

Delivering CCNQ Qualifications — A Guide for Colleges and Training Providers

City College Norwich Qualifications (CCNQ) offers a range of flexible qualifications all of which are Qualifications and Credit Framework (QCF) qualifications accredited by Ofqual. The QCF provides the opportunity for learners to achieve bite sized units of learning which lead to full qualifications — Award, Certificate or Diploma depending on their size. Our quality assurance systems are rigorous and fair and we work with our centres to provide a friendly and efficient service.

Delivering CCNQ qualifications

If you want to deliver qualifications accredited by CCNQ you need to become a recognised centre of CCNQ. We aim to balance the need for a light touch approach with the need to ensure the quality and robustness of CCNQ qualifications and units.

The process of becoming a CCNQ recognised centre is a straightforward one:-

- 1 Complete form CAF1 (you can find this on our website www.collegequalifications.org.uk)
- 2 CCNQ arranges to visit you
- 3 CCNQ scrutinises your processes, procedures, resources, etc
- 4 CCNQ identifies any issues that need to be addressed
- 5 CCNQ makes a decision—there may be conditions attached to a positive decision, but we will detail what they are and negotiate a timescale for compliance.
- 6 Centre is able to register candidates on approved courses

What we review when visiting a centre that has applied for recognition

- Staffing and staff roles and responsibilities (including delivery, internal verification, administration, staff development)
- Physical resources (including accommodation, IT, other equipment)
- Learning and teaching materials
- Internal verification (procedures and documentation)
- Administration (learner records, Data Protection, unique learner number, recognition of prior learning procedures, security of assessment)
- Satellite centres and partnerships with other organisations (relationship, responsibility and consistency between the centre and its satellites and partners)
- Quality assurance (evaluation, monitoring and review and qualifications and units)
- Policies and procedures (including equal opportunities, appeals, malpractice, complaints, reasonable adjustments and special considerations)

Contact CCNQ at any point to discuss an application or for advice and guidance on what may be required.

Our qualifications

Our qualifications have been developed with a number of partners including financial services companies, the Chartered Institute of Bankers in Scotland, Norfolk Constabulary. All our qualifications are accredited by Ofqual, are nationally recognised and are part of the Qualifications and Credit Framework (QCF). This means that all CCNQ qualifications provide a flexible route to achievement by creating customised awards consisting of units which build up to a full qualification. In line with the QCF each unit has a credit value and a level and includes a number of learning outcomes and associated assessment criteria. Levels can range from Entry to level 8. One credit is equivalent to 10 hours of learning for an average learner.



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Our accredited qualifications include:

- Award in Introduction to Financial Services Call Centres (Level 2)
- Award for Professional Bankers (Level 3)
- Award in First Line Management (Level 4)
- Award in Developing Peer Reviewers (Level 5)
- Certificate in Business Continuity Management (Levels 2 and 3)
- Certificate for Professional Bankers (Level 3)
- Certificate in Training in Systematic Instruction (TSI) (Level 3)
- Certificate in Leading and Managing (Peer Review) (Level 7)
- Diploma in Financial Services Leadership (Level 7)
- Diploma in Business and Corporate Banking (Level 7)
- Diploma in Building Society Operations (Level 7)
- Diploma for Chartered Bankers (Level 7)
- Diploma in Public Safety and Policing (Level 3)
- Diploma for Professional Bankers (Level 3)

There are a number of other qualifications being developed which will appear on our website and on The Register of Regulated Qualifications (The Register) (<http://www.register.ofqual.gov.uk>)

Interested? Questions?

All you have to do is contact us by completing the enquiry form on our website www.collegequalifications.org.uk, emails us at qualifications@ccn.ac.uk or call us on 01603 773534.

About us

City College Norwich was the first FE college in the country to gain Awarding Organisation Status. As well as devising qualifications in consultation with employers, sector skills councils and professional bodies we can also accredit high quality training provided by employers to give them nationally recognised qualifications.

For example, we have worked with financial services companies such as Aviva, Marsh, Axa, Moneyfacts, Virgin Money and the Norwich and Peterborough Building Society on the development of an Introduction to Financial Services course for new recruits to the sector and have been working closely with the Chartered Institute of Bankers in Scotland to accredit brand new qualifications for banking professionals.

This means that when we make the claim that we are responsive to the needs of employers and can produce tailor-made solutions – we can.

Organisations wishing to develop or accredit their own qualifications will receive support from us as we work together. Employees will get nationally recognised qualifications; employers will get a more motivated, better trained, more productive workforce and working together we can address regional and national skills gaps.

Contact Us
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