

Enquiries suitable for our Customer Service team or Ask Edexcel

- 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?'*

Please submit such questions to our customer service team on 0870 240 9800 or at www.edexcel.org.uk/ask.

Enquiries suitable for Ask the Expert

- 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?'*

Please visit <http://www.edexcel.org.uk/about/ask> for more information on Ask the Expert