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# 1. Support

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There are a number of ways of contacting us. There is a dedicated customer services team for specific advice and guidance whom you can contact by telephone, fax or email.

## Contacting us by phone

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Customer services can answer most questions immediately. If they cannot do so, they will contact a member of the BTEC team who will deal with your query as soon as they can.

**BTEC and NVQ enquiries:** 0844 576 0026

## Contacting your Regional Quality Manager or Curriculum Development Manager

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Regional Quality Managers (RQMs) are an important part of our quality partnership. Each RQM works locally to support centres and to build a regional quality profile. They:

- offer centres help, advice and support for Edexcel BTECs and NVQs.
- can be contacted for support with any quality assurance processes.
- provide initial support directly for the new quality assurance process.

To find email details for your RQM, see the **UK Regional Quality Manager map** by clicking below:  
<http://www.edexcel.com/i-am-a/Documents/RQM-Map-01-2010.pdf>

## Contacting us by fax

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- **General enquiries:** 020 7190 5700.
- **BTEC registration and certification:** 020 7190 5640.

## Write to us

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**If you would like to write to us:**  
Edexcel Customer Service  
190 High Holborn  
London  
WC1V 7BH.

## Ask Edexcel

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This is a support service where you can ask questions about any Edexcel or BTEC programme. You can also use Find Answers, which gives access to a huge amount of data on all Edexcel qualifications. [Find out more about Ask Edexcel.](#)

## Ask the expert

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If you have a query about how to interpret specifications or how best to deliver a particular BTEC programme, then you should use our Ask the Expert service. This is an email-based service which puts you in touch with an experienced sector expert who can advise you based on current practice and the expectations of external verifiers or examiners. [Find out more about Ask the Expert.](#)

## Dedicated email address

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When we contact you, we may ask you to use one of our specific email addresses for registering, providing information or seeking additional advice:

[approvals@edexcel.com](mailto:approvals@edexcel.com) - vocational registration and approval queries.

[btecdelivery@edexcel.com](mailto:btecdelivery@edexcel.com) - information related to quality assurance of any BTEC qualifications.

[serviceoperations@edexcel.com](mailto:serviceoperations@edexcel.com) - queries relating to registration and certification of vocational qualifications.

[QRD@edexcel.com](mailto:QRD@edexcel.com) - basic advice and guidance on completing your Quality Review and Development.

[btecaamonitoring@edexcel.com](mailto:btecaamonitoring@edexcel.com) - positive or negative feedback on any of our Assessment Associates, for example Standards Verifiers.

[qualitystandards@edexcel.com](mailto:qualitystandards@edexcel.com) - enquiries about topics such as late registration, certification, special consideration and reasonable adjustments.

## Training from Edexcel

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We offer training, guidance and support for our range of BTEC programmes throughout the year. There are both national training events and customised events. [Find out more about Training from Edexcel.](#)

## Subject advisors

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Our team of Subject Advisors is on hand to offer support for the subjects below. Click on a subject to find out more about the Subject Advisor:

[Applied Science](#)

[Art and Design](#)

[Business and Services](#)

[IT](#)

[Sport](#)



For more information on Edexcel and BTEC qualifications  
please visit our website: [www.edexcel.com](http://www.edexcel.com)

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