

NOCN Record of Mitigations - Summer Assessment Series 2020

Functional Skills Qualifications – Calculated Results

This proforma will be used by NOCN to record its policy decisions regarding learners registered on NOCN Vocational and Technical Qualifications, who have had their learning disrupted by the COVID-19 pandemic. This proforma has been created, by request of the Regulator, and follows the government direction regarding the disruption to Vocational, Technical and Other General Qualifications for Summer 2020. This was communicated to Awarding Organisations on the 9th April 2020:

<https://www.gov.uk/government/news/awarding-vocational-and-technical-qualifications-this-summer>.

The purpose of this document is to record NOCN’s decision making regarding Condition VTQCov8.1(b). This document will be used as a working document and will be amended with additional information if decisions require amending or if further direction or guidance is issued by the Regulators. This document will be provided to the Qualification Regulators upon their request.

Overview	
Qualification(s) in scope	<p>This proforma relates to all Functional Skills Qualifications, which have been categorised by NOCN as requiring a ‘calculation’ mitigation.</p> <p>The full list of respective qualifications is listed in Appendix A.</p>
Mitigation	<p>The mitigation for all units/assessments within the qualifications listed in Appendix A is ‘calculated results’.</p>
Rationale for the type of mitigation	<p>The decision of whether to adapt an assessment or issue a calculated result for a unit/assessment has been made by NOCN dependent on which qualification that unit/assessment is a part of and has taken into account the content of the qualification, how the qualification is assessed, whether the qualification leads to employment or higher education and ensuring that standards can be maintained.</p> <p>In line with the direction provided by Ofqual, NOCN will work with its approved centres to issue calculated results for the majority of its qualifications. This would not be appropriate for all qualifications, specifically where a qualification is designed to signal occupational or professional competence. Therefore, the qualifications selected for calculated results have been assigned this mitigation if:</p> <ul style="list-style-type: none"> • The qualification is not license to practice. • The achievement of the qualification does not signal occupational competence. • There are no, or very minimal, health and safety risks in issuing a calculated result.

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	<ul style="list-style-type: none"> Achievement of the qualification may lead to a learner gaining non-technical employment or progression to higher education.
Operating outside of this process	<p>NOCN expects all centres to act upon this policy and remain within it. If, however, there is good reason, there is no need to calculate results or the learner shows a strong choice to treat their qualification in a different manner, then NOCN will accept 'Normal' qualification delivery or a delay to achievement but this decision needs to be checked with NOCN via assurance@nocn.org.uk and documentation of the decision retained.</p> <p>If a learner decides to opt out of the CAG process, the Centre must ensure that they obtain confirmation of this in writing. It is the Centre's responsibility to ensure that the learner is aware of the implications of opting out of the process. The Centre should try to inform the learner of when the next available assessment opportunity will likely be so that they are fully aware of when they could expect qualification achievement. Where a learner has decided to opt-out of the CAG process, the Centre should note this on their CAG submission and be able to provide evidence to NOCN where requested.</p> <p>NOCN will honour the learner registration and will allow learner completion when restrictions are eased and assessment can be safely carried out.</p>

	Detail of mitigation – for calculation (evidence types)	Examples of Evidence
Type 1 Evidence: Banked components, marks or grades	<p>Description: Any unit achievement which have been internally quality assured and externally quality assured by NOCN is banked on NOCN's systems and will automatically contribute to the achievement of a learner's qualification. This also includes any claims made through direct claims status, where external quality assurance has not been completed, but the Centre's EQA has confirmed the robustness of the Centre's quality systems in the awarding of DCS. Centres are encouraged to use this type of evidence to cross-reference achievement with other units where a CAG is required to be submitted.</p>	<ul style="list-style-type: none"> Unit certificates. Evidence of achievement from NOCN award system (Quartzweb).

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	<p>Level of Trust Applied by NOCN: This evidence will have a high level of trust as it has already been subjected to NOCN's usual and robust quality assurance system and processes. Therefore, NOCN has full confidence in this type of evidence.</p>	
<p>Type 2 Evidence: Internal assessment evidence not yet verified by an EQA</p>	<p>Description: Centres should consider assessments already completed but not externally quality assured by NOCN when estimating a learner's CAG. To be considered as this type, evidence must be internally quality assured for reassurance of validity. As the majority of NOCN qualifications are pass or fail, banked components (i.e. units or assessments completed) can be used by centres to determine what the learners' outcome would have been on uncompleted assessments or examinations.</p> <p>To be classed as type 2 evidence, it is important that evidence is in line with usual evidence collated for learner achievement and that it has been internally quality assured in the usual way, ensuring that evidence of IQA activity is available.</p> <p>Level of Trust Applied by NOCN: As evidence has been internally quality assured by the Centre, NOCN would apply a strong level of trust to the evidence, based on the Centre's quality assurance history with NOCN.</p>	<ul style="list-style-type: none"> • Learners' completed assessment, tutor judgement and assessment feedback, alongside corresponding IQA records.
<p>Type 3 Evidence: Centre assessment decisions/other Centre information about learners</p>	<p>Description: Where banked assessments, or assessments that have been subjected to the internal quality assurance process within the Centre are not available, the Centre must make a judgement regarding what would have been the most likely outcome of the learner sitting the required assessments. This will usually be for remaining units or assessments not completed. Centres must make a professional judgement derived from evidence held within the Centre and which have been reviewed by subject Tutors/Assessors and relevant heads of department.</p> <p>Level of Trust Applied by NOCN: NOCN will place a proportionate level of trust to this type of evidence based on the records provided by the Centre and how</p>	<ul style="list-style-type: none"> • Formative assessment records. • Attempts at Centre-devised assessments. • Completion of practice/mock/sample assessments. • Tutor/Assessor assessment tracking records and individual learning plans.

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	<p>they have justified their decision making. The Centre's previous quality assurance history with NOCN will also be taken into account.</p>	<ul style="list-style-type: none"> • Outcomes of Centre synoptic assignments. • Participation and performance in skill-based activities. • Overall learner performance and progress • Attendance and engagement levels at training sessions.
<p>Type 4 Evidence: Historical data about qualification functioning</p>	<p>Description: Centres should take into consideration the historical relationships between different components within a qualification to inform how achievement of one or more units may signify the likelihood achievement of another unit. Therefore, centres must consider the content of units they are estimating and whether they can use any banked units the learner may already have to inform the calculated result.</p> <p>Level of Trust Applied by NOCN: The trust in this type of evidence will be less than those of types 1-3 and will be overseen by quality assurance activities in reviewing Centre evidence and the specific content of units. Where there is sufficient trust and availability, the use of banked assessments will allow for the prediction of the outcome of missing assessments. Used appropriately, this type of evidence will provide a reasonable and justifiable calculated result.</p>	<ul style="list-style-type: none"> • Tutor/Assessor estimations of learner achievement based on achievement of other assessment, observations or class work. • Historical data showing learner progression to determine likelihood of achievement rate.
<p>Type 5 Evidence: Centre data and information</p>	<p>Description: Historical evidence of a Centre's quality assurance performance with NOCN can be considered to determine the confidence in the Centre's ability in generating predictions of a learner's estimated result. To successfully quality assurance the Centre's estimated results, NOCN will utilise its external quality assurers to generate predictions of Centre ability based on their previous findings and risk ratings from quality assurance visits. There will be less appropriateness of use of previous Centre achievement rates for portfolio-based qualifications, but</p>	<ul style="list-style-type: none"> • For Centres: • Previous achievement rates and grade profiles. • For NOCN: Risk ratings from previous EQA reports.

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	<p>this will be taken into consideration for examination-based qualifications, such as Functional Skills.</p> <p>Centres should consider previous achievement rates and grade profiles when determining their CAGs to ensure a comparability between CAGs being submitted and those from previous years.</p> <p>Level of Trust Applied by NOCN: All NOCN centres have a risk-rating applied by their external quality assurer following a monitoring activity. A Centre's risk rating, findings from previous monitoring visits and the outcomes of investigations will lead to the level of trust applied to a Centre on a case by case basis. More confidence and trust will be applied to centres with a lower risk rating and those who have not been subject to Sanctions.</p>	<ul style="list-style-type: none"> • Sanctions applied in previous 12 months. • Outcomes of investigations into malpractice and maladministration. • EQA and Quality Assurance Team intelligence. • Previous achievement rates and grade profiles.
<p>Type 6 Evidence: Learner's Prior attainment Data</p>	<p>Description: For some NOCN qualifications, centres may be able to make use of a learner's prior achievement when calculating grades. For example, attainment of a similar qualification at a lower or higher level. Only where the relationship between prior attainment data and qualification outcomes has shown to be predictive will this be useful. Due to the varying nature of NOCN qualifications, centres and NOCN may not find it possible to rely on this data alone, however it could sufficiently support a calculated result which has other evidence.</p> <p>Level of Trust Applied by NOCN: This will have a lower application of trust regarding individual calculated grades than other types of evidence due to it being situational and the differing natures of qualifications.</p>	<ul style="list-style-type: none"> • Certificated achievement of previous assessments which are similar or comparable to the unit where a CAG is being determined.

Detail of mitigation – for calculation	
Method for 'calculating' grade	For the qualifications listed in Appendix 1, NOCN will liaise with its Approved Centres to, where it is possible and safe to do so, estimate and issue a calculated result for learners who have been affected by the COVID disruption. A calculated result will be based on a centre's Centre Assessment Grade (CAG) .

Definitions

A **Centre assessment grade (CAG)** is the term used throughout this document to refer to the evidence-based, provisional, judgement of a learner's component result (usually at unit level) which a Centre submits to NOCN. Only when quality assured by NOCN will a **calculated result** be issued.

The **calculated result** will consist of a CAG, determined by the Centre that will be subject to Quality Assurance activities by NOCN. Once Quality Assurance activities have been completed, NOCN will complete an overall check on outcomes to confirm the accuracy and profile of results before confirming these to centres.

The calculated result will be used to claim learner achievement of the component and resulting qualification, if the correct rules of combination are met, and therefore must be robust to still meet qualification and sector requirements. Learners who receive a calculated result will be issued with the same qualification certificate that they would have expected to receive if they completed their qualification outside of the COVID-19 disruption.

CAG Methodology

Prior to the submission of CAGs, NOCN is mandating that all centres have a policy and procedure in place which details how they will approach the CAG process and how they will ensure it is in line with NOCN and Regulatory requirements. This must be overseen by the Centre's Head of Organisation, who should ensure that Centre staff members are sufficiently aware of the requirements of the CAG process.

NOCN recognises that this is a new process for all centres and that a policy or process for one Centre may not work for another Centre. The key purpose of the policy and procedure is to provide justification and a rationale to NOCN of how the Centre has determined its CAGs. The policy document does not need to be in a particular format, however, as a minimum, it should include:

- The qualifications, units or assessments in the Centre's provision (with active learners) which have been identified as affected by NOCN, on its official website.
- The 'method' used for determining CAGs for each unit/assessment. This includes detailing the key personnel involved and their roles.

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- A rationale for any deviation from the NOCN mitigation, alongside evidence of prior approval from NOCN.
- The types of evidence available for use, including how this will be used to determine an overall CAG, maximising the use of the most trusted evidence.
- How minimum thresholds of evidence will be ensured.
- The identification and mitigation of any key risks.
- Justifications and rationale for cases where a CAG cannot be issued for a learner (and how NOCN will be notified).
- How the validity and accuracy of CAGs will be checked prior to the submission.
- The details of quality assurance, standardisation and sign off activities.

The purpose of the policy is to document the Centre's CAG methodology and to ensure that all staff members within the Centre are clear of their role and responsibilities.

CAG Judgements

To ensure their validity, a learner's CAGs should only be judged by Tutors/Assessors with direct experience of teaching that learner the subject and/or component for which the CAG is being judged. Where more than one Tutor/Assessor is responsible for teaching or assessing a learner a unit/qualification, these Tutors/Assessors should work together to reach a judgement about the learner's CAG. Where more than one Tutor/Assessor is responsible for teaching or assessing a unit or qualification at a particular level, they should work together to standardise their judgements.

Centres must ensure that the judgements of their staff are impartial, balanced and unbiased by basing them on documentary evidence. This is to prevent a learner, or a group of learners, from being systematically advantaged or disadvantaged by having or not having a protected characteristic (such as appearance, social background or special educational needs) that do not relate to their knowledge, skills and abilities in relation to the subject. Centres must ensure that this is included in their CAG policy. The presence of this will be reviewed by NOCN EQAs as part of quality assurance activities.

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Tutors/Assessors must identify eligible learners before starting the process of judging learner CAGs. Centres must **NOT** submit CAGs for any learner they would not expect to have taken the exam / assessment during this period. This will be considered malpractice by NOCN.

The Centre must gather all available documentary evidence to support their judgements. Examples of the types of evidence which may be available to centres are summarised in the table above.

Results of initial and diagnostic assessment can also be used but only in the following ways:

- As a benchmark to gauge progress made towards the unit requirements by the learner
- Where this provides evidence that the learner had already met one or more of the unit's assessed requirements at the point at which the initial / diagnostic assessment was taken.

In determining a CAG, the Centre must consider each eligible learner in turn. For each learner whose CAG is being judged, the Tutor/Assessor should consider:

- At least one piece of valid evidence that demonstrates the learner's progress towards the assessment requirements of the component.
- The assessment requirements of the component.
- (Where available) the pass descriptor for the component being considered.
- Their knowledge of the learner's ability.
- Any permitted support that would have been given to that learner in completing the assessment (at Entry level).
- Any reasonable adjustment that would have been made to the assessment for that learner in respect of a disability.

The Tutor/Assessor should use the evidence, as well as their professional expertise, to reach a considered judgement regarding the learner's CAG. All available evidence should be used and the minimum requirement for judging a learner's CAG is that there must be one piece of valid evidence available. Where more than one piece of valid evidence is available, the Centre should rank pieces of evidence based on level of trust applied.

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Centres may wish to use NOCN's ranking of evidence types in the table above. Centres will be asked to rank pieces of evidence in their CAG submissions.

The evidence used may only show partial achievement of the component's requirements. In reaching a decision about each learner's component CAG, Tutors/Assessors must make a judgement that includes a reasonable consideration of whether the candidate would have passed had the scheduled programme of learning taken place and been completed by the learner. This includes where learning has been disrupted. Centres should bear in mind the learner's progression aim when providing a 'pass' CAG for a learner and that this means they believe that the learner would be able to operate in an employment setting in respect of the skills that will be certificated.

Submission of CAGs

NOCN will issue a series of communications to its Approved Centres to inform them of the procedure for the submission of calculated results. This will involve centres populating a pre-created Excel spreadsheet to formally record the CAGs for all learners affected by the COVID-19 disruption. The spreadsheet will be provided by NOCN and must be submitted back via NOCN's registration and award system, Quartzweb, to avoid data protection issues.

Centres must ensure that they have the appropriate staff members available to NOCN throughout the periods of July and August to support the quality assurance activities required by NOCN. This includes ensuring access to the required evidence and documentation used to determine each learner's CAG.

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Once the spreadsheet of Centre CAGs have been returned by a Centre, NOCN will implement quality assurance activities to ensure that a fair and robust process has been followed. In its quality assurance activities, NOCN EQAs will use historical information about the Centre (including risk rating of Centre, outcomes from any previous malpractice investigations) to test the Centre's ability to accurately follow the CAG process. Once extraordinary external quality assurance activities have been completed, NOCN will perform an overall check on outcomes (as detailed below) to confirm the calculated grades for each learner submitted so that the Centre can claim for any due certificates.



<p>Methods for quality assurance</p>	<p>NOCN will implement an extraordinary quality assurance model, which will have a similar approach to its usual approach of Centre monitoring. The two purposes of the extraordinary model will be to review the Centre’s approach in completing the overall CAG process to ensure it is in line with Regulatory requirements, but to also ensure that the policy has been followed in utilising appropriate and trusted evidence in determining a learner’s CAG.</p> <p>Once spreadsheets containing CAGs have been submitted by centres, the NOCN Quality Assurance Team will notify the appropriate EQA to complete the required external quality assurance activities. Initially, the EQA will perform a review of the centre’s CAG policy and process to ensure that this is in line with NOCN guidance. NOCN will instruct EQAs to use their own professional judgement in line with the guidance provided by NOCN when reviewing CAG submissions. The focus of the EQA activity will be to ensure that the Centre’s policy and procedure for determining CAGs is valid and to provide NOCN with assurance that the Centre has implemented its policy for CAGs effectively and that evidence has been used appropriately.</p> <p>The EQA will implement a risk-based approach regarding choosing an appropriate sample size of documentary evidence referred to by centres when determining CAGs. This will be a standardised approach across all centres, regardless of size. Centres with a higher risk rating will be subject to a higher sample size than those rated low risk. In its training and guidance documents for EQAs, NOCN will provide the EQA with standard minimum sample sizes for each risk rating. Where issues or weaknesses are identified during the sampling of evidence, EQAs will be instructed to increase their sample sizes accordingly. This risk-based approach is already understood and employed by NOCN EQAs as part of NOCN’s standard Centre monitoring policies and procedures.</p> <p>As part of the EQA’s sampling process, the EQA will also check each Centre’s achievement rate against previous years to ensure that this is comparable and to ensure there are no sharp increases in CAG submissions than what would reasonably be expected. Where these discrepancies are identified, the Centre will be asked to provide a rationale for the increase in achievement rates. Any discrepancies unable to be justified will be passed onto the NOCN Quality Assurance Team for further investigation.</p> <p>Due to the varying nature of NOCN qualifications, and of how centres may assess them and the fact that all</p>
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	<p>NOCN qualifications are on-demand, there will be no opportunity for the EQA to perform any further statistical moderation regarding achievement rates.</p> <p>In reviewing the documentary evidence provided by the Centre, the EQA will:</p> <ul style="list-style-type: none"> • Review the appropriateness of the use of evidence by the Centre to determine a CAG and to determine whether levels of trust has been maximised to ensure a valid result. • Review the Centre’s understanding of the CAG process to ensure effective implementation and to ensure that this is in line with NOCN guidance. • Review the submission as a whole to ensure that all learners who NOCN expected to receive a CAG have and where they have not, that an appropriate justification has been made by the Centre. • Review the evidence and process to ensure it has been implemented in a way which has minimised bias. <p>Where the EQA believes that insufficient evidence has been provided that would allow a Centre to determine a valid CAG, the EQA will liaise with the Centre to source further evidence. Centres will be provided with timescales to supply further evidence, taking into account the deadline for the release of all results. Where an EQA determines that insufficient evidence will be able to be provided to determine a CAG, they will notify the Quality Assurance Team who will ratify this decision before it is communicated to the Centre. Where insufficient evidence is able to be sourced, NOCN will notify the Centre that adaption or delay will be required and will confirm to the Centre that a CAG will be unable to be issued based on the insufficient evidence noted by the Centre. NOCN envisages that this will only occur in rare circumstances and will avoid this wherever possible.</p> <p>NOCN will complete standardisation activities of EQA decisions to ensure a consistency of decisions across different EQAs before issuing calculated results to centres. Amendments to EQA decisions will be made where deemed necessary by standardisation outcomes.</p>
<p>Provide rationale for how this maximises use of</p>	<p>By applying levels of trust to each evidence type and taking this into consideration when performing its quality assurance process, NOCN will ensure that calculated grades maximises the use of the most trusted evidence.</p>

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<p>the most trusted evidence</p>	<p>Where evidence is used by centres where there is insufficient levels of trust, the EQA will work with the Centre to determine whether alternative sources of evidence can be explored. Where there is insufficient evidence to satisfy the EQA making a judgement of issuing a calculated result, NOCN will work with the Centre to adapt assessments or to delay assessment as a last resort.</p> <p>NOCN has included in its Centre guidance information regarding how centres must avoid any unconscious bias by ensuring CAG judgements are based on documentary evidence. For this reason, it is important that centres are able to justify their decisions with documentary evidence during NOCN's quality assurance activities. Where valid justification cannot be provided, NOCN will request further evidence from the Centre. If this cannot be provided, NOCN will inform the Centre that a calculated result for the learner in question will be unable to be issued.</p>
<p>Minimum evidential threshold</p>	<p>To ensure a robust process, NOCN suggests a minimum evidence threshold of one completed summative assessment for portfolio-based units, which can be supported by other available forms of formative assessment, where available. This may vary dependent on the size of the qualification. The key point is to ensure that sufficient evidence is available to allow the Centre to be confident in their CAG judgements.</p> <p>NOCN also proposes that, for its portfolio-based qualifications, that the Centre must be able to accurately determine a CAG, by using trusted evidence, for at least 50% of the qualification's units to allow for the Centre to reach a CAG for the qualification overall. This is to ensure that only fair and accurate CAGs can be issued. Where a minimum of 50% cannot be achieved, NOCN will consider adaptation of assessment. Where appropriate for the qualification and where possible by the Centre, NOCN will first submit an Event Notification to inform Ofqual of the individual circumstances. Adaptions of assessments will be in line with NOCN policy and will ensure valid and reliable assessment. NOCN will liaise directly with centres to support appropriate adaptions. Where the Centre is unable to adapt assessments, or where adaption is not appropriate due to the nature of the qualification, NOCN will inform the Centre that a calculated result for the learner will be unable to be issued and assessment must be delayed.</p>
<p>Expected overall profile of results</p>	<p>As the NOCN qualification in scope for this proforma are not 'pass/fail', they are achieved when the learner has met all relevant assessment criteria, NOCN expects that centres have a similar achievement rate to previous and future years. Where there are any large increases or decreased in achievement rates, this will be investigated before results are confirmed to centres.</p>

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<p>How will the 'overall check on outcomes' be included into the overall model</p>	<p>Following the completion of all external quality assurance activity, the NOCN Quality Assurance Team will perform an overall check on outcomes process before results are released to centres. NOCN will have one single submission window of results by centres to prevent no result being issued until standardisation and an overall check on outcomes is reviewed and is seen to be satisfactory.</p> <p>The NOCN Quality Assurance Team will sample EQA reviews of Centre evidence to ensure consistency in approach and appropriate application of NOCN policy by EQAs when reviewing CAGs. This will be completed on a risk-based process, taking into account the risk of the qualification and the risk applied to the EQA as part of NOCN's standard EQA monitoring procedure. NOCN will also hold regular standardisation activities with its EQAs throughout the period in which external quality assurance activities are taking place to ensure consistency in approach. The EQAs will be informed prior to their activities that any cases which are borderline, or where Centre evidence is unordinary, that these are marked for discussion at standardisation meetings. These meetings will be chaired by the Quality Assurance Team and will allow for best practice to be shared and for borderline cases to be discussed. Full records of these meetings will be kept.</p> <p>Once all standardisation and external quality assurance activities have taken place, a data report will be run to ensure that achievement rates are similar and comparable to previous years across qualifications. This will be at a higher level following the Centre-level sense-check performed by EQAs during their activities. Where the level of attainment is significantly higher or lower than previous years, this will be investigated. NOCN will use its findings from this process to determine whether any CAGs may need to be adjusted. These will be adjusted accordingly before results are released to centres.</p>
<p>Timeline for mitigation</p>	<ul style="list-style-type: none"> • 13th May - NOCN publishes policy statement and guidance to centres regarding the summer 2020 assessment series • By 27th May - Centre ensures all affected learners are registered with NOCN. • By 5th June – Centre develops their own policies for determining CAGs. • 8th June – Spreadsheet template for submission of CAGs is made available to centres. • From 8th June to 31st July – Centre determined CAGs, records this on the NOCN spreadsheet template and submits to NOCN via Quartzweb. • 6th July to 13th August – NOCN quality assurers CAGs. NOCN informs Centre of decision following completion of activities.



	<ul style="list-style-type: none"> • By 19th August – Centre submits claims using calculated grades issued by NOCN for all Functional Skills Qualifications. • From 19th August – NOCN issues any due certificates to learners using its normal procedure.
<p>Outline key risks identified and the mitigations</p>	<p><u>Engagement with Centres</u> Due to the current lockdown in the United Kingdom, we could face non-engagement from centres who are closed, which may lead to learners not being certificated or included in the process as normal. NOCN will actively communicate with centres through bulletins, updates on our website and email and telephone communication where possible. NOCN will keep a record of all centres who have engaged with the process and will inform the Regulator where it believes learners may be in the system to inform next steps.</p> <p><u>Centre Ability to Determine CAGs</u> As it is a new process, centres may struggle to determine CAGs or may make incorrect or ill-informed decisions. NOCN will employ a quality assurance strategy to ensure that a representative sample of results are quality assured for each Centre before results are released. NOCN will also provide support and guidance to centres regarding the CAG process.</p> <p><u>Malpractice Regarding CAGs</u> Centres may use the process to determine CAGs for learners who should not have been involved in the process, including new learners registered at the Centre or learners who were not due to certificate in the period. NOCN will reduce this risk with its quality assurance strategy. Centres who have been placed on a Sanction within the previous 6 months, or who have been rated as high risk regarding their quality of NOCN provision, will receive more quality assurance intervention. Where NOCN does not hold confidence in the Centre in following the CAG process, it will not accept the Centre’s CAGs.</p> <p><u>Certificate Recalls Following Ease of Lockdown</u> There is a risk that after lockdown eases and NOCN resumes its normal quality assurance activities, there is a risk that CAGs may be identified that should not have been issued. NOCN will take all preventative measures to decrease the likelihood of this occurrence. If it does occur, NOCN will take all reasonable steps to prevent the occurrence of an Adverse Effect and only as a last resort will NOCN revoke a certificate. If this is the case, NOCN will inform the Regulators.</p> <p><u>Staff Resource to Comply with Extraordinary Regulatory Framework</u></p>



	<p>A lot of work is required to ensure that the process can occur in the timescales required and that it is completed in a compliant manner. NOCN will review resources at regular intervals to ensure timescales are met and are met to a high standard.</p>
<p>Other information</p>	<p><u>Appeals</u> Complying with the direction provided by the Secretary of State, NOCN will allow learners to have a right of appeal regarding the process for grade or outcome estimation. Learners will not be able to appeal their qualification final grade or outcome, but will be able to appeal regarding the process and where they believe their registered Centre, or NOCN as their Awarding Organisation, has not followed the correct process in determining their result. Ofqual has recognised that allowing appeals by learners regarding teacher judgements and validity of evidence supplied for grade or outcome calculation would be undesirable and impractical and NOCN supports this view. NOCN will ensure that the availability of an appeal regarding the process is made clear to both learners and centres by ensuring that an appeal statement is published and shared on our official website. The appeal statement will bolt-on to NOCN’s current appeal policy and the procedure for which appeals will be heard and addressed will follow a similar process.</p> <p><u>Policy on No Response</u> A pragmatic approach will be taken regarding centres who are not able to complete the grade calculation process due to the COVID-19 disruption. NOCN supports an open dialogue with its centres and through external quality assurers will proactively communicate with centres to determine the practicability of the Centre in completing the grade calculate process to the required standard.</p> <p>Where a Centre refuses to work with NOCN to support learners in obtaining their final outcomes or grades, or where there are substantial cause for concern regarding a Centre’s ability to complete the due process, NOCN will promptly report this to the Regulator.</p> <p><u>Policy on Late Submission</u> This will be on a case-by-case basis. Dependent on the individual circumstance and date of submission after the deadline submission date, NOCN will report details of this to the Regulator to determine the appropriate next step. NOCN will make it clear to centres that they have the responsibility to prevent the disadvantaging of learners by timely submitting their calculated grades to NOCN to allow for the required quality assurance processes to take place.</p>

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Expected date(s) of results issue	By 19 th August 2020 for all Functional Skills Qualifications.
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Version Control

Version No.	Date Created	Version Details
1.0	11/05/2020	Initial version created.
2.0	19/05/2020	Further information and clarification added regarding Centre assessment grades (now referred to as 'CAG'). This has been updated to reflect the outcomes of the FAB working group.
3.0	06/07/2020	Updated information regarding centre CAG policies, CAG methodologies and quality assurance activities.

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General Qualifications – Calculated Results



Appendix A - QAN and qualification titles covered by this Policy:

Title	QAN
NOCN Functional Skills qualification in English at Entry 1	500/8835/X
NOCN Functional Skills Qualification in English at Entry 1	603/5270/X
NOCN Functional Skills qualification in English at Entry 2	500/9334/4
NOCN Functional Skills Qualification in English at Entry 2	603/5268/1
NOCN Functional Skills qualification in English at Entry 3	500/9320/4
NOCN Functional Skills Qualification in English at Entry 3	603/5272/3
NOCN Functional Skills qualification in English at Level 1	500/8499/9
NOCN Functional Skills Qualification in English at Level 1	603/5266/8
NOCN Functional Skills qualification in English at Level 2	500/9469/5
NOCN Functional Skills Qualification in English at Level 2	603/5264/4
NOCN Functional Skills qualification in Information and Communication Technology (ICT) at Entry 1	500/9762/3
NOCN Functional Skills qualification in Information and Communication Technology (ICT) at Entry 2	500/9763/5
NOCN Functional Skills qualification in Information and Communication Technology (ICT) at Entry 3	501/0749/5
NOCN Functional Skills qualification in Information and Communication Technology (ICT) at Level 1	500/9764/7
NOCN Functional Skills qualification in Information and Communication Technology (ICT) at Level 2	500/9765/9
NOCN Functional Skills qualification in mathematics at Entry 1	500/8466/5
NOCN Functional Skills Qualification in mathematics at Entry 1	603/5273/5
NOCN Functional Skills qualification in mathematics at Entry 2	500/9335/6
NOCN Functional Skills Qualification in mathematics at Entry 2	603/5271/1
NOCN Functional Skills qualification in mathematics at Entry 3	501/0834/7
NOCN Functional Skills Qualification in mathematics at Entry 3	603/5265/6
NOCN Functional Skills qualification in mathematics at Level 1	500/8501/3
NOCN Functional Skills Qualification in mathematics at Level 1	603/5269/3
NOCN Functional Skills qualification in mathematics at Level 2	501/1158/9
NOCN Functional Skills Qualification in mathematics at Level 2	603/5267/X