



Assured Course Quality Assurance Manual

**Requirements for Centres Delivering
Assured Courses**

Version 1.2 – February 2025

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Section 1: Introduction

About Assured Courses

- 1.01 NOCN Group are an educational charity whose core aims include helping individuals to reach their potential and to help organisations thrive. NOCN Group Assured Courses are aimed at providing training and certification to individuals on safe working practices. NOCN Group, under the Assured Course brand, aims to improve training to reduce risks for everyone.
- 1.02 Skills solutions are designed by NOCN in partnership with employers and training providers to meet the needs of the sector, helping to plug vital skills gaps, creating a safer, more productive and better-skilled workforce.
- 1.03 NOCN Group offers:
 - a) The broadest range of construction competence qualifications (NVQs).
 - b) NOCN Level 6 and 7 qualifications approved for Membership of CIOB.
 - c) Training Qualifications for full-time learners.
 - d) NOCN Group owns and manages the Constructions Plant Competence Scheme (CPCS), the largest Card Scheme for plant operators.
 - e) End Point Assessment for the new apprenticeship standards.
 - f) Consultancy and training for skills.

Scope

- 1.01 This document has been created to outline the requirements for the management, delivery and assessment of each Assured Course. Each Assured Course has its own physical resource, delivery staff and assessment requirements, therefore organisations should refer to the relevant section for which course(s) they are approved to deliver.
- 1.02 To deliver an Assured Course, organisations must gain NOCN Centre Approval status and will be monitored against the Centre Approval Criteria. This document provides support and guidance in meeting this criteria as well as providing information of how NOCN will monitor compliance with its requirements. This manual details the quality assurance requirements for centres delivering Assured Courses only. There are additional requirements for centres who wish to deliver NOCN's suite of regulated qualifications and units.
- 1.03 Centres should read this manual in conjunction with their signed NOCN Centre Agreement and Terms and Conditions, alongside the below documents, which are available on the NOCN website:
 - a) NOCN Centre Recognition Policy.
 - b) NOCN Risk-Based Approach to Centre Quality Monitoring Policy and Procedure.
 - c) NOCN Quality Assurance Manual.

Section 2 – Centre Approval Status

- 2.01 Organisations are not able to deliver, assess or advertise a Assured Course until Centre Approval has been confirmed by NOCN in writing, this includes using the Assured Course delivery materials for courses the organisation is not approved to deliver.
- 2.02 During the Centre Approval process, organisations state which Assured Course they wish to gain approval for. To obtain Centre Approval, an organisation must be approved to deliver at least one Assured Course.
- 2.03 To gain and retain NOCN Centre Approval status, organisations must operate in line with the Assured Course Centre Approval Criteria (a full list is provided in Appendix 1). This is a tailored list of NOCN's Centre Approval Criteria for centres who wish to deliver Assured courses only and not any of NOCN's regulated products.
- 2.04 When first approved, centres sign the NOCN Centre Agreement and Terms and Conditions which confirms that they will operate in line with NOCN requirements. The Centre Agreement and Terms and Conditions must be signed and returned before registration rights are granted.
- 2.05 NOCN Centre Approval status allows centres to operate in England, Scotland, Wales and in Northern Ireland. If centres wish to deliver qualifications outside of these territories, they should contact the Quality Assurance Team for further details.
- 2.06 If an organisation is not an Approved Centre, and wishes to know more about the Centre Approval process, they should contact NOCN for further guidance and support.

Additional Course Approval

- 2.07 Once Centre Approval status has been granted, centres are able to apply for additional Assured Courses to be added to their provision at any time. Centres can do this by completing the Application by Approved Centre to Deliver Assured Courses application form.
- 2.08 Once all required information has been received, the Quality Assurance Team will contact the applying Centre to support and progress them through the application. There are two different routes for approval depending on the course being requested and how similar the course is to provision the Centre is currently approved for. The different routes are:
- a) **Visit Approval** – allows for NOCN to review a Centre's systems and resources to ensure that course requirements are being met so approval can be granted.
 - b) **Desktop Approval** – allows for course approval without the need for an external quality assurance visit. The Quality Assurance Team will decide if this is appropriate following a review of the Centre's compliance history, the staff members being put forward for delivery, as well as the risk level of the course being requested.
- 2.09 NOCN will support centres in meeting requirements to obtain additional course approvals. If there are minor actions required by the Centre to meet the requirements, then NOCN may make the decision to grant approval with the raising of actions. Centres must ensure that they complete the actions within the agreed timescales to

retain the course approval.

NOCN Course Approval

- 2.10 NOCN may decline course approval requests if centres fail to meet course requirements. Although this decision cannot be appealed, centres are able to re-apply when they believe they meet requirements.
- 2.11 Centre Approval has been granted, centres who deliver Assured Courses may wish to begin delivering NOCN's regulated qualifications and units, such as NOCN's suite of construction NVQs. Where this is the case, centres will go through a separate approval process where an additional external quality assurance visit is required. This is to ensure that NOCN reviews the Centre's compliance with the full list of Approval Criteria and not those just applicable to delivery of Assured Courses.
- 2.12 For further information regarding applying for NOCN qualifications, including details of the charges that apply, please contact the NOCN Quality Assurance Team.

Withdrawal of Centre Approval

- 2.13 If, at any point, a Centre wishes to terminate their NOCN Centre Agreement and therefore end their Centre Approval, they must first ensure:
- a) NOCN have been notified in writing prior to taking any action. The notice of termination of agreement is 30 days.
 - b) All outstanding claims are submitted to NOCN and certificates provided to delegates.
 - c) There are contingency arrangements for any delegates still on programme, including the option for them to transfer to a new provider. The closing Centre will not receive any refunds of registration fees.
 - d) There is a provision to store records in line with NOCN requirements.
 - e) NOCN have completed a closure visit (where requested).
- 2.14 Please note that NOCN may terminate a Centre's Approval at any time. Centres who do not register any delegates within a two-year period will have their Centre Approval status removed. Further information can be found within the NOCN Centre Withdrawal Policy.

Section 3: Internal Management and Systems

3.01 Centres must successfully demonstrate that they have the systems, expertise, resources and policies and procedures in place to effectively manage the administration and training of Assured Courses. The Assured Course Approval Criteria regarding internal management and systems are listed below.

Assured Course Approval Criteria

3.02 Regarding **Centre management**, centres must ensure:

- S.1 A suitable workforce is in place for the management and administration of Assured Courses.
- S.2 All staff members are sufficiently trained in their roles and on the Centre's policies, procedures and systems.
- S.3 Appropriate, up-to-date policies and procedures to effectively manage Assured Courses are in place and are understood by Centre staff.
- S.4 The appropriate insurances to protect delegates, staff and visitors are in place as deemed by law.
- S.5 Service level agreements with partner organisations are adequate to demonstrate responsibilities.

3.03 Regarding **delegate management**, centres must ensure:

- S.6 Delegates are registered and certificated accurately and in a timely manner.
- S.7 Delegates are made aware of their rights regarding appeals, equal opportunities and health and safety.
- S.8 Delegates are made aware of how their data will be stored and shared with NOCN.

Guidance and Support

Centre Management

3.04 Centres need to have an appropriate amount of trained and suitable staff members for both the training and administration of Assured Course provision. This includes ensuring that all staff members are sufficiently trained on the Centre's own policies and procedures and on NOCN requirements. Centres are able to demonstrate compliance with these requirements through job descriptions, organisation structure charts and training records.

3.05 Where centres work with partner organisations, a service level agreement must be in place and signed by both parties. The agreement must demonstrate the roles and

responsibilities of each organisation. Centres must be aware that, as the Approved Centre with NOCN, they are responsible for ensuring the compliance of any administration and training activities that are carried out by partner organisations. The Centre will also be held responsible in any cases of non-compliance, such as in instances of malpractice.

Policies and Procedures

- 3.06 Centres must ensure that the policies detailed in this section are in place and are regularly reviewed, at least once annually, to ensure that they are up to date and fit for purpose. Centres should always ensure that their policies and procedures support and are in line with NOCN requirements. NOCN's suite of Quality Assurance policies can be found on our website here: <https://www.nocn.org.uk/support/nocn-policies/>. The appropriateness and effectiveness of policies and procedures will be reviewed by a NOCN External Quality Assurer (EQA) as part of monitoring visits.
- 3.07 **Complaints Policy and Procedure** – The complaints policy and procedure should document how the Centre will respond to all complaints efficiently and effectively. Timescales and responsibilities should be documented to ensure transparency and fairness in the complaints process. Delegates must be aware that they should follow the Centre's own complaints policy and procedure first before escalating to NOCN.
- 3.08 **Data Protection Policy and Notice** – Centres are required to comply with the Data Protection Act (2018) and have a written policy to make delegates aware of how their data will be used. Assured Courses requires information about the use, processing and sharing of personal data to be made available in the Centre's delegate registration documents. The Centre's Data Protection Notice must allow personal data to be transferred for the following purposes:
- a) To undertake administration in relation to the delegate's registered course.
 - b) To provide centres with a certificate for the delegate.
 - c) To contact the delegate directly regarding assessment or quality assurance purposes for the course they are registered on. This includes the delegate's personal telephone number.
 - d) To administer requests for Reasonable Adjustments and Special Considerations.
 - e) To carry out statistical analysis and monitor equal opportunities (anonymised).
- 3.09 **Documentation Retention and Secure Storage Policy** – Centres must set out their arrangements for documentation retention and secure storage. Secure storage not only relates to delegate work and records, but to any examination material. The contents of all live assessment materials are confidential and therefore access should be restricted to the assessment itself. Centres must adhere to NOCN's required timeframes of document retention.
- 3.10 **Enquiries and Appeals Policy and Procedure for Delegates** – This should document how a delegate may challenge an assessment decision with which they disagree with, with the Centre. The document should include a staged approach to the appeals process and include appropriate timescales. The document must mention that, once the internal appeals process has been exhausted, delegates have the right to appeal to NOCN. All appeals must be formally acknowledged upon receipt by the Centre and conclusions formally communicated at the close of the appeal to all those involved.
- 3.11 **Equal Opportunities Policy** – Diversity, equality, and inclusion are central to NOCN's

policies and beliefs. Centres must have an Equality Opportunities Policy that clearly details how it will protect the interests of all delegates. The policy should reflect the most current legislation in relation to access to equal opportunities.

- 3.12 **Examination and Invigilation Policy and Procedure** – The Centre must deliver externally set examinations securely, using appropriately trained Invigilators. The Centre are responsible for training Invigilators and ensuring that they are fully aware of their roles and responsibilities in assuring the validity of the qualification. An Examination and Invigilation Policy must document the Centre's Policy and Procedure for the administration of examinations.
- 3.13 **Health and Safety Policy** – Centres must have a documented policy stating its commitment for the protection of health and safety of employees and delegates. The Centre's practice must be in line with the most up to date health and safety legislation and guidance generally and in relation to their provision.
- 3.14 **Delegate Identification Policy and Procedure** – Centres must be assured that the person taking an assessment is who they say they are and as such, there must be a policy and procedure in place for checking delegate identification prior to assessment. There must also be a way of recording these checks. NOCN may request such information in order to carry out quality assurance activities.
- 3.15 **Reasonable Adjustment and Special Consideration Policy and Procedure** – Centres should have a documented policy and procedure in place for how they will consider, seek approval for and apply reasonable adjustments and special considerations. Please refer to section 5 for further information.

Delegate Registration, Achievement and Certification

- 3.16 Once approval has been given, centres are able to promote and begin delivering NOCN's Assured Courses. Delegates must be registered with NOCN within **2 working days** of their enrolment onto the course within the Centre.
- 3.17 An effective induction process must be in place to ensure that delegates understand the training and assessment requirements of their registered Assured Course. The induction process also allows centres to inform delegates of:
- a) Their right to appeal assessment decisions.
 - b) How their data will be shared with NOCN and what this will be used for.
 - c) An explanation of what constitutes malpractice and maladministration and the consequences of committing such acts.
- 3.18 Centres must ensure a timely and accurate upload of delegate achievements to NOCN. Certificates must only be claimed for when a delegate has successfully met all of the requirements of the course. Centres must ensure that any issued certificates by NOCN are distributed to delegates in a timely manner. The certificate is the property of the delegate and must not be withheld by the Centre.
- 3.19 If at any point a Centre identifies that incorrect certificates have been claimed, they must promptly notify NOCN through a NOCN Incorrect Claim for the Award of Credit form, available here: <https://www.nocn.org.uk/support/quality-assurance/>.
- 3.20 Centres must return incorrect certificates to NOCN, alongside any incorrect certificates issued. Incorrect certificates must not be distributed to delegates. Repeated incorrect claims will result in the application of Sanctions against a Centre.

Section 4 – Delivery Staff, Resources and Equipment

This section provides the general requirements centres must meet regarding their physical resources. For specific Assured Course requirements, please refer to the course specification available on the NOCN website.

4.01 Centres must ensure that they have sufficient and appropriate physical resources to support their delivery of their Assured Course provision. Assured Course Approval Criteria regarding delivery staff, resources and equipment are listed below.

Assured Course Approval Criteria

4.02 Regarding **delivery staff, resources and equipment**, centres must ensure:

S.9 A suitably experienced and qualified workforce for the training and assessment of Assured Course provision is in place.

S.10 CVs and relevant certificates for all delivery staff are available and securely stored at the Centre.

S.11 Changes to personnel involved in training and assessment are notified to NOCN.

4.03 Regarding **resources and equipment**, centres must ensure:

S.12 Physical resources to support training and assessment are both adequate and comply with health and safety legislations and directives.

S.13 All delivery sites are appropriate and have been risk-assessed.

S.14 Appropriate delivery tools are used effectively for delivery of Assured courses.

Guidance and Support

Trainer requirements

4.04 Centres must ensure that they are aware of, and understand, the Trainer requirements for each Assured Course they have in their provision to ensure that they meet all requirements. The use of staff members who are not appropriate, or who are repeatedly found to be demonstrating unacceptable or poor practice, will lead to the application of actions.

4.05 Centres must use occupationally competent and qualified Trainers for the Assured Courses being delivered. As a minimum, all Trainers must:

- a) Hold verifiable knowledge of the occupational standards at or above the level being taught.
- b) Keep up to date with industry best practice for the duration of their role.
- c) Maintain a record of Continuous Professional Development (CPD).

- d) Hold an up to date CV.

Resources and Equipment

- 4.06 Prior to delivering any training or assessment, centres must ensure that they have sufficient resources and equipment in place to support their delivery of Assured Courses.
- 4.07 Centres must identify all of their delivery sites and ensure that risk assessments are carried out for each one. Records of risk assessments must be kept and shared with NOCN upon request.
- 4.08 Centres are able to add sites to Quartzweb by emailing nocn@nocn.org.uk with the site name and address. The NOCN Customer Services Team will log the site against the Centre record.

Section 5 – Assessment and Training

This section provides the general requirements centres must meet regarding assessment and training. For the specific requirements for each Assured Course, please refer to course specifications on the NOCN website.

5.01 Centres must ensure that they have a delivery system which contains the robust and compliant training and assessment of delegates. The Assured Course Approval Criteria regarding training and assessment are detailed below:

Assured Course Approval Criteria

5.02 Regarding **assessment and training**, centres must ensure:

S.15 All training delivered meets the Assured Course requirements.

S.16 Trainers are aware of the appropriate assessment method for the Assured Course.

S.17 Reasonable adjustments are considered, applied and recorded appropriately.

S.18 Assessment records are auditable and marking/assessment decisions are consistent and accurate across delegates.

S.19 Delegates receive adequate and appropriate feedback after each assessment activity.

S.20 Examinations take place in line with the NOCN Invigilation Policy and Procedure.

Guidance and Support

Assessment and Training Practice

5.03 All training and assessment of Assured Courses must be conducted in English, Welsh or Irish (Gaeilge). Delegates must have an appropriate level of understanding of these languages to be registered, which must be established by the initial assessment process. Interpreters and translators are not acceptable for any part of the course, except for Welsh or Irish, where the Centre can provide an interpreter.

5.04 Delegates are required to attend all sessions in order to achieve the necessary learning objectives to qualify for course achievement. Delegates unable to complete the course due to certified sickness or extenuating circumstances must complete the course within 90 days of the last day of attendance. Centres should sufficiently plan the assessment process for all cohorts to ensure a positive delegate experience and to ensure timely and complete course achievement.

5.05 Following each assessment activity, a judgement should be made regarding whether the delegate has met the relevant assessment criteria. Judgements must be based on gathered and recorded evidence. All assessment decisions must be formally recorded and delegates should be provided with written feedback. Records of every assessment

activity must be sufficient and auditable, as well as being kept in line with NOCN requirements.

Consideration of Reasonable Adjustments

- 5.06 Centres must recognise the importance of evaluating the competence and experience of delegates before course commencement in order to ensure the delegate is on the most suitable course and will gain maximum benefit from it. Prior to course commencement, centres should identify any special requirements that delegates may have. It is important to remember that sensitive information about the delegate should be respected as confidential and in accordance with the relevant data protection legislation.
- 5.07 Discussions to accommodate delegates with special requirements should be arranged prior to the course. In circumstances where assistance is required the Centre should:
- a) Understand that under the Disability Discrimination Act 2005, they are specifically required to make '*reasonable adjustments*' or give '*special consideration*' to enable everyone to compete equally, but this must not affect the integrity of the course.
 - b) Check with the delegate to find out what sort of support they need and to provide this support in line with the NOCN Reasonable Adjustment Policy and Procedure.
 - c) Encourage the delegate to discuss any ongoing problems they are experiencing in undertaking the course.

Examination Requirements and Procedures

- 5.08 Centres must ensure that the venues used for externally set assessments are appropriate, and that the NOCN Invigilation Policy and Procedure is complied with at all times.
- 5.09 Where examinations are marked internally by the Centre, the Trainer must mark each delegate's answer paper against the master answer sheet provided by NOCN. The Trainer is responsible for ensuring that each examination paper is marked correctly and that, based on the percentage of correct answers each delegate has, confirming whether each delegate has passed the examination or not. NOCN has produced separate guidance for invigilators, which can be found on our website here: <https://www.nocn.org.uk/support/quality-assurance/>.

Records and Data Retention

- 5.10 Centres must have and maintain a reliable and auditable system for recording training and assessment of its Assured Course provision. Information must be securely stored and be shared in case of delegate appeals, malpractice investigations or information requests from NOCN.
- 5.11 The below information must be kept for a period of **at least three years from the date of delegate enrolment**:
- a) Induction and initial assessment records.
 - b) Details of the delegate's registration with NOCN.
 - c) All testing and assessment records completed by delegates and Trainers.
 - d) Copy of issued delegate's certificates.

- 5.12 The below information must be kept for a period of **at least seven years from the**

date of delegate enrolment:

- a) Delegate name.
- b) Delegate contact address and telephone number.
- c) Title of the Assured Course the delegate was registered on.
- d) Date of the course achievement.

Section 6 – Quality Monitoring of Centres

6.01 NOCN will support centres in complying with the Assured Course Approval Criteria and adherence to the NOCN Centre Agreement and Terms and Conditions. The quality of centres is monitored by the Quality Assurance Team, in conjunction with the Centre's assigned EQA.

External Quality Assurance Monitoring

6.02 All centres receive at least one Centre-based external quality assurance activity per academic year from NOCN. Where monitoring visits are due or are requested, the Centre's allocated EQA will contact the Centre to identify and agree convenient dates and times for the activity to take place.

6.03 If centres wish to cancel a pre-arranged EQA visit, they must contact their EQA as soon as they become aware that the visit must be cancelled. Any cancellations made within 10 working days of the planned visit may be charged at the standard daily rate detailed in the NOCN Tariff.

6.04 During a typical Quality Assurance visit, the EQA will monitor the Centre's compliance with the Assured Course Approval Criteria by reviewing Centre policies and procedures, meeting staff members, delegates and sampling assessment decisions.

6.05 EQA monitoring activities are intended to be constructive, supportive and transparent. If any issues or areas of non-compliance are identified, the EQA will provide an opportunity to discuss these areas throughout the visit. Feedback will be provided face to face at the conclusion of a visit and will include any actions set or associated sanction levels if issues have been identified.

6.06 NOCN reserves the right to undertake additional visits at short or no notice to minimize the risk of unsubstantiated claims for certification. This includes conducting unannounced visits.

External Quality Assurance Report and Actions

6.07 Following each activity, the EQA will complete the Assured Course External Quality Assurance Report, which will be issued to the Centre within 3 working days of the monitoring activity taking place. The EQA report will be emailed to the visit contact by the EQA.

6.08 The Centre must ensure that the EQA's feedback from the report is cascaded to all relevant staff members as well as being fed into their assessment practices. Any actions set by the EQA are time-bound and evidence of completion is required for actions to be signed off by the EQA. If requested, evidence must be submitted to the EQA following the visit. Otherwise, evidence must be kept for review at the Centre's next monitoring activity.

6.09 Failure to address actions within the agreed timescales may increase a centre's risk rating, and may in some cases result in the application of actions. Only in cases where centres consistently fail to comply with NOCN requirements, or in cases of repeated poor practice or in cases of malpractice, will NOCN revoke Centre or Course Approval from centres.

- 6.10 Centres are invited to provide NOCN with feedback after each monitoring activity regarding the appropriateness of Assured Courses, the value of the external quality assurance visit and the quality of the EQA report. This feedback can be submitted via email to assurance@nocn.org.uk.

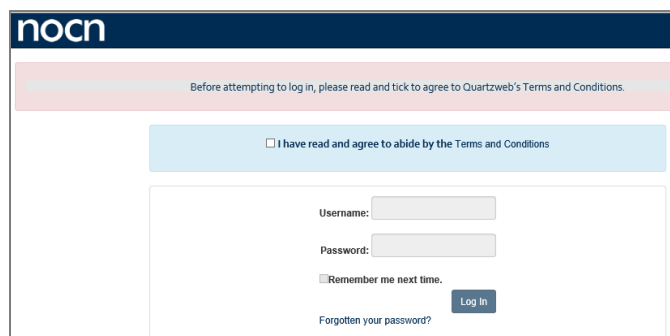
Malpractice and Maladministration

- 6.11 Malpractice is a deliberate or reckless act of an individual or business to dishonestly claim for delegate's certificates through fraudulent or deceptive means. Malpractice is an act that compromises the authenticity, reliability and integrity of Assured Courses. Examples of malpractice and maladministration can be found within the NOCN Malpractice and Maladministration Policy and Procedure.
- 6.12 Centre staff must understand and follow NOCN and Centre processes and procedures for dealing with suspected and actual malpractice or maladministration when an incident occurs.
- 6.13 Where a Centre identifies that suspected or actual malpractice or maladministration has occurred they **must inform NOCN immediately** by completing the 'Notification of Suspected or Proven Malpractice or Maladministration' form. This should be sent via email to assurance@nocn.org.uk.
- 6.14 If an allegation of malpractice or maladministration is brought to the Centre's attention by a third party or 'whistleblower', the Centre should refer the individual to NOCN for their investigation. Please refer to the NOCN Whistleblowing Policy and Procedure.

Section 7 – Registration and Achievement

This section provides guidance of how centres can register and obtain delegate certificates through NOCN’s interactive system Quartzweb. For further guidance on the use of Quartzweb, centres should contact the NOCN Customer Services Team.

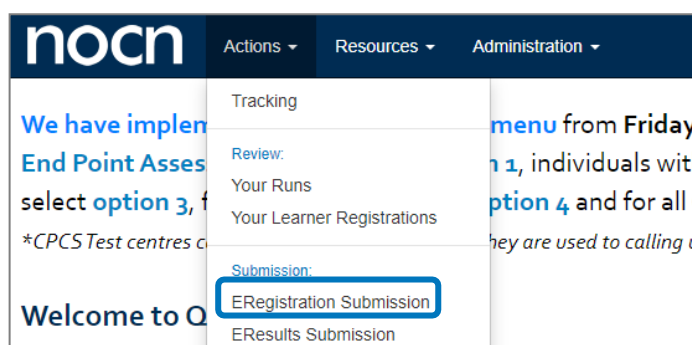
- 7.01 Once a Centre is approved for an Assured Course, they will be provided with Quartzweb login details by the NOCN Customer Services Team. Quartzweb can be accessed using the following link: <https://quartzweb.nocn.org.uk/>



- 7.02 Before logging in, centres must ensure that they have read and understood the Quartzweb Terms and Conditions. This must be confirmed before the system will allow username and password details to be entered.
- 7.03 If a user has forgotten their password, they can select ‘Forgotten your password?’, this will send a link to the user’s registered email address which can be clicked on to reset that user’s Quartzweb password. Please note that dependent on the individual’s mailing settings, emails from this address may be sent to a ‘Junk’ folder rather than the user’s main inbox.

Submitting Delegate Registrations

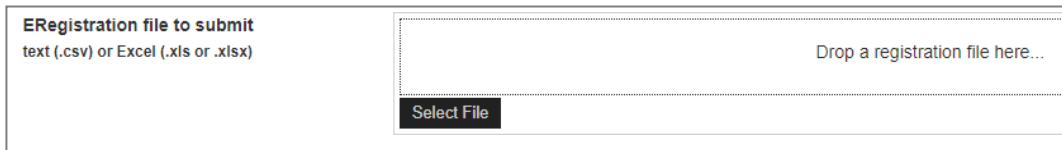
- 7.04 To submit delegate registrations, select ‘ERegistration Submission’ from the Quartzweb menu bar. This can be found under the ‘Actions’ drop down:



- 7.05 The details of the course registrations are being submitted for must now be provided. NOCN requires a separate registration for each different course delegates are being registered against. The following information should be provided:

- a) **The Course of Learning** (mandatory) – Select the relevant Assured Course delegates are being registered against
- b) **Run Start Date** (mandatory) – Enter the course start date using following format DD/MM/YYYY.
- c) **Run End Date** (mandatory) – Enter the course end date using following format DD/MM/YYYY. If your course continues after this date, achievements will still be able to be entered.
- d) **Provider Reference** (optional) – This can be used to identify this particular cohort and will appear on the checklist you receive with your certificates for this run.
- e) **Purchase Order Number** (mandatory) – Enter the purchase order number to be quoted on the invoice for this run.
- f) **Site** (mandatory) – Select the venue where the training will be taking place. If the site is not visible, please contact the NOCN Customer Services Team.
- g) **Tutor** (optional) – Select the Tutor/Assessor who will be delivering the training. If the relevant tutor is not displayed, please contact the Customer Services Team.
- h) **Notes** (optional) – Please note that the notes section is for Centre reference only and if there is any additional information that will affect the registration, please contact NOCN directly.

7.06 Once all information has been inputted, a completed ERegistration file with delegate information will need attaching or dragging and dropping onto the system:



7.07 The ERegistration file can be accessed at the bottom of the ERegistration page. By clicking on 'Click Here', the file will automatically download as an excel spreadsheet. The form will have the following headings which will need to be completed for each delegate on a separate row:

ULN	Surname*	Forename*	Date of Birth*	Postcode*	Gender*	Ethnicity	Ability	Employment

- a) **ULN** – This is the unique learner number and is generated for the learner through the Learner Register. This is not required for Assured Courses.
- b) **Surname/Forename** – The name given on this form will be the name that appears on the certificate. It is the Centre’s responsibility to make sure this is accurate.
- c) **Date of Birth** – This information is mandatory.
- d) **Postcode** – This information is mandatory.
- e) **Gender** – This information is mandatory.

- f) **Ethnicity/Ability/Employment** – This information is optional. It is collected for monitoring and statistical purposes only and is treated as confidential. The codes for these fields can be found on the ‘Codes’ tab of the ERegistration file.

7.08 Once all information has been inputted on the file, it should be saved in its excel format and uploaded to Quartzweb by selecting ‘Browse’ at the bottom of the completed ERegistration Submission page. The file can also be dragged and dropped. Once attached, select ‘Continue’.

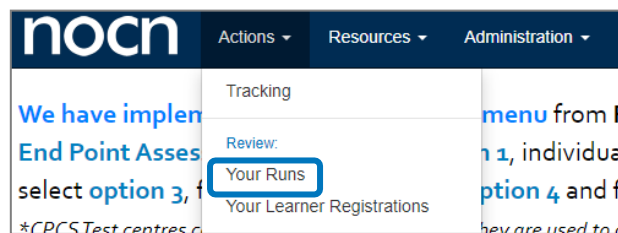
7.09 Quartzweb will prompt a review of the accuracy of the provided information. If any errors have been identified, these can be amended before the registrations are submitted by selecting ‘Amend’. It is imperative that all delegate names are spelt correctly as these details appear on the delegate’s certificate. If the information is deemed accurate, select ‘Submit’. A notification will be displayed to confirm the registration has been submitted to NOCN:



7.10 The Centre administrator who has submitted the file will receive confirmation, via email, once the registrations have been processed. At this point, achievements can be uploaded.

Uploading Achievement via Direct Entry

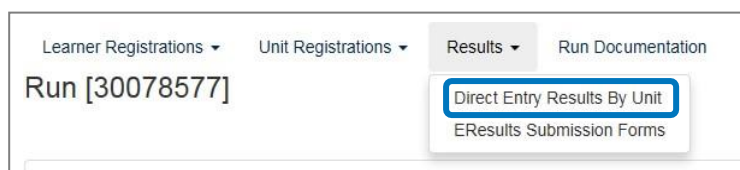
7.11 The claiming of certificates must be done by first accessing the run record for the cohort of delegates results are being submitted for. To find the relevant run, click on ‘Actions’ and then ‘Review: Your Runs’.



7.12 When the review runs screen opens, enter the run ID that results are being submitted against and click on the run ID itself:

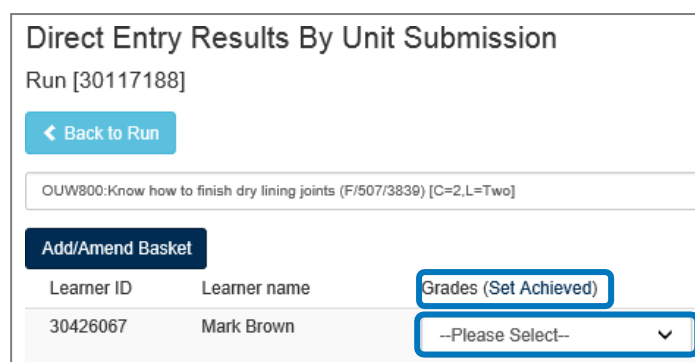
Run ID	Provider Reference	Course ID	Course Old Code	Course Name	Qualification ID	Qualification Name
30382046	RT	30009714		The Safe Use of Cut Off Saws Including Abrasive Wheels		

7.13 When the review run screen opens, select Direct Entry Results by Unit from the Results drop down menu:



The screenshot shows a navigation bar with four items: 'Learner Registrations', 'Unit Registrations', 'Results', and 'Run Documentation'. The 'Results' dropdown menu is open, showing two options: 'Direct Entry Results By Unit' (highlighted with a blue box) and 'EResults Submission Forms'.

7.14 Once the Direct Entry screen has opened, select 'Achieved' from the drop down menu under the 'Grades' column for each delegate who has achieved the course. Any delegate marked as achieved will be issued with a completion certificate. If all delegates on the run have achieved, select 'Set Achieved' at the top. The system will automatically set all delegates as 'Achieved' for you. Once all delegates have been marked as achieved as required, select 'Add/Amend Basket' to add them to the Direct Entry Results basket.



The screenshot shows the 'Direct Entry Results By Unit Submission' interface. At the top, it says 'Run [30117188]' and has a '< Back to Run' button. Below that is the unit name 'OUW800:Know how to finish dry lining joints (F/507/3839) [C=2,L=Two]'. There is an 'Add/Amend Basket' button. Below this is a table with the following data:

Learner ID	Learner name	Grades (Set Achieved)
30426067	Mark Brown	--Please Select--

The 'Grades (Set Achieved)' column header and the dropdown menu for the first row are highlighted with blue boxes.

7.15 If other delegates are required certificates on a different run, these can be entered before results are submitted to NOCN without the need to submit results for each run individually.

7.16 Once all Direct Entry Results have been added across all cohorts, select the Direct Entry Result Basket from the top menu bar of Quartzweb (this is presented as two separate numbers):



7.17 Once the Direct Entry Results Basket opens, results can be removed or amended. Where results are accurate, select 'Submit'. The system will provide a summary of the results that are about to be submitted to NOCN and will ask for confirmation:



The screenshot shows the 'Confirm Direct Entry EResults Submission' screen. It contains a text box with the message: 'Please confirm that you want to submit a total of 6 awards for 6 learners on 2 runs'. Below the text box are two buttons: '< Amend' on the left and 'Confirm Submission >' on the right, which is highlighted with a blue box.

7.18 Once submitted, results will be processed and any due certificates will be issued by

the NOCN Customer Services Team.

Certification

- 7.19 NOCN will issue certificates for all delegates who have achieved within 2 working days of results being processed. Physical certificates will be forwarded to the registered Centre, via a secure route (courier, recorded delivery) for the attention of the specific contact for distribution to delegates. E-certificates will be available in the Hub.

Section 8 – Updating Your Centre Record

Centres must ensure that NOCN is provided information with any important updates regarding their Centre, including any changes of name, address or details of delivery staff. Failure to promptly notify NOCN of changes will lead to the application of Sanctions.

Updating Centre Name and Address

- 8.01 To update the name of your Centre or the main site address of your Centre with NOCN, please contact the NOCN Quality Assurance Team via email at assurance@nocn.org.uk and provide full details of the changes that are required.
- 8.02 To change a Centre name or address, NOCN will require that the Head of Organisation or Centre Contact of the Centre signs an updated NOCN Centre Agreement and Terms and Conditions and return this to NOCN.

Registration of Additional Delivery Sites

- 8.03 To add an additional delivery site, all details of the site, including the name and full address, must be submitted to the NOCN Customer Services Team at nocn@nocn.org.uk.

Registration and Removal of Delivery Staff

- 8.04 Centres must ensure that accurate delivery staff details are provided to NOCN. All individuals who are involved with the delivery and assessment of the Centre's NOCN provision must be identified to NOCN.
- 8.05 To register a new delivery staff member for Assured Courses, centres should contact the NOCN Quality Assurance Team at assurance@nocn.org.uk. You must ensure that you provide NOCN with all relevant information in order for the staff member to be approved, including their CV and relevant certificates.
- 8.06 If a staff member leaves your organisation, please confirm this via email to assurance@nocn.org.uk in order for your Centre record to be updated.

Appendix 1 – Assured Course Centre Approval Criteria

This table details the Assured Course Centre Approval Criteria. The table outlines the minimum approval criteria for centres. Centres must also refer to the criteria for each Assured Course they are approved to deliver.

Section A – Internal Management and Systems

Ref	Approval Criteria	Centre Reference
Centre Management		
S.1	A suitable workforce is in place for the management and administration of Assured Courses.	
S.2	All staff members are sufficiently trained in their roles and on the Centre's policies, procedures and systems.	
S.3	Appropriate, up-to-date policies and procedures to effectively manage Assured Courses are in place and are understood by Centre staff.	
S.4	The appropriate insurances to protect delegates, staff and visitors are in place as deemed by law.	
S.5	Service level agreements with partner organisations are adequate to demonstrate responsibilities.	
Delegate Management		
S.6	Delegates are registered and certificated accurately and in a timely manner.	
S.7	Delegates are made aware of their rights regarding appeals, equal opportunities and health and safety.	
S.8	Delegates are made aware of how their data will be stored and shared with NOCN.	

Section B – Trainers, Resources and Equipment

Ref	Approval Criteria	Centre Reference
Centre Management		
S.9	A suitably experienced and qualified workforce for the training and assessment of Assured Courses is in place.	
S.10	CVs and relevant certificates for all delivery staff are available and securely stored at the Centre.	
S.11	Changes to personnel involved in training and assessment are notified to NOCN.	
S.12	Physical resources to support training and assessment are both adequate and comply with health and safety legislations and directives.	
S.13	All delivery sites are appropriate and have been risk-assessed.	
S.14	Appropriate delivery tools are used effectively for delivery of Assured Courses.	

Section C – Assessment and Training

Ref	Approval Criteria	Centre Reference
Assessment Practice		
S.15	All training delivered meets the Assured Course requirements.	
S.16	Trainers are aware of the appropriate assessment method for the Assured Course.	
S.17	Reasonable adjustments are considered, applied and recorded appropriately.	
S.18	Assessment records are auditable and marking/assessment decisions are consistent and accurate across delegates.	
S.19	Delegates receive adequate and appropriate feedback after each assessment activity.	
S.20	Examinations take place in line with the NOCN Invigilation Policy and Procedure.	

Document Revision

This is version 1.1 of the Assured Course Quality Assurance Manual.