

City College Norwich
Qualifications
Handbook for Centres



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Introduction

This handbook is for the information of centres and their staff and provides information about City College Norwich Qualifications (CCNQ) together with information about its policies and procedures. It is designed to help centres understand the requirements of them in terms of our processes and systems.

Please refer to it to ensure that all regulations, policies and administrative arrangements are effectively and consistently operated. If you have any queries, please contact us.

The CCNQ's qualifications are part of the Qualifications and Credit Framework (QCF) which allows the award of credit for qualifications and units of qualifications, enabling learners to gain qualifications flexibly. Further information about the QCF can be found at <http://www.ofqual.gov.uk/qualifications-assessments/89-articles/145-explaining-the-qualifications-and-credit-framework>

All centres will receive support from CCNQ who will work with them in order to help them through the processes in order to help them use the qualifications effectively.

1 Customer Service

1.1 How to contact us

Telephone	01603 773534
Email	qualifications@ccn.ac.uk
Fax	01603 773311
Post	City College Norwich Qualifications City College Norwich Ipswich Road Norwich NR2 2LJ
Website	www.collegequalifications.org.uk

1.2 Our Service Standards

Our commitment to you

City College Norwich Qualifications is committed to providing an efficient and effective delivery of first class services to all its customers. However, we are not obliged to disclose information if to do so would breach a duty of confidentiality or any other legal duty.

We aim to:-

- Deliver services in an inclusive and fair manner, without discrimination, prejudice or bias
- Deliver the following standards whenever and however you contact us
- Try and ensure that partners and other agencies also deliver services to a similarly high standard.

We will:-

- Be polite, and treat you with courtesy, fairness, honesty and respect
- Make sure that services are accessible to everyone
- Listen to you carefully
- Explain our decisions and the reasons for them
- Respect confidentiality
- Subscribe to the INTRAN service
- Provide a British Sign Language interpreter on appointment
- Provide information in a number of formats on request - for example, audio tape, Braille, large print or an appropriate language
- Provide a text phone (Minicom) number
- Provide accessible venues and the use of an induction loop or other suitable systems for deaf and hearing impaired people
- Provide contact details in all our public documents

- Avoid where possible use of jargon unless essential for understanding the context.

If you contact us by telephone:-

- We will greet you courteously and let you know which service you have contacted
- If a person is not available, we will use voice mail or answer phone, which will be checked at least once a day
- If we have to pass on your call, we will explain your call before we do so
- We will try and give you a full and accurate answer to your telephone enquiry immediately, or respond within 3 working days.
- We will try and give you a full answer to your telephone enquiry immediately, or respond within 3 working days
- When we call you, we will give you our name, tell you we are calling from CCNQ and explain clearly why we are contacting you.

If contacting us by letter, e-mail, text phone (Minicom) or fax:-

- We will aim to answer the query accurately and fully within 3 working days.
- If we are unable to answer within those timescales, we will keep you informed as to our reasons
- We will use plain English.

If visiting City College Norwich Qualifications:-

- We will provide a place to discuss matters in private if you wish
- The College's reception areas will be staffed at all times during their advertised opening hours.

Comments, compliments or complaints:-

- We welcome all comments about our services and will use your feedback to help us improve
- To help us respond, we will follow the CCNQ Complaints Procedure which can be found on our website.

We will:-

- Pass comments and compliments on to the staff concerned as soon as possible
- Log complaints made by letter, e-mail, fax, phone or in person
- Send an acknowledgement within two working days
- Endeavour to respond to all complaints in writing within 10 working days
- Investigate further if you are unsatisfied with the response. A member of the Colleges' Principalship will reply within 10 working days.

1.3 Quality Assurance Procedure

As part of the quality assurance procedure, CCNQ will conduct surveys and ask centres to give feedback on the service we provide. This is carried out in order to help us to ensure the highest possible quality service.

1.4 Communication with Centres

CCNQ will communicate directly with centres in relation to learner registration, results and certificates. Centres are responsible for keeping learners informed. CCNQ will require each centre to identify one first point of contact (name, title and contact details) and an administrative contact. Centres must have in place processes to ensure that communications by email is supported and secure. CCNQ may record telephone calls for training and quality assurance purposes.

1.5 Online Information

Online information can be found at www.collegequalifications.org.uk. The website is there to provide information about CCNQ and the service it provides. It is intended to provide support to staff delivering units and qualifications of CCNQ and will be regularly updated to achieve this.

The information will include a list of accredited qualifications, our policies and procedures and all standard forms, which can be submitted online.

1.6 Specific Information

Information, including qualification and assessment specifications, is available on our website. This information also includes appropriate support materials and exemplars.

Further guidance, advice and training are also available. If you have any queries, please contact us.

1.7 Feedback and Complaints

CCNQ welcomes all feedback on its qualifications. It also takes complaints seriously. Issues raised by complaints allow us to rectify faults or shortcomings in our provision.

Thus, dealing successfully with complaints will improve the provision that we make, improve the reputation of CCNQ and give us knowledge to help us develop in a positive way.

CCNQ operates a Complaints Procedure which can be found on our website together with online feedback and complaint forms.

2 Becoming a Centre

2.1 *Appointing a single named point of accountability*

Centres must appoint a single named point of contact. This person has overall responsibility for the management and quality assurance for the delivery and assessment of qualifications and units for which the centre has approval to run from CCNQ. It is expected that this person will be a senior manager of the centre.

In addition, we will also require details of an administrative contact who will be responsible for the registration and result entry of the learners.

The Centre will also be responsible for informing CCNQ of any changes to these contacts.

2.2 *Gaining approval to run a qualification*

Centres and employers must gain approval from CCNQ in order to offer our qualifications. CCNQ has the right to reject any application for centre recognition where it is intended to operate a centre from a private residential address.

A list of CCNQ accredited qualifications is available on our website, together with instructions on how to apply for approval. Application is through the completion of an online form which will then result in a visit.

Organisations can apply to become delivery and assessment or delivery only centres. Organisations that apply to become delivery only centres will only be approved to deliver qualifications where assessment is available online.

Organisations not already approved to offer CCNQ qualifications/units must apply for centre and qualification approval at the same time by completing the Form CAF1, available on our website.

Existing CCNQ centres wishing to extend their range of CCNQ qualifications/units must apply for qualification/unit approval only by completing the Form QAF1, also available on our website.

The Centre and Qualification Approval and Monitoring Procedure can be found on our website.

2.3 *Resources*

Centres must have the staff, resources and systems to support the assessment of units and qualifications, including the accumulation and transfer of credits and the recording of exemptions, where applicable.

2.4 *Monitoring Centres*

CCNQ will undertake the monitoring of centres in order to ensure that the quality of delivery and assessment remains. Monitoring will take place through different

mechanisms depending on whether the centre is approved for delivery only or whether it is approved for both delivery and assessment.

- 2.4.1 Delivery only centres will be monitored from their initial approval, firstly to ensure that they fulfil any conditions of approval within the stated timescale, and subsequently by a CCNQ scrutiny visit for the following 2 years. If these visits continue to prove satisfactory conditions for the delivery of CCNQ qualifications, visits will take place on a three year cycle.
- 2.4.2 Centres approved to both assess and deliver CCNQ qualifications will be monitored through external verifier visits and through scrutiny visits which will take place on a three year cycle initially.
- 2.4.3 All centres will be monitored remotely by the analysis of their data in terms of equality and diversity, registration and achievement.
- 2.4.4 If a centre withdraws, whether voluntary or not, from its role in delivering a qualification CCNQ would expect centres to have in place procedures to ensure that all reasonable steps to protect the interest of learners in such cases.

2.5 CCNQ Logo

Centres wishing to use the CCNQ Logo must gain prior permission from CCNQ. Once granted the centre may use the CCNQ Logo on any publicity material produced by the centre that refer to CCNQ or its qualifications.

Please email your request to qualifications@ccn.ac.uk

2.6 CCNQ Web Portal

The web portal is a secure area which allows approved centres to register learners, submit results and view learners details on-line. Centres wanting to use this facility must submit to CCNQ an administrative contact at the time of application. Access to the portal is via the link on our website www.collegequalifications.org.uk.

2.7 Fees

Each centre will be required to pay a single annual centre registration fee. The amount of the fee will vary on the number of learners the centre has. CCNQ will advise centres when the fee is due and give at least 3 months notice of any changes for the basis of charges.

Further information regarding our fees policy can be found in Section 8 Fees and Charges of this handbook or on our website www.collegequalifications.org.uk.

3 Registration

3.1 Registering Learners

Centres must have in place arrangements to confirm the learner's identity.

To register a learner, centres will either submit the Registration Form (REG1) or register them on-line via the web portal within 20 working days of the start of a qualification. The information supplied must include the start date of the qualification and the anticipated completion date. It is the responsibility of the centre to register learners and pay the fees due.

Where registration forms are incomplete, we will contact the nominated member of staff to clarify our queries.

Registrations are normally valid for 3 years or until the issue of certificates, whichever is the earlier. Certification may not be claimed after the certificate end date of the qualification, as specified by Ofqual and learners must have achieved all units by this date.

Learners can be registered on either a full qualification or for individual units from a qualification.

Once registered, CCNQ will issue a record of registration to the centre (REG2) within 20 working days, indicating for which qualifications and units the learners have been registered. We shall invite you to check the accuracy of the information on REG2 and if we receive no notification to the contrary we shall presume it to be correct.

Centres are required to inform learners of all arrangements for examinations or assessment, including dates and times.

The Registration of Learners procedure and downloadable forms REG1 can be found on our website.

3.2 Fees

The qualification on which a learner registers and the type of registration will determine the fee due. The fee will either cover per learner per qualification or per unit for registration, external assessment and certification. Centres are expected to pay fees within timescales specified by CCNQ.

Fees will be brought to the attention of the centres when they first make contact with CCNQ. Fees will be reviewed annually by CCNQ and centres will be given at least 3 months notice of any changes.

Further information regarding our fees policy can be found in Section 8 Fees and Charges of this handbook or on our website www.collegequalifications.org.uk.

3.3 *Learner's name*

Centres should be reminded that the name of the learner as it appears on the registration form will be the same as that used on all certificates and on the Personal Learning Record (PLR). Centres should have processes in place to verify the identity of their learners.

3.4 *Changing a Learner's Details*

CCNQ must be informed of any changes to the details of a learner so that records can be updated. It is the responsibility of the centre to ensure that this happens. This can be done by completing the change form (CHA1) which must be forwarded to CCNQ.

A downloadable form CHA1 is available on our website www.collegequalifications.org.uk

3.5 *Unique Learner Number*

A unique learner number (ULN) is the 10 digit identifier that will allow any learner over the age of 14 in England, Wales and Northern Ireland to build a lifelong record of their learning achievements. Centres are expected to register with the Learning Record Service in order to obtain ULNs for their learners and the ULN is expected for registration with CCNQ. Learners can choose not to have a ULN and in these cases other learner information will ensure a unique identifier for learners within CCNQ.

CCNQ will populate the Personal Learning Record (PLR) with achievements from the QCF units and qualifications. In time learners will be able to view all their achievements on the learning record online. The Personal Learning Record is expected to become live in September 2010.

4 Results and Certification

4.1 Reporting of results

The centre is responsible for the timely reporting of the achievement of each learner in respect of all internal assessments for the qualification for which they are registered. The centre will be required to produce evidence that a full and proper process has been followed in the production and signature of a recommendation for the conferment of a unit or for claiming a qualification (Award, Certificate, Diploma). This may be in the form of an Assessment Board or Board of Examiners or a minuted meeting of the qualification. A designated officer of the centre must then sign the recommendation.

Following internal assessment and verification, the external verifiers or assessors will visit the centre to sample work and verify procedures. The external verifiers or assessors should be given access to the learners' work in order to ascertain that assessment is being carried out to the appropriate standards. They will then either countersign the completed results form (RES1) or confirm the verification process on-line via the web portal. In order to receive a qualification, a learner must have met all the requirements of a qualification (or unit where unit certification is being requested). This must take place immediately following the completion of a qualification in order that certificates can be issued as soon as possible. If a learner has withdrawn part way through a qualification, and has successfully achieved one or more units, the results form should be completed with the unit achievements for that learner.

CCNQ will inform centres of the timetable for submission of marks and despatch moderation samples.

The Submission of Results and Claiming Certification procedure can be found on our website.

4.2 Amendment/Annulment of results and certificates

In exceptional circumstances, results and certificates may be amended or annulled following internal quality assurance procedures or as a consequence of an appeal or malpractice/maladministration. In this case, CCNQ will ask for the return of the original certificates and issue new ones. The Personal Learning Record (PLR) will also be amended.

4.3 Timescales

Certificates will be sent to centres within 20 working days after receipt of confirmation of achievement of units or qualifications. CCNQ will take all reasonable steps to meet this timescale but if for any reason CCNQ is unable to do so they will write to the centre informing them of this and supply a revised timescale.

The results will also be recorded on the Personal Learning Record (PLR) following completion of each unit or qualification

4.4 Certificates

Where a learner has achieved all the units of a qualification, certificates will show whether an Award, Certificate or Diploma has been achieved and also provide a Certificate of Unit Credit.

Where a learner has achieved one or more units, but has not achieved a complete Award, Certificate or Diploma a Certificate of Unit Credit will be issued listing all the units that have been completed successfully. This will then provide evidence which can be used as credits in the future.

If an assessment within the qualification was in a language other than English or Irish and the objective of the qualification was not for the learner to gain skills in, or knowledge or understanding of that language then CCNQ will ensure that the language of the assessment is clearly identifiable on the certificate.

4.5 Issuing of results and certificates to learners

Centres must issue results and distribute certificates to learners promptly. Centres are expected to keep a record of certificates issued. Unclaimed or returned certificates should be retained securely for a minimum of twelve months from the date of issue, after which they may be destroyed confidentially. A record of destroyed certificates must be retained.

4.6 Replacement certificates

Where a certificate has been lost or damaged by a learner, a replacement certificate may be requested by completing form RC1. A downloadable form is available on our website www.collegequalifications.org.uk. These certificates are marked as duplicates when they are issued and a fee will be charged for any request for a replacement certificate. Please allow 20 working days to process the application.

5 Assessment

5.1 Principles

CCNQ expects centres to have in place procedures to ensure quality standards for assessment. These must include effective procedures for designing, approving, supervising and reviewing the assessment strategies. They must also ensure the implementation of rigorous assessment practices that ensure that standards of assessment are set and maintained at an appropriate level and that learner performance is judged against this.

Centres must ensure assessments are free from bias and supportive of equality of opportunity

Centres must avoid any part of the assessment of a learner (including by way of moderation) being undertaken by any person who has a personal interest in the result of the assessment. (Please refer to Conflict of Interest section 6.6.)

Assessment will test the acquisition, development and application of both knowledge and skills.

In planning assessment strategy centres must consider the variety of assessment methods and the need to ensure appropriate timing with respect to the assessment burden on learners.

The Design, Development and Implementation of Assessment procedure can be found on our website.

5.2 Objectives

The objectives of assessment are:-

- To confirm achievement of assessment criteria
- To facilitate learning
- To establish a measure of the standard of performance achieved
- To support quality assurance processes
- To ensure the maintenance and achievement of appropriate standards.

5.3 Assessment Methodology

Guidance regarding assessment methodology can be found in the unit specification form.

5.4 Assessment Planning

Centres should ensure planning for assessment takes place when planning for the qualification delivery. This should use internal verification processes in order to provide CCNQ with the assurances needed that assessment is fit for purpose.

When planning the assessment, plans must be in place to enable a learner to be assessed in British Sign Language or Irish sign language where it is permitted by CCNQ for the purpose of reasonable adjustment.

5.5 Assessment Strategy

Centres must ensure that the strategy for qualifications as a whole must enable learners to demonstrate achievement of the overarching aims and objectives of the qualification.

5.6 Design of Assessments

Assessment devices must be designed so as to ensure coverage of all the learning outcomes contained in the unit and learners must have demonstrated that they have achieved all of the learning outcomes to be judged to have passed the unit overall.

5.7 Marking and Grading of Units

CCNQ does not currently have in place processes for the grading of units and achievement is assessed on a pass/fail basis only.

Centres must have adopted internal verification procedures for all assessed work.

5.8 Resubmission

CCNQ allows learners to resubmit or re-sit assessments, but in order to protect the vigour of assessment puts limits on the number re-sits that can take place prior to reference to the CCNQ.

Where a learner fails any element of assessment, the centre can allow them to retake that assessment two more times.

Where a learner wishes to be assessed following three failures, the centre must seek approval from CCNQ and justify the request. CCNQ will be looking at the evidence provided by the centre to ascertain this learner's level of motivation and the support given to them by an employer and the centre. CCNQ asserts its right to protect the learner as well as the standards of assessment and, if it agrees that further assessment attempts can

take place, will stipulate that there must be a minimum gap of six months between the third failed assessment and the next assessment.

Centres and/or learners will be charged for additional assessment attempts.

5.9 Staffing

Centres are expected to have sufficient and appropriate staff to support the assessment of units and the administrative and quality procedures to support assessment processes. Centres will demonstrate their sufficiency and appropriateness of staffing prior to centre and/or qualification approval and their continuing adequacy will be monitored by external verifier or other visits by CCNQ.

5.10 Role of the Internal Assessor

Internal assessors have the responsibility for ensuring the requirements of units and qualifications are met. This will include:-

- Planning assessment
- Marking assessment
- Recording assessment decisions
- Assessing the evidence of learner competence for all units
- Ensuring evidence produced by learners is valid, authentic and sufficient
- Maintaining accurate and verifiable assessment and achievement records.

They provide a flexible and responsive approach to learners in the work place or training environments and undertake training and competence assessment as required and undertake assessment on competence based skills to standards set CCNQ and industry-led bodies. This will be through the establishing, monitoring and assessment of learner training programmes accredited through CCNQ.

6 Quality Assurance

For internally assessed units, centres must have systems in place to maintain standards. These systems are checked by our external verifiers or assessors when they visit you.

In order to create and retain confidence in CCNQ qualifications, centres need to ensure that everyone involved in the assessment of learners is occupationally competent to undertake their role and responsibilities and that they keep abreast of changes in either their occupational or training role in order to remain competent. This includes changes to regulatory requirements or to qualifications.

Centres should have systems in place to ensure they employ people whose knowledge and skills match the requirements of the job. Once in post, employees should have their training needs assessed in order that they become and remain competent. This can be through appraisal systems which will provide a continual measurement of performance and give opportunity to assess future training needs. Their competence will include a thorough working knowledge of the qualifications and their standards they may be training or assessing, including any updates.

Centres need to identify their competence standards and ensure that trainers and assessors and other staff are appropriately supervised. This applies particularly where a member of staff has been employed and their role has changed and they are not yet fully competent.

Centres must avoid any part of the assessment of a learner (including by way of moderation) being undertaken by any person who has a personal interest in the result of the assessment.

Centres are expected to have in place policies and procedures for malpractice, special consideration and reasonable adjustments and appeals – CCNQ will provide guidance for centres if required.

6.1 Internal Verification

It is expected that centres will have a process of internal verification in order to monitor the quality of delivery and assessment. Internal verifiers should have knowledge and experience in the relevant subject area and should be suitably qualified. They should also maintain their occupational competence evidenced through Continuing Professional Development (CPD). They also need to have a working knowledge of the relevant national occupational standards.

The internal verifier will throughout all assessment:-

- Ensure health and safety procedures are applied
- Ensure equal opportunities procedures are applied and monitored, so that assessment and practices do not discriminate
- Monitor and support assessors, giving feedback
- Ensure that the ratio of learners to assessors is appropriate
- Monitor the achievement of learners
- Ensure the assessment requirements are met

- Ensure that assessment is consistent across different assessors, learners, locations and through time by identifying appropriate standardisation procedures
- Monitor assessment decisions across assessors to ensure consistency
- Evaluate different ways of collecting and presenting evidence for assessment, including the adapting of assessment procedures to meet individual needs
- Ensure enough resources are available to meet the needs of the assessors
- Ensure assessors keep up-to-date with assessment practices
- Identify where internal systems can be improved and act on this
- Comply with all relevant legislation including health and safety, equal opportunities, data protection.

They must also maintain up-to-date records of internal verification and sampling activity, ensuring that these are available for external verification.

6.2 Internal Standardisation

Centres need to have systems in place for the standardisation of all centre-based assessments. This involves ensuring that:-

- Internally set tasks and outcomes of assessments are consistent across the range of qualifications and assessors
- Internal standardisation meetings include all tutors, assessors and internal verifiers concerned
- Action plans are produced and followed up.

Internal standardisation provides:-

- Evidence of consistency and understanding of credit value and level
- Opportunities for staff to share good practice
- Opportunities for self assessment and action planning to encourage quality improvement.

6.3 External Verification

External verifiers or assessors are appointed by CCNQ and their role is to ensure that the standard of qualifications is maintained. The external verifier or assessor:-

- Judges the work of the learners impartially, without being influenced by internal assessors or verifiers, other learners or organisations
- Compares the performance of learners with each other on comparable qualifications and may make any necessary changes to a centres marking to ensure consistency
- Monitors and reports on the assessments in order to ensure that learners have been assessed fairly and that they meet the criteria of the qualification in order to reach the required standard.
- Ensures that assessments are carried out in accordance with regulations

6.4 Security of Assessment

Centres are expected to have in place effective procedures to manage and administer assessments and examinations. They must include:-

- Secure acceptance and storage of examination papers
- Issue of question papers
- Notification to learners and centre staff of CCNQ advice and instructions.
- Creation of appropriate conditions for examinations and other assessments, including those for online tests
- Ensuring work submitted is that of the learner
- Training for invigilators and other invigilation procedures
- Verification of the identity of learners
- Secure and timely despatch of examination scripts to the examiner
- Where an examination is to take place the centre must ensure that JCQ's Notice to Candidates and Mobile Phones posters are displayed prominently outside the examination room and JCQ's Warning to Candidates is displayed both inside and outside the examination room and that learners are aware of their content.

These arrangements will be checked and monitored by CCNQ's own staff who may visit without notice before, during and after periods of assessment.

If any breach is discovered this will be investigated by CCNQ in accordance with its malpractice/maladministration procedure.

6.5 Penalties and Sanctions

Where CCNQ has concerns about the quality assurance, implementation of procedures at and/or the maintenance of standards of a centre it reserves the right to take the following actions which will depend on the extent of the threat to the integrity of our qualifications:-

1	Increase in centre monitoring	Non-compliance with criteria for recognition of an organisation, but no threat to the integrity of assessment decisions
2	Suspend registration of learners	Where there is a threat to the interests of learners
3	Suspension of the issuing of results	Where claims of malpractice are being investigated
4	Suspension of certification	Where claims of malpractice are being investigated but results have been issued, or where claims of malpractice have been substantiated
5	Withdrawal of centre approval	Where there has been an irretrievable breakdown in the management and quality assurance for qualifications.

The decision will be made by the CCNQ Manager who will arrange for a visit from CCNQ officials to investigate. The investigation team will produce a written report of its findings on which the centre will be invited to comment and agree to. The report may contain an action plan which the centre will be required to implement.

Centres will be informed of the decision in writing and will also be informed of the arrangements if they wish to appeal against the decision. The CCNQ Appeals Procedure can be found on our website.

6.6 Conflict of Interest

Centres must have procedures in place to ensure there are no conflicts of interest within the assessment process and that staff involved in assessment processes must not have been involved in the delivery or assessment of a qualification or unit where they have a personal interest. Where there may exist a potential conflict of interest the centre must have procedures in place to ensure scrutiny of the assessment process by a person without a personal interest.

6.7 Our Staff - External Verifiers or Assessors

External verifiers or assessors are appointed by CCNQ. They play a key role by working with centres to ensure that the standards of the qualifications are maintained and CCNQ's quality assurance procedures are followed. Their role is to ensure that decisions on the competence of learners are consistent across centres by making certain that the quality of assessment and internal verification consistently meets occupational and academic standards.

They will do this by visiting centres to ensure that:-

- The standards of qualifications are maintained
- Qualification practice and procedures are in place, effective and monitored and are in accordance with the published specifications and regulatory requirements
- Learners understand the basis of their assessment and what is expected of them to achieve a pass
- Centres are committed to maintaining and improving quality
- Adequate and appropriate resources are in place to support the qualification and ensure learner achievement.

During the visit to a centre, the external verifier or assessor will:-

- Meet programme leaders, teachers/trainers and other members of the course teams
- Meet learners
- Discuss assessment procedures
- Sample assessment and the work of learners
- Ensure the centre has received all necessary information from CCNQ
- Provide advice to the centre to improve the quality of assessment
- Provide verbal feedback to the centre. A written report will follow.

7 Forms

Downloadable forms are available on our website www.collegequalifications.org.uk and include:-

APP1	Application for an Appeal (Centre)
APP1/L	Application for an Appeal (Learner)
APP1/T	Application for an Appeal (TSI Trainer)
CAF1	Application for Centre Approval
CHA1	Changing Learners Details
COM1	Complaints Form
CT1	Application for Credit Transfer
EX1	Application for Exemptions
M1	Suspected Malpractice – Initial Report
M2	Suspected Malpractice – Report of Investigation
RASC1	Application for Reasonable Adjustment and Special Consideration
RASC2	Log of Reasonable Adjustments Granted
RC1	Application for a Replacement Certificate
REG1	Learner Registration
REG2	Confirmation of Registration
REG3	Query Form
RES1	Results Submission
RPL1	Application for the Recognition of Prior Learning
RPL1G	Application for the Recognition of Prior Learning (Group)
QAF1	Application for Qualification/Unit Approval

8 Fees and Charges

The following provide guidance on the fees charged by CCNQ.

Our full fees policy can be found on our website www.collegequalifications.org.uk

8.1 General

CCNQ reserves the right to:

- Alter fees at any time although it will endeavour to give centres at least 3 months notice of such alterations
- Refuse to accept any new registrations from a centre, if the centre has a debt outstanding to CCNQ at the date of new registrations
- To withhold certificates from a centre, if the centre has a debt outstanding to CCNQ at the due date of issue of certificates.

Fees will be brought to the attention of the centres when they first make contact with CCNQ. Fees will be reviewed annually by CCNQ.

CCNQ will on request, provide a breakdown of its fees to a reasonable level of detail

Fees cannot be transferred from one learner to another.

It is the responsibility of the centre to collect the necessary fees from their learners.

8.2 Payment of fees

Payment for all fees is due 30 days from the date of the invoice. Payment cannot be withheld unless you dispute the amount of the charges by notifying CCNQ in writing, within 21 days of receipt of an invoice, giving full details of the amount disputed and the reason such charges are disputed.

8.3 Centres fees

An initial centre registration fee is due at the time of approval.

In addition, each centre will be required to pay a single annual centre registration fee. The amount of the fee will vary on the number of learners the centre has. This fee includes up to two quality reviewer visits per year, however, where additional visits are undertaken, either at the request of the organisation or CCNQ an additional charge may be made.

CCNQ will advise centres when the fee is due and give at least 3 months notice of any changes for the basis of charges.

8.4 Registration fees

The qualification on which a learner registers and the type of registration determines the fee due. The fee will either cover per learner per qualification or per unit for registration, external assessment and certification.

The registration fee will cover the learner for 3 years for the full qualification or individual unit registration. Once the learner has completed the award or the 3 years have elapsed the registration will be terminate. If the learner has not completed the award then they will have to re-register.

If a learner wishes to register on to two or more qualifications then they will have to pay the registration fee charged for each qualification.

An invoice will be sent to the centre within 15 working days of the registration of the learners and Centres are expected to pay these fees within 30 days of receipt of the invoice.

8.5 Replacement certificates

A fee will be charged for the issue of any replacement certificate.

8.6 Appeals

Centres will normally be expected to contribute towards the costs of appeal investigations and hearings.

8.7 Credit Transfer, Exemptions and RPL

A fee will be charged for the each credit transfer, exemption and RPL claimed.

8.8 Resubmissions

Centres and/or learners will be charged for additional assessment attempts

9 Reasonable Adjustments and Special Consideration

CCNQ complies with all current legislation, including the Disability Discrimination Act and will follow JCQ guidance on Access Arrangements, Reasonable Adjustments and Special Consideration which can be found on the JCQ website.

A learner taking a qualification may be assessed in British Sign Language or Irish Sign Language where it is permitted by CCNQ for the purpose of reasonable adjustments.

CCNQ has a procedure to manage reasonable adjustments and special considerations and this can be found on our website www.collegequalifications.org.uk. The aim of this procedure is to enable access to qualifications and units and their assessment for learners who experience exceptional adverse circumstances that may affect or have affected their performance in assessment. It ensures they may nevertheless be assessed fairly, without advantage or disadvantage compared with other learners.

Centres must submit applications requiring CCNQ's approval as soon as they are aware of the need for access to reasonable adjustments or special consideration by a learner. They must keep a record of access arrangements granted to learners.

Appeals against decisions made by CCNQ can be made using the CCNQ Appeals Procedure which can be found on our website.

10 Malpractice/Maladministration

CCNQ takes seriously all allegations of malpractice and maladministration which will be managed through its Malpractice/Maladministration Procedure, which can be found on our website.

CCNQ will provide on request guidance to a centre as to how best prevent, investigate and deal with malpractice and maladministration.

Assessment malpractice consists of any act which undermines the integrity or validity of assessment and/or certification of qualifications by learners or centres or a member of staff (e.g. plagiarism, collusion, cheating).

Centres must inform CCNQ as soon as any malpractice or maladministration has been suspected, or the security of examination papers or other confidential material has been put at risk. The alleged malpractice or maladministration must be fully investigated and a written report submitted to CCNQ.

CCNQ reserves the right to carry out its own investigations in line with its stated procedures on malpractice and maladministration.

CCNQ reserves the right to withhold certificates or the issuing of results while the investigation is on-going. Once the investigation is complete results may be released, amended or permanently withheld. If certificates have already been claimed and issued CCNQ may recall certificates following the investigation.

Appeals against decisions made by CCNQ can be made using the CCNQ Appeals Procedure which can be found on our website.

CCNQ will report all cases of malpractice or maladministration to the regulators where it finds evidence that results or certificates may be invalid. CCNQ will co-operate with any follow-up investigations required by the regulators and will agree on remedial action to be taken where there is evidence that results or qualifications may be invalid.

CCNQ may also inform another awarding organisation if it believes that an occurrence of malpractice or maladministration may affect them.

11 Appeals

Centres must have internal procedures in place in order to allow learners to appeal against internal assessment decisions. This procedure should be publicised to learners.

CCNQ operates an Appeals Procedure, which can be found on our website www.collegequalifications.org.uk. This enables learners to formally raise concerns about assessment processes or outcomes.

In addition, CCNQ will set up an independent review panel where appeals are unresolved. This will consist of representatives from the wider academic community, other colleges or other organisations (such as the National Skills Academy, the Association of Colleges Skills Group, Financial Services Skills Council).

Centres will normally be expected to contribute towards the costs of appeal investigations and hearings.

If learners concerns have still to be resolved, they may make an appeal to the regulator. CCNQ will comply with any decision made by the regulator.

Centres must ensure that learners are aware that CCNQ has procedures for appeals.

12 Credit Transfer and Exemptions and RPL

The QCF provide the opportunity for learners to use previous learning for gaining credit towards qualifications. Centres must have in place procedures and processes to maximise opportunities for learners to obtain credit for previous learning by using the record of learner's prior achievement in the Personal Learning Record (PLR) or by assessing learning undertaken outside the QCF.

CCNQ operates a Recognition of Prior Learning Procedure, which can be found on our website.

12.1 Credit Transfer

CCNQ will during the creation and review of qualifications and units undertake a search for qualifications and/or units that can be used as credit against CCNQ's relevant qualifications and/or units. However, because of the changing nature of accredited qualifications and units, this list is unlikely to be exhaustive. Centres are expected to discuss the opportunities for credit transfer with prospective learners. Where learners have already achieved QCF units and/or qualifications which the

centre considers to be suitable for crediting against the qualification being registered for, it should first check the CCNQ website to see if CCNQ has already recognised it as a valid credit. If it is not on the website, the centre should contact CCNQ requesting consideration of credits already awarded.

Application is via the completion of form CT1 and there may be a charge for this.

12.2 Exemptions

Learners may have already undertaken certificated learning which is not part of the QCF.

CCNQ also enables learners to gain exemptions from previous learning. Centres should first check the CCNQ website for exemptions that have already been identified during the design and accreditation of qualifications and units. If it is not identified on the website centres should contact CCNQ requesting that certificates be recognised as exemption against at specific qualification or unit.

Application is via the completion of form EX1 and there may be a charge for this.

12.3 Recognition of Prior Learning

The QCF allows for the recognition of prior learning which is uncertified, but may have taken place in the workplace or other organisation as part of a structured training package.

Where a centre has identified it may be appropriate for such training to be recognised, it should contact CCNQ for guidance on how to apply for this.

Application is via the completion of form RPL1 or RPL1G (group) and there may be a charge for this.

13 Equal Opportunities

City College Norwich is committed to equality and diversity and its Diversity Policy is compliant with the relevant legislation. The policy can be found at www.ccn.ac.uk.

CCNQ is committed to equality of regard and opportunity for all that pervades all college activities and is endorsed by the Governing Body. The Policy on Equal Opportunities for Students can be found at www.ccn.ac.uk.

14 Record Retention

Records should be kept for a minimum period of three years and should be those that allow for an audit trail from initial registration to certification for each learner, qualification and unit. Records should include assessor and internal verification records.

The centre should keep the following information in order to track the progress of its learners:-

- Name
- Date of birth
- Address
- Unique Learner Number
- Qualification(s) registered for with date of registration
- Reasonable adjustments and special considerations
- Progress records (to include achievement of unit, or part of a unit, and qualification achievement date)
- Assessment records (to include assessment methods and assessor for each unit or part unit, assessment decision made)
- Records of units and qualifications claimed.

CCNQ will retain data on learners' results in line with the City College Norwich's Document Retention Policy. This Policy can be found on our website. CCNQ will use this data to analyse results across qualifications, over time and across centres.

CCNQ will normally return centre-assessed work to centres after the publication of results; however, we reserve the right to retain samples of centre-assessed work for archive purposes even where work is normally returned to centres. However, CCNQ will assume ownership of all written scripts, tapes of oral or video tests carried out under formal examination conditions. Script and associated materials will be retained and consequently destroyed according to City College Norwich's Document Retention Policy.

It is the responsibility of centres to ensure that coursework or portfolios are stored safely and securely until they are disposed of in a confidential manner, or returned to the learner.

It is also the responsibility of centres to ensure that all unclaimed or returned certificates are retained securely for a minimum of twelve months from the date of issue, after which they may be destroyed confidentially. A record of destroyed certificates must be retained.

15 Qualifications

Information about the CCNQ qualifications available can be found on our website www.collegequalifications.org.uk

This will include:-

- Titles
- Content
- Levels and what they mean
- Framework
- Progression routes
- The size of the qualification, ie, Award, Certificate or Diploma, depending on the number of units
- Rules of combination
- Mandatory, optional, additional units
- Assessment criteria.

16 Availability of Assessment in Welsh or Gaelige

CCNQ will consider any reasonable request to make assessment available in Welsh or Gaelige.

The decision to do so will be based on cost, feasibility and evidence of a demand for the assessment to take place in Welsh or Gaelige.

17 Data Protection Policy and Freedom of Information

17.1 Data Protection Policy

City College Norwich needs to keep certain information about its employees, students and other users to allow it to monitor performance, achievements, and health and safety, for example. It is also necessary to process information so that staff can be recruited and paid, courses organised and legal obligations to funding bodies and government complied with. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. To do this, the College must comply with the Data Protection Principles which are set out in the Data Protection Act 1998 (the 1998 Act). In summary these state that personal data shall:-

- Be obtained and processed fairly and lawfully
- Be obtained for specified and lawful purposes
- Be adequate, relevant and not excessive for those purposes
- Be accurate and kept up to date
- Not be kept for longer than is necessary for those purposes
- Be processed in accordance with the data subject's rights
- Be kept safe from unauthorised access, accidental loss or destruction
- Not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data.

CCNQ and all staff or others who process or use any personal information must ensure that they follow these principles at all times.

Centres must ensure that learner data given to CCNQ is within the terms of the Data Protection Act 1998 and that learners are aware that this data has been given to CCNQ for the purposes of awarding and assessing qualifications, including the inputting of results onto the Personal Learning Record and to verify and detain the learner's unique learner number (ULN). Centres must also make learners aware that this data may be provided to other agencies for statistical purposes.

17.2 Freedom of Information Act 2000

As a publicly-funded organisation the college is obliged to provide on request almost all non-personal information held within the college, with certain limited exceptions specified

within the Act. Please be aware that when recording information in any medium CCNQ may, at some time, have to make it public under the Act.

Requests for information may be received from any individual (not necessarily connected with the CCNQ) and the information, unless specifically exempted under the Act, must be supplied **within 20 working days**. All requests for information must therefore be dealt with promptly.

Centres should be aware that information supplied to CCNQ could also be forwarded to the Regulatory Authorities.