're ordering for an educational establishment, you may find it easier to order on your establishment account. This will make it easier for your establishment to renew in future. Simply select the appropriate choice above. Alternatively, to continue ordering on a credit or debit card, just hit "Next".

[< Back](#)   [> Next](#)

**Search by...**

**Postcode**

Please enter the first half of your establishment's postcode and click 'Search'.  
(eg. 'N2', 'OX18', 'P24' etc.)  
First half of postcode

[Search](#)

**Account number**

Alternatively, if you know your establishment customer account number then enter it in the box below and click 'Search'.  
(you can find your account number on any invoice from us)  
Account number

[Search](#)

[< Back](#)

Once you have found your establishment you will need to select your role within it:

Please choose from the following list

Job role  
job role... ▾

Back Next

A summary of your order and delivery details will be displayed, please ensure this is correct before clicking on **'Buy now'**.

Submit your order

Please check your order below. If you have any amendments, make them now. Once you're happy that all the details are correct, please click 'Buy now'.

< Back BUY NOW

Your order reference

\* indicates required field

Delivery to (or account holder)\*  
Mrs Test Testing

Customer reference number  
(maximum 15 characters)\*  
Test12

Your bursar has requested that any orders on this establishment account have a purchase order number. Please type carefully - if the order number is incorrect, it may hold up your order.

Once you have completed your order a confirmation page will be displayed:

Order Submitted

Thank you for your order

A copy of this order confirmation has been sent to [test@test12.com](mailto:test@test12.com).

New customer registration

Thank you for registering with the Pearson Schools and Colleges website.

Your registered email is [test@test12.com](mailto:test@test12.com). On your next visit you can order on the site as a "Returning customer" using this email address and the password you registered with.

Order Confirmation

For UK customers all products in stock should be with you within 5 working days.  
Thank you!

Your order number is **2006390** and your customer reference is **TTesting**.

**ActiveHub and ActiveLearn**  
If you have ordered an ActiveLearn subscription or ActiveHub package, be sure to look for welcome and setup emails. These may take up to 45 minutes to arrive; be sure to check your junk folder.

**Mocks Service**  
If your order contains Pearson Edexcel Mocks Service papers, to ensure that there is no delay in receiving your mock exams, please login to the Booking App to upload your candidate information. This will ensure that once your students' exams have been marked by our expert examiners, their results can be matched up and uploaded to Results Plus.  
If you have not used our service before you will need to provide us with your details via this [account creation form](#). You will then receive your booking app login details within 2 working days. Once you have this you will then need to log onto the Booking App to upload your candidate information.  
Should you have any queries regarding uploading your candidate information, please let us know by contacting us via our [Support Portal](#).



## Credit card details

To make a purchase using a credit card, follow the steps below.

How would you like to pay ?

**Establishment Details**

I'm an employee of an educational establishment account.  
I'd like to order on account and pay by invoice.

PLEASE NOTE: We will confirm with your establishment before sending your first order through so there may be a small delay. Once confirmed, all future orders will be placed immediately.  
Payment in this way gives you access to inspection and approval orders and all products and services.

[Pay on Account](#)

**Credit Card Details**

I'd like to pay by debit/credit card.

PLEASE NOTE: Not all products and services are available on credit card purchase. Inspection/approval orders and many subscriptions products are only available on account purchase.

[Pay by Card](#)

First you will need to select the location of your billing address:

Address details

Please specify your location

Billing and delivery address in the UK  
 Billing and/or delivery address outside the UK

[< Back](#)   [Next >](#)

Search for your delivery address by inputting the building number or name and postcode then select search.

The system will search for and display the address. If it is correct click **'Yes'** to confirm, but if you would like to use a different address select **'No, use a different address'** and start again.

Search for a credit card billing address in the UK

Please enter your full postcode and house number/name

\* Indicates required field

Building number or name:

Full postcode: \*

We will now find your address from the information you have entered above.

[< Back](#)   [Search](#)

You will then be taken to your order summary. Please check that you are happy and click on **'Buy now'** and enter your payment card details.

### Submit your order

Please check your order below. If you have any amendments, make them now. Once you're happy that all the details are correct, please click 'Buy now'. Please note that this is the last time you can amend your order. You will now be taken into our secure credit card payment system.

< Back
BUY NOW

Your order reference

---

\* indicates required field

Delivery to (or account holder)\*

Payment details

---

Credit or debit card (not yet processed)

**Billing address:**  
Mrs Test Testing  
Pearson Shared Services Ltd, Shell Mex House, 80 Strand, London,  
United Kingdom, WC2R 0RL, United Kingdom

Delivery details

---

**Dispatching to:**  
Pearson Shared Services Ltd, Shell Mex House, 80 Strand, London,  
United Kingdom, WC2R 0RL, United Kingdom  
**Delivery method:** Royal Mail & Parcel Force.  
We'll choose the best delivery method for you depending on weight

### Card Details

#### Payment Details \* Required field

Card Type \*

Visa

Amex

Mastercard

Maestro Int.

Card Number \*

Expiry Month \*  Expiry Year \*

Security Code \* This code is a three or four digit number printed on the back or front of credit cards.

Authorise

Once your payment details have been authorised the order will be submitted, a confirmation message will be displayed on the screen providing information on next steps.

### Order Submitted

Thank you for your order

A copy of this order confirmation has been sent to [test@test12.com](mailto:test@test12.com).

New customer registration

Thank you for registering with the Pearson Schools and Colleges website.

Your registered email is [test@test12.com](mailto:test@test12.com). On your next visit you can order on the site as a 'Returning customer' using this email address and the password you registered with.



## Log in – Returning Customer

If you have previously purchased via the Pearson Schools UK shop, you will already have an account created from your previous purchase, therefore you can log in with the same credentials.

Once you are logged in you will be prompted to go through the **'How would you like to pay?'** page.

**How would you like to pay ?**

**Establishment Details**

I'm an employee of an educational establishment account.  
I'd like to order on account and pay by invoice.

PLEASE NOTE: We will confirm with your establishment before sending your first order through so there may be a small delay. Once confirmed, all future orders will be placed immediately.  
Payment in this way gives you access to inspection and approval orders and all products and services.

[Pay on Account](#)

**Credit Card Details**

I'd like to pay by debit/credit card.

PLEASE NOTE: Not all products and services are available on credit card purchase. Inspection/approval orders and many subscriptions products are only available on account purchase.

[Pay by Card](#)

## How to upload candidate details?

*These steps must be completed before papers are dispatched or onscreen assessments set-up.*

**Step 1:** Log into the [Booking App](#).

**Sign in to your account**

Email

Password

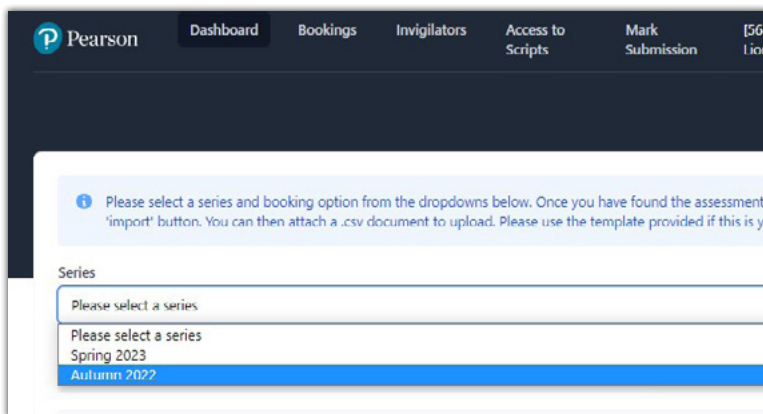
[forgotten your password?](#)

[Sign in](#)

Once logged in, you are presented with the **'Dashboard'** where you can carry out any candidate related activity.

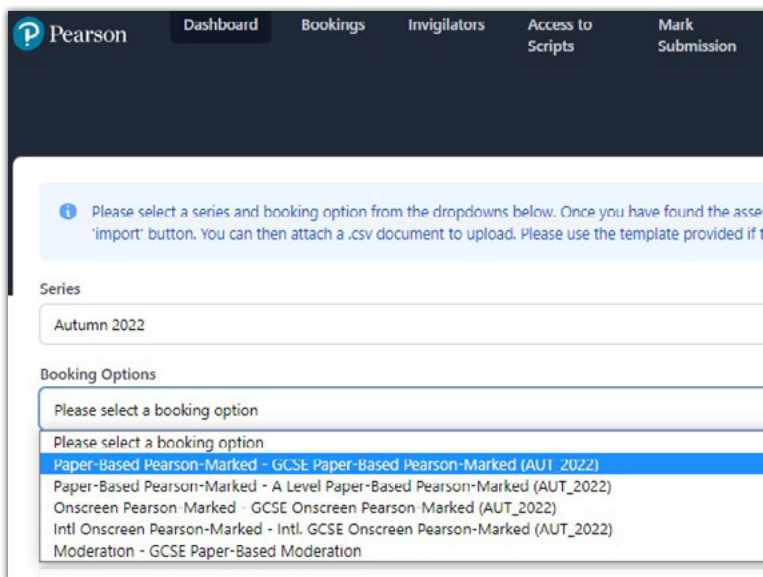
On the dashboard, you first select the **'Series'**. Please refer to the ['Mock paper availability cycle'](#) to identify which series the paper you have purchased is located.

**Step 2:** Then select the relevant **'Series'** you are booking from the drop-down list.



**Step 3:** Once a series is selected, the **'Booking Option'** field will appear.

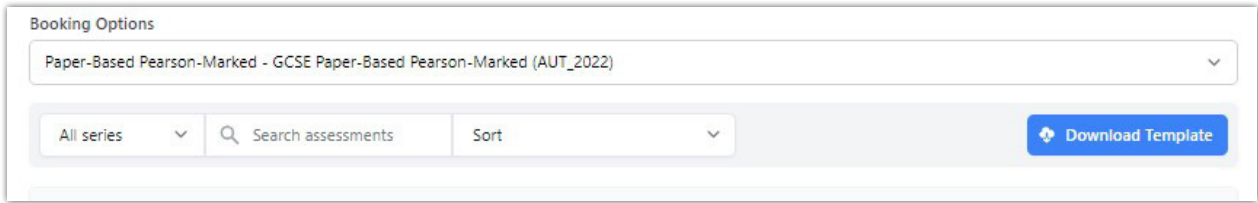
Here you will see a list of all the available options for candidate upload. These options are broken down into GCSE and A Level and paper-based, onscreen or moderation service. Please select the booking option that is applicable to you based on the mock product you have purchased via Pearson UK Schools shop.



After selecting the booking option, the available assessments will be listed. There is a button on the right-hand side that allows you to **'Download a template'**. This template is needed to import your candidate data.

**Step 4:** Click the 'Download Template' button.

You can locate this template from your download location which can be located in the banner at the bottom of your browser.



The template contains the following fields:

	A	B	C	D	E	F
1	forename(mandatory)	surname(mandatory)	dob(mandatory)	gender(mandatory)	candidate_id(mandatory)	purchase_order_number(optional)
2						

**Step 5:** Complete the template with your 'candidate' details.

- The forename and surname must be entered as a candidate would write them on an exam paper and as their name would be entered for their high stakes exam. They **should not** have any special characters.
- **DOB** should be in format: *dd/mm/yyyy*
- **Candidate\_id** – is the candidate number.
  - This must be a 4-digit number. Please avoid using a '0' at the beginning of your candidate ID's, for example do not use, 0041.
  - Each candidate entered for the Mocks Service must be given a unique candidate number which we recommend is kept the same for entries in different subjects or if entering a candidate for both the mocks and moderation service within the academic year.
  - You can use a candidate number you intend to use for high stakes exams or it can be a made-up number. Whichever you decide, please ensure that candidates use their given mock candidate id on their mock papers.
- The file must be saved as a **.csv file**.

When the template has been populated, it can be uploaded using the 'Import' button.

**Step 6:** Find the paper or product you have purchased and click 'Import'.

You can search for a product by inputting a subject code or subject name into the 'Search assessments' field.

Series  
Autumn 2022

Booking Options  
Paper-Based Pearson-Marked - GCSE Paper-Based Pearson-Marked (AUT\_2022)

All series  Sort [Download Template](#)

ASSESSMENT TITLE	SERIES	SUBJECT CODE	PAPER CODE	
GCSE Spanish: Writing Foundation Paper 4F (Summer 2022)	May/June 2022	1SP0	4F	<a href="#">Import</a>
GCSE Spanish: Writing Higher Paper 4H (Summer 2022)	May/June 2022	1SP0	4H	<a href="#">Import</a>

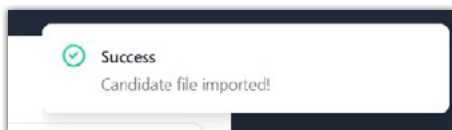
**Step 7:** Attach the file and click on 'Import candidates'.

**Schedule Information**  
Details of the schedule you're importing your candidates into.

Assessment Name	GCSE Spanish: Writing Foundation Paper 4F (Summer 2022)
Booking Service	Paper-Based Pearson-Marked
Cost Per Candidate	£9.00
Import File	<input type="text" value="click to attach candidates import file..."/>

[Download Template](#) [Import Candidates](#)

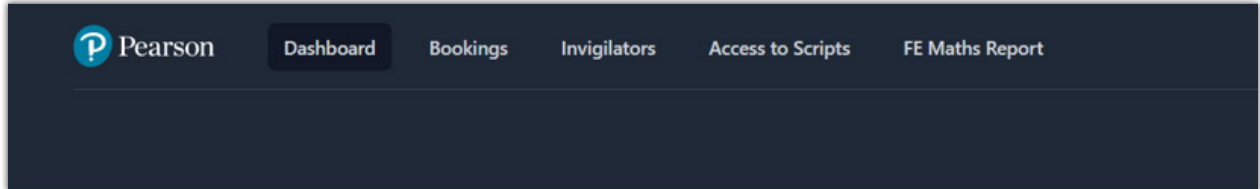
Once the upload has been completed you will see a message appear on the top right hand side:



If there are any errors with the file and the upload cannot be completed, an error message will appear. Please revisit the candidate upload spreadsheet and try to upload again once the issue has been addressed.

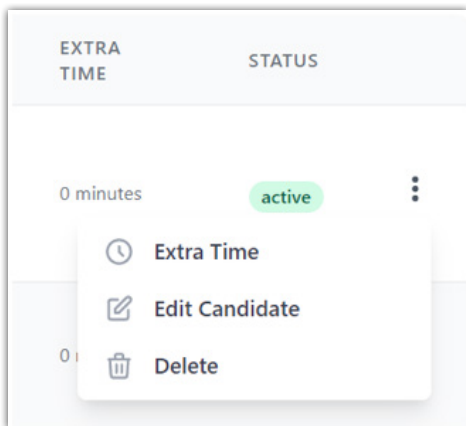
## Viewing, Amending or Removing Candidate details

If you wish to view, amend, or remove any candidate details, you can access them from the **'Bookings'** option found at the top of the screen, where you will be presented with a list of all the candidate import data you have uploaded:



## Amend candidate booking

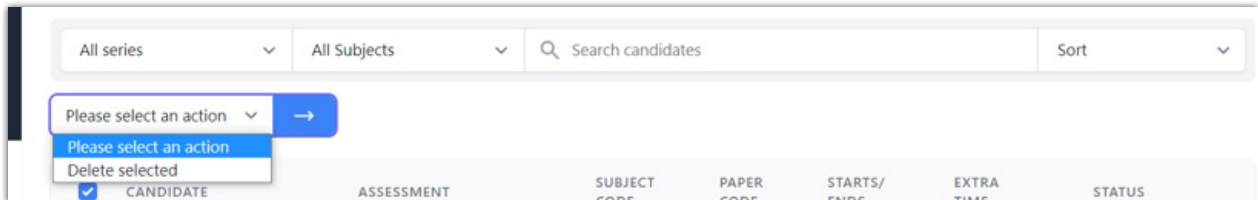
To *amend* bookings for a candidate, select the box on the left-hand side of the candidate entry (name) you wish to edit and select **'Edit candidate'** from the menu on the right-hand side (presented as three dots):



Here you can amend and add **'Extra Time'** or **'Edit Candidate'**

## Remove the booking

To **remove** candidate details, select the box on the left-hand side of the candidate entry (name) you wish to remove and select **'Delete selected'** from the action menu located at the top left of the candidate list. To confirm your action to remove a candidate record, please select the blue **'arrow'** button.



## Extra time

From the booking screen, you also have the option to allocate extra time for a candidate. This option can be accessed from the burger menu (the three vertical dots) on the right-hand side of the candidate entries.

The dialog box is titled 'Extra Time Allocation' and contains two input fields. The first field is labeled 'Percentage (80 minutes)' and has the value '25' entered. The second field is labeled 'Extra time in minutes' and has the value '20' entered. At the bottom, there are two buttons: 'Close' and 'Set extra time'.

Extra time can only be set by percentages. When you enter a value in the **'Percentage'** field, it will automatically calculate the number of minutes this equates to based on the assessment duration. It will automatically populate the **'Extra time in minutes'** field with this value.



## What to do if I don't have a Booking App account?

Once an order is placed through Pearson UK Schools shop, an onscreen confirmation message will be displayed:

**Mocks Service Order Confirmation**

Thank you for ordering from the Pearson Edexcel Mocks service.

Your order number is **2006015** and your customer reference is **rroy1**.

**Next steps:**

To ensure that there is no delay in receiving your papers, please login to the [Booking App](#) to upload your candidate information. This will ensure that once your students' papers have been marked by our expert examiners, their results can be matched up and uploaded to Results Plus.


**If you are new to the Mocks Service:**

If you have not used the service before you will need to provide us with your details via this [account creation form](#). You will then receive your booking app login details within 2 working days. Once you have this you will then need to log onto the [Booking App](#) to upload your candidate information.

Should you have any queries regarding uploading your candidate information, please let us know by contacting us via our [Support Portal](#).

If you are a new customer who has not delivered mocks through Pearson before, you will need to let the Mocks Service team know who you are by completing a quick **account creation form** which is linked in the '*If you are new to the Mocks Service*' part of the confirmation message.

Create a new mocks account



Sign up for Mocks Service access

Thanks for ordering access to our Mocks Service! If you're brand new to our Mocks Service, please just quickly send us a few details so we can set up your access within two working days.

First name


Last name

Your email address

Your centre name

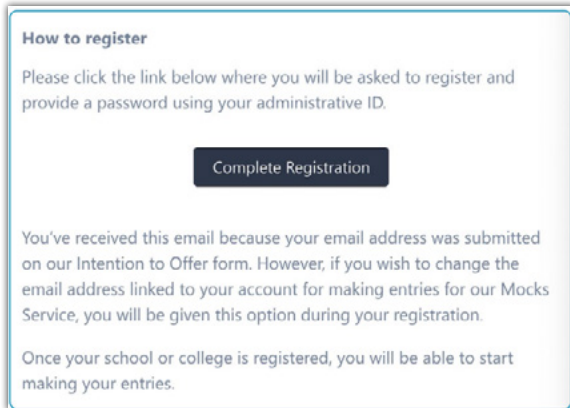
Your centre number

Pearson would like to keep you updated with information on our range of products & services.  
 If you don't want to receive this information, please tick this box.

I'm not a robot 

reCAPTCHA helps prevent automated form spam.  
The submit button will be disabled until you complete the CAPTCHA.

Once your request is received, an account will be created within 2 working days and an email with instructions on how to set your password up will come through. In the email a link will be included for you to confirm the email address that you will be using for setting a password and uploading candidate details.



At this point you will need to type in and confirm your password as well as accept the [terms and conditions](#) of the service.

When all password fields are entered click on the '**Complete**' button and you will be redirected to the log in page.

## Changing your email address during registration

If you'd like to change your email address linked to the booking platform, please select the '**Email not correct?**' option in the top right-hand corner of the registration screen. Type and confirm the email address you want to use and then set your password before accepting the T&Cs and select '**Complete**'.

**Pearson**

**Complete your registration**

Email address Email not correct?

shehabh@hotmail.com

Confirm email address

New Password

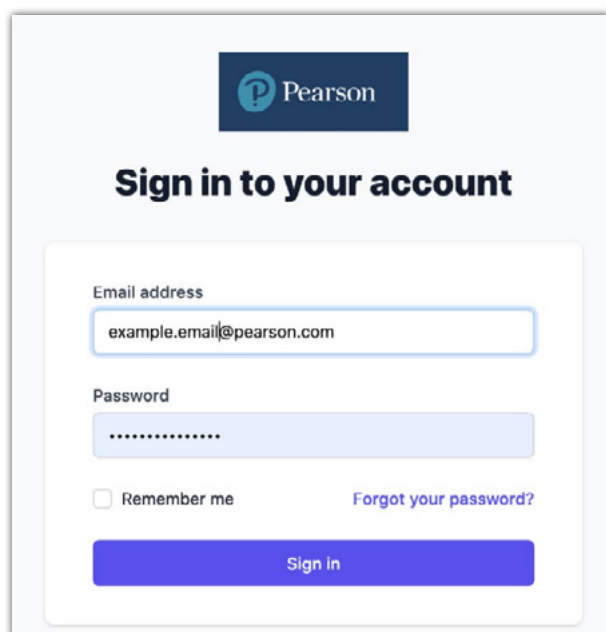
.....

Confirm Password

I confirm that I have read and understood the terms and conditions [outlined here](#).

**Complete**

Once your password has been set, go back to the log in page and enter the email address and password you selected at the registration stage, to sign in.



The image shows a sign-in form for a Pearson account. At the top is the Pearson logo. Below it is the heading "Sign in to your account". The form contains two input fields: "Email address" with the text "example.email@pearson.com" and "Password" with masked characters. There is a "Remember me" checkbox and a "Forgot your password?" link. A blue "Sign in" button is at the bottom.

Now you can import your candidate details. For further guidance on how to do this, please refer to '[How to upload candidate details?](#)'

Once candidate details are uploaded, paper based mock exams will be delivered to you within 3 weeks, and onscreen assessments set-up within 2 weeks. Therefore please keep these timelines in mind when planning your mocks timetable.

## Further support

If you require any further assistance with using the Booking App, please refer to the guidance in our FAQs on the [website](#). If you're unable to find the support you need, please contact our [Qualifications Customer Services team](#) and refer to the Mock Service booking system in your communication.

