Exams Officer conference June 2025

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Agenda

01 Understanding key dates and deadlines… and your challenges

02 What do you need to do before claiming?

03 Getting the most out of the VQ learner tracker

04 Making your claims – our top tips

05 Managing late submissions

06 Q&A

Introducing your vocational customer experience team

Who are we?

Your dedicated partners in delivering a smooth and successful experience with Pearson.

Our team work across customer services, data, comms and continuous improvement.

What are we responsible for?

We help to make sure we have all the information we need to be able to deliver your results on time in August.

What we want to hear from you!

We want to hear your feedback on processes so we know how we can improve.
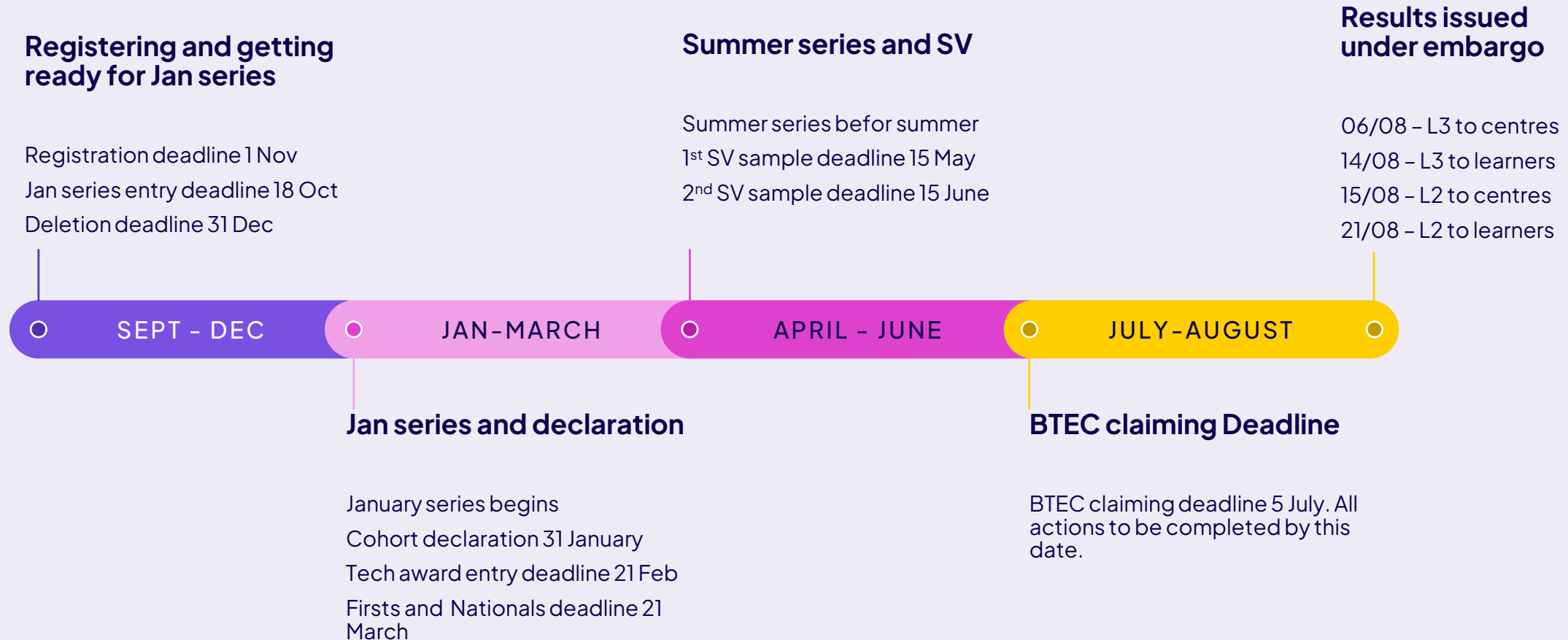
Look out for our customer voice panels launching in September 2026.

And here today...

Sally Peacock
Ruth O'Malley
Zoe Coffey
Nikki Brouwer
Liz McKay

Understanding key dates and deadlines

Registering and getting ready for Jan series

Registration deadline 1 Nov

Jan series entry deadline 18 Oct

Deletion deadline 31 Dec

Summer series and SV

Summer series befor summer

1st SV sample deadline 15 May

2nd SV sample deadline 15 June

Results issued under embargo

06/08 – L3 to centres

14/08 – L3 to learners

15/08 – L2 to centres

21/08 – L2 to learners

SEPT – DEC	JAN–MARCH	APRIL – JUNE	JULY–AUGUST

Jan series and declaration

January series begins

Cohort declaration 31 January

Tech award entry deadline 21 Feb

Firsts and Nationals deadline 21 March

BTEC claiming Deadline

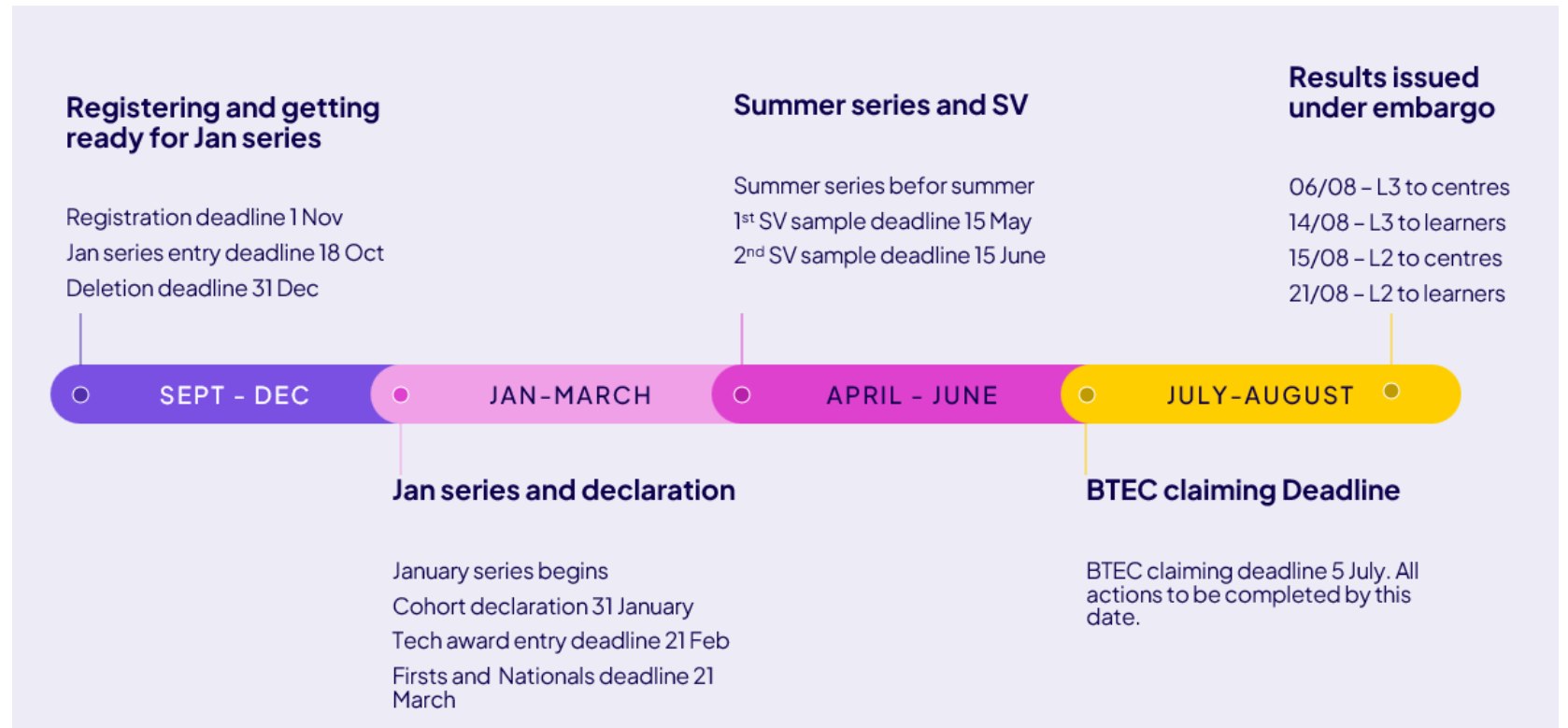BTEC claiming deadline 5 July. All actions to be completed by this date.

Tell us…

Where do you face challenges and delays?

Grab a post it note and jot down where you face the greater challenges, or struggle to meet deadlines.

We want to make sure we're supporting you at the right time of year, helping facilitate meeting any deadlines.

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Jan series entry deadline 18 Oct
Deletion deadline 31 Dec

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Jan series and declaration

January series begins
Cohort declaration 31 January
Tech award entry deadline 21 Feb
Firsts and Nationals deadline 21 March

BTEC claiming Deadline

BTEC claiming deadline 5 July. All actions to be completed by this date.

What needs to be completed before claiming?

Standards Verification (SV)– sampling of internally assessed units to confirm the accuracy of marking and that national standards have been met.

Report outcomes:

- **Released**

- NYFS (not yet fully sampled)

- Certification pending – centre action required

- Certification pending – principal standards support required

Certification cannot be claimed until the programme is released

What is the VQ Learner Tracker?

The go-to tool to get you claim ready, and help you make managing your summer cohort more collaborative.

Launched in 2024

It's a module within the Pearson Progess platform, and offers you a consolidated view of all your active BTEC registrations.

Track outstanding actions for summer

You'll be able to identify any missing claims or internally assessed grades, missing cash-ins or ineligible claims.

Manage your cohort

Add and remove summer "tags" to let us know if plans have changed and students are no longer expecting overall results.

Activity VQ Learner Tracker

Look at the tracker and in groups tell us what you think the action is

	Learner Name	Qualification	End year ↑	Centre action ⓘ
☐	Test 1 Learner	Pearson BTEC Level 3 National Extended Diploma in Business | UCG42	05/07/2025	● Action required Missing Internal Grades Missing Claim
☐	Test 5 Learner	BTEC TECH AWARDS - ANIMAL CARE | RAC3	05/07/2025	● Action required Missing Cash In Claim
☐	Test 6 Learner	Pearson BTEC Level 3 National Extended Diploma in Business | UCG42	05/07/2025	● Action required Missing Claim
☐	Test 7 Learner	Pearson BTEC Level 3 National Extended Diploma in Business | UCG42	05/07/2025	● Action required Missing Internal Grades
☐	Test 8 Learner	Pearson BTEC Level 3 National Extended Diploma in Business | UCG42	05/07/2025	● Action required Check minimum pass rules
☐	Test 9 Learner	Pearson BTEC Level 3 National Extended Diploma in Business | UCG42	05/07/2025	● Action required Missing Claim
☐	Test 10 Learner	Pearson BTEC Level 3 National Extended Diploma in Business | UCG42	05/07/2025	● Action required Check forbidden unit combinations

Who can help with VQ learner tracker actions?

Learner claims must be **eligible**. Work closely with your quality nominee (QN) and teaching teams to check:

Summer tags

- All students expecting an August result have a summer tag, those not expecting a result have the tag removed

External units

- All learners have an exam entry / result

Internal units

- All learners have grades entered that have been QA checked
- The delivered internal units meet the ***rule of combination***
- Tech Award terminal rule is met for all learners

Submitting your claims – Making your BTEC full award claims

You can do this through Edexcel Online; individually, in bulk or via EDI

You can do this through:

- Edexcel Online – individually
- Edexcel Online – bulk reporting tool
- EDI

Where your learner(s) are no longer completing, you can make a fallback claim.

Pearson will perform post claim eligibility checks and inform you of any issues via an Edexcel Online form query

Submitting your grades by Bulk Grade Reporting Tool

Common errors and top-tips to avoid any delays

Check for invalid award dates

To avoid an error, the award date can only be claimed as the current month the spreadsheet is being submitted in or up to 6 months prior.

No new entries found?

When you make a submission, you need to report a new grade for a learner. If no new grades are reported, the claim will not be processed.

Check for invalid grades

Adding a space after a grade generates an error.

Grades need to be noted as 1 single characters and, if for example you put Pass instead of P, the claim will generate an error.

Submit early and look out for contact

The Customer Operations team are monitoring all errors and emailing you to resolve. If you are one of your centre's points of contact, please keep an eye out for any Emails regarding errors in your submission.

How to manage late submissions

We're here to help if you face any challenges with late submissions. Contact us as soon as possible if you need additional support from our Vocational Quality Assurance Manager team.

Standards Verification is an annual process with 2 key deadlines:

- 15 May – the date by which your first sample should be with your SV

- 15 June – the date by which any second samples should be with your SV if these are required.

The above dates ensure that all claims made on 5 July will be processed for timely results in August.

If there are genuine reasons why the sampling dates cannot be met, then you should work closely with your SV to arrange a suitable date as soon as possible after these so that your claims and then results will all be on time. The SV will be able to liaise with us so that we are aware of what is happening.

Accessing support

Why not explore the support we have available. We're here to help.

- Live chat
- Customer services
- Vocational quality assurance managers
- Pearson development hub
- Regular webinars
- Teaching services
- Support articles
- Social Media

Any Questions?

We want to hear your feedback

We are always looking for ways to improve and would appreciate you completing this quick 3-minute feedback form.

Pearson - Exams Officer Conference Presentation Feedback

Thank you for joining us