

Question	Response
<b>System Functionality</b>	
Will we be able to track learners progress through qualifications	Yes, you can view all NOCN/NOCN-Cskills Awards achievements that a learner registered with your centre has achieved
Will there be integration between the Test Platform & Quartzweb	Yes, we are working closely with our service providers for both products in relation to this
Can we search for learners based on the qualification they are registered on	Yes, you can search for learners based on the qualification they are registered on
Can Horizon be used in place of a centre CPD file	Yes
Will learners log into the test platform with their new NOCN registration numbers after the move	I will liaise with the team who are working on this and add the answer to our FAQ's
When will we receive our log in details	Log in details will be provided to you prior to the system going live
Will getting new registration numbers result in duplicated records meaning we will be charged twice	No, all learner records will be pulled over to Quartzweb and provided with a new NOCN registration number. All existing registrations and achievements will be available on the system.  Also with the Quartzweb system checking for duplicated records at the point of registration this will cut down on learners having duplicated records.
Will qualification and unit codes remain the same	Following customer feedback at our transition events we have liaised with our system provider in relation to retaining the qualification codes you are used to using. We will be retaining these for our existing qualifications, with any new qualifications being created with system generated codes.
Awards Online pulls cards, tests etc to ensure that we do not over assess, will Quartzweb do this	As this information is owned by CITB we are not able to show it on our system, this information is however still available on CITB's card checker page
Will we still be able to search for learners not registered at our centre	No, in line with GDPR requirements you will only be able to view the achievements of learners registered to your centre, once they are registered with you, you will be able to see all of their NOCN & NOCN Cskills Awards achievements
Can we still transfer learners	There is no functionality at present on Quartzweb to transfer learners, if a learner moves to you from another provider you will need to create a new registration for them
If a learner is transferred will their previous achievements be transferred to their record	Any units achieved at the previous centre will show on that learners record once you have registered them with yourselves
Does Quartzweb flag up with the original centre that a learner has transferred away from them	No, the system doesn't have this functionality, we will speak to the project team and service provider to see if anything can be put in place for this (if you would like to be involved in a working group to discuss the impact of this please let me know)
Why can't you register learners in the same run for different qualifications	This is something the system doesn't have the functionality to do at present however we will feed this back to the project team to see if there is any possibility of having this functionality added

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Why does data have to be taken out of the system through a CSV file, surely this goes against data protection	How the data is stored on centre computer systems would need to be governed by the centre's own data security processes
What will replace the ability to produce a report for candidates per qualification?	We will speak to our service provider to request for a report to be produced to be run by qualification
Currently we register for qualifications only and do not select the units to be worked towards can this continue?	Yes, you have the option to either register for the full qualification by not selecting the units at the point of registration or selecting the units. The option to select the units is beneficial to use if learners are being registered on a larger qualification but will be completing a specific selection of units
If a learner is registered on Awards Online can they be claimed on Quartzweb	Yes, 3 years of data will be transferred over from Awards Online to claim and review on Quartzweb
If a learner registers at another centre can we still then make claims for units	Yes, you are able to claim for any learner registered to your centre, if you have not withdrawn them from the course. The centre who enters the last unit to meet the rules of combination will receive the certificate
How do you order a replacement certificate	There will be a form available to complete and submit to your Customer Coordinator, they will then request the certificate for you
<b>Data and Information Transfer</b>	
Will achievements be carried over from Awards Online	Yes, we will be carrying over 3 years' worth of data from Awards Online, this will be aligned to the revised qualification and unit codes. All other data will be archived and can be requested through your Customer Coordinator if needed
Will learners keep their existing registration number	We had hoped to be able to do this however on investigation as existing NOCN learners have registration numbers in the same format this is not possible. Learners will be provided with a new NOCN registration number. We are in discussions with our service provider to see if learners CITB registration numbers can be stored in their record as a note
Will learner records be available in Quartzweb	Yes, you are able to view learner records in Quartzweb. In line with GDPR you will only be able to see registrations and achievements for learners registered with your centre
Will learner support materials still be available	Yes, all support materials you have access to will be accesible
Will all users be carried over from Awards Online to Quartzweb	We will create your nominated centre users for you, if you have not nominated users we will create your main centre contact as a super user.  Due to the high volume of Awards Online users, for data security we are unable to create all users with existing access to Awards Online as as soon as they are created they will be provided with access to your centre information and we don't want to risk people accessing this information who are no longer at your centre
Will all staff and qualification approvals be carried over to Quartzweb	Yes, all of your approved qualifications and delivery staff details will be transferred over to Quartzweb
Can we make changes right up to Awards Online closing down and be ensured this will be carried over to Quartzweb	Yes, you can make changes up to the point of Awards Online being closed down. The data extraction will happen at this point
Will qualifications that have expired for registration be carried over	All qualifications that are able to be claimed will be carried over on your approval

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<b>Charges, Certificates and Commercial</b>	
Are prices staying the same, or will they increase	A new financial tariff has just been signed off by our board, this has been shared with all customers. Some prices have increased, although the majority of prices have decreased so any increases should be offset by those decreases
Financial constrictions, credit limits - are these staying the same or being reviewed. Some centres have larger gaps between their funding coming in which can cause delays in getting learners registered	We can review your credit limit at any point, if you let us know your details we can liaise with our finance team for you
Will we be charged for a learner being transferred	Yes, this will class as a new registration and will incur the relevant registration fee
Do we get charged if a learner is withdrawn and then re-registers for a qualification	No, if a learner has left your centre and is withdrawn from the qualification and then decides to return you can re-register them without an additional fee
What will the certificate turnaround be from the Quartzweb system?	The certificate turnaround will be very similar to the existing Awards Online turnaround. Certificates will be received within 3-5 working days of the claim being entered into the system
Will the achievement form (ERAC) show the endorsements	Yes, the endorsements will be available to claim on the ERAC form when it is generated as well as being available to select when you use the direct entry function (DER)
<b>Assessment and Quality Assurance Changes</b>	
Will we be able to access SPA's before applying for additional approval	No, but guidance may be provided at a later date to assist approval
Will the QA report be emailed as well as stored online	The EQA report will be stored on the Horizon system, if you are created as a user and have access to the EQA report and notification of EQA report is selected you will receive an email advising that a report is available to you in the system. You can also print to PDF and email it if you need to email it.
Will we still get the visit planner and will this be through Horizon or emailed as it is now	You will be notified by email.
Will we get email notification of any actions on Horizon	Yes, if you are set up to receive notifications when you are created as a user you will receive an email to the address used as your log in
Shouldn't reasonable adjustments be down to centre judgement and signed off by our EQA after the fact rather than sending in for authorisation	You are able to authorise any reasonable adjustments detailed on Form 1, however those on Form 2 do need to be authorised by the Awarding Organisation, we believe this is the case across all Awarding Organisations
Can you search using a learner name or registration number	Yes, you can search for learners using one or more pieces of recorded information from the following: <ul style="list-style-type: none"> <li>• Forename</li> <li>• Surname</li> <li>• Date of Birth</li> <li>• Learner ID (NOCN ID)</li> <li>• ULN (if recorded by your centre)</li> <li>• Tutor (if recorded in the learner's run)</li> <li>• Registration start date/end date (parameter search)</li> <li>• Qualification name</li> </ul>
Can you register learners directly rather than only using a CSV file	Quartzweb doesn't have this functionality at present however we will talk with the project team and our service provider to see if this can be included for future system developments

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Does Quartzweb record learners Test Platform results	Yes, Quartzweb will record test platform results, we are currently working closely with our service providers to get this system update actioned
In the documentation area can we filter by author so we can choose to search by NOCN/Centre	The system doesn't currently have this functionality however we will provide this feedback to our service provider to see if this is possible
Will the EQA team have access to both systems	Yes, your NOCN Cskills Awards EQA will have access to both systems
Will we need to continue to print off a staff member letter to store in their CPD file on Quartzweb	No, this was a CITB requirement, this is not required by NOCN Cskills Awards
How will new learner numbers be monitored by EQA, will we be expected to update all portfolios once the data has been transferred to Quartzweb?	Quartzweb will undertake this role as Awards Online does currently
Will assessor numbers be carried over	The assessor number was a system requirement for CITB, this is no longer required for Quartzweb
<b>Skillsfile and Portfolio Changes</b>	
Will Skillsfile be updated to show the revised qualification & unit codes	The Current qualification codes are being retained so these will continue to match with Skillsfile. In future, new qualifications will be built on Quartzweb and Skillsfile with the same codes.
Will there be a CSV upload/download made available for ease of input to Skillsfile/Quartzweb	No, but Quartz does have the facility to develop bespoke reports which we are looking into. We are also discussing the ability to have a 'Close Portfolio' button on Skillsfile to manually complete a portfolio
<b>Timings and Other Questions</b>	
Why was Easter chosen as the release date for the system, for Colleges the only really suitable time for a new system is August so learners can complete the qualification they are registered on with the same qualification code and registration number before being moved to a new system.	There were a number of influences at play when we chose our release date, the key ones being our customer peak periods, we wanted to ensure that we did not make any system changes when our customers had a lot of activity; and contractual constraints with CITB on how long we could use Awards Online.
Quartzweb isn't the fastest system, will it get slower with all of the new information and users being transferred from Awards Online	We have assurances from our provider that Quartzweb is capable of supporting the amount of data and users being transferred, this won't impact the speed of the system.  We are also working with our provider on system developments to make it faster - Ryan?
What is happening with OSAT paperwork	We had drafted a support pack for OSAT. This is currently being looked at by the CPCS Committee as part of our normal industry engagement. Once we have their feedback we will share it with all centres
When will this change happen	Awards Online will be switched off on Wednesday 28 March to allow data to be extracted and transferred to Quartzweb, the system will be available again on Wednesday 4th April
There was a lot to take in, in a short amount of time will we get any further support	Yes, we will be hosting webinars closer to the go live date and after go live covering these areas again. We will also have revamped instructional videos, a user guide and your CC team will be fully trained in the system and available to support you

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Where will the qualification specifications be available from	The NOCN website.
Units are contextualised, if they are assessed in one area how can serendipitous awarding work	With serendipitous awarding the system will check the full rules of combination relating to all units a learner has achieved, this will include any endorsements associated, this means the system is only able to release through the serendipitous awarding method if the learner has fully met all qualification requirements
Why have you chosen to use two systems; Quartzweb for registrations & Horizon for centre management?	This combination of systems provides the best possible outcome for Centres and NOCN.
<b>Qualification Design and Structure</b>	
What's happening with endorsements	Endorsements will still be a part of our qualifications and available to claim through the Quartzweb system
How are the rules of combination managed through direct entry	The system runs a rules of combination checker against all learners to ensure that they have met the rules of combination to issue their certificate
Awards Online shows the basics of qualification rules of combination at the point of achieving, this helped to ensure all units were claimed correctly and highlighted where units were missed, does Quartzweb have this functionality	We will speak to our service provider to see if anything can be added to the system to support with this, such as rules of combination being pulled through to the ERAC template
When will all the qualification standards be released on NOCN	From April.

If you have any further questions, please get in touch:

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