



David Hughes
Chief Executive

Freya Thomas Monk,
SVP Vocational Qualifications & Training,
Pearson

Via email

19 August 2022

Dear Freya,

I am sorry to have to write to you about the problems this week with a number of students' results on your qualifications. When you were in touch about Results Day earlier in the week, I did not anticipate having to do this and it came as something of a shock that the problems had not been discovered before results day.

I know that you and colleagues have been working hard as you do every year to ensure results are all delivered on time, but it appears that something has gone seriously wrong this year. I also know that you are dealing with individual colleges to resolve the immediate issues and hope that they all are resolved very quickly.

I imagine that some of this is about the particular challenges arising out of a cohort which has had so much disruption to learning and assessments over the last two years, but it does appear to represent a systemic failure which needs addressing.

I would ask for three things. Firstly, for you to be open and clear about how many students have had and still have delayed results, and across how many centers. That would allow everyone to understand the scale of the problem. That we do not know already is in my view a major problem.

Secondly, to put every resource possible into resolving the outstanding cases. Every 'case' is a student who cannot move on and who may miss out on their progression place. Thirdly, I imagine you will launch an internal investigation into what happened to ensure this cannot happen again. We would like to see the results and recommendations of this shared with colleges and their students who, as the ultimate customers, are of course very frustrated and upset by what has happened. For at least one college there are still nearly a third of their results outstanding.

We have been alerting senior staff at Pearson to any concerns raised with us by colleges and will continue to do this over the next few days.

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Association-of-

Colleges

We are always keen to engage to support our members and welcome continued dialogue on this issue.

Yours sincerely

A handwritten signature in black ink that reads "David Hughes". The signature is written in a cursive style with a horizontal line under the name.

David Hughes
Chief Executive