



PART OF nocn GROUP

## One Awards Centres and Access to HE

The One Awards office in Peterlee will close at 4pm on Friday 20<sup>th</sup> March in line with school and other educational establishment closures. A full contingency is in place to continue with centre support, quality assurance and business development, albeit remotely from the main office. Updates will be regularly provided and plans implemented to minimise disruption to quality assurance and assessment processes.

- One Awards centre registrations and certification claims can be processed remotely so will continue as normal. However, as we produce certificates in house, we will need to notify centres that they will be delayed due to any upcoming office closure.
- Centre contact can still be made via phone as we will re-route the phone lines, but we will encourage centres to use email to get in touch and use technology such as Skype and TEAMS to support virtual meetings. We request that centres respect that it may take longer than our usual service standard to make contact with us.
- Non-urgent EQA monitoring will be postponed, but where urgent feedback is required, EQAs will make arrangements with centres to use technology to hold meetings, where-ever possible.
- Non-urgent external moderation for Access to HE providers will be postponed. Where urgent feedback is required, arrangements will be made with centres to use technology to hold meetings, where-ever possible.
- All face to face meetings will be cancelled or postponed and technology will be used to continue with meetings, where-ever possible.
- Final Awards Boards for Access to HE providers could be completed remotely depending on when providers are ready.

### **The latest guidance from the Quality Assurance Agency (18<sup>th</sup> March) states:**

“In line with Government advice, all QAA staff have moved to working from home. We have effective business continuity protocols in place to ensure that we can continue to support the UK higher education sector and students during this unusual period.

We will make changes in the way our services and functions are delivered, enabling us to provide timely and effective support as higher education providers make necessary adjustments in their support for learning, teaching and assessment.

We are in discussion with sector partners to develop supportive and helpful advice and guidance for UK higher education institutions, and to keep this up to date as situations unfold. You can read more about this in our news item: [COVID-19: Support for higher education providers](#).

Throughout this period, we will maintain close contact with, and provide updates to, QAA’s UK and international stakeholders and partners. Our normal contact

mechanisms remain open, although there may be some slight delays in answering telephone calls.”

QAA are very aware of the need to be flexible and supportive whilst maintaining the integrity of the awards of diplomas. They stressed the priority was health and safety of students, provider and AVA staff.

They are producing a FAQ document for students and asked AVAs for any questions they had received so they could be included.

UCAS ABL deadline for results (end July). QAA are in discussion with UCAS as to whether there is any flexibility on this timescale and the timing of the Final Awards Boards. Feedback to be shared next week.

If you have any concerns or would like to discuss the impact on your centre or learners, please contact us directly on [admin@oneawards.org.uk](mailto:admin@oneawards.org.uk) or 0191 518 6550.