

Ask the Expert - Enquiry Guide

Our Experts CAN answer questions concerning...

- **Topics or texts** - *For example, what topics or texts are available/recommended for module/unit 'x', or can you give me advice on what materials are available to candidates'.*
- **Subject specific questions** - *For example, can a candidate write about 'x' for a specific section? Can the same piece/text/topic be used across unit 1 and unit 3?*
- **Delivering your course** - *For example, 'Can the order that topics are taught be changed?'*
- **Lesson planning issues** - *For example, 'Can this be taught using a video, or does it need to be classroom based?'*
- **Mark schemes and how they can be applied** - *For example, 'The mark scheme says award a mark for 'x' but what if the candidate say's 'y'?'*
- **Interpreting Edexcel's specifications** - *For example, 'Could you clarify what is meant by 'x' on page 9?'*

Our Experts CANNOT answer questions concerning...

- **BTEC Assignment Briefs** - *These must be referred to the appointed EV.*
- **Exams times and key dates** - *For example, 'when is the Unit 1 exam in June 2008?'*
- **Fees** - *For example, the cost of registrations or entries.*
- **Administration** - *Entry deadlines, codes or how a candidate's coursework can be entered or submitted.*
- **Edexcel documentation** - *For example, 'Where do I find a specific form and you send me additional copies of the Coursework cover sheet?'*
- **Eligibility** and other entry related queries - *For example, 'Is this candidate eligible and if not what do I need to do to make them so?'*
- **Special consideration** - *For example, 'can I apply for special consideration for a candidate with 'x' or my candidate has a certain condition can they still take an exam'*
- **Post Results** - *For example, enquiries about results, missing scripts, or requests for feedback on a candidate or cohorts marks*
- **Professional Development and Training Courses** - *For example, Booking events or requesting materials*
- **Candidates individual work** - *For example, 'Can you check this work for me and tell me it is OK'*
- **Publications** - *For example, 'Can you send me a past paper or the mark scheme from 2006?'*
- **Complaints**

If your question cannot be answered by an expert, please contact our customer service team at www.edexcel.org.uk/ask.