

Summer 2020 Assessment Results – Information and Guidance for Centres and Learners

NOCN would like to provide its centres and learners with further information regarding the results of assessments that have been submitted through the Centre Assessment Grade process. For further information regarding Centre Assessment Grades and the process for how these have been determined, please refer to our website [here](#).

NOCN has produced its results guidance in line with that produced by Ofqual. Ofqual guidance for centres, teachers and learners can be found on the Ofqual website here: <https://www.gov.uk/guidance/your-results-what-next>

Release of Results

NOCN will confirm provisional Centre Assessment Grades to centres, in writing, on an individual basis once the required quality assurance activities have been completed. Provisional Centre Assessment Grades must be used by centres to claim for learner achievement, in the usual way, prior to the release of result days listed below.

Where centres have not provided NOCN with evidence to allow us to quality assure Centre Assessment Grade decisions, NOCN will contact those centres individually to inform them of the required actions.

The below table illustrates the dates in which NOCN will confirm final results to centres and the date by which centres must release results to learners:

	Results Confirmed to Centres	Centre Results Release to Learners
Level 3 and above qualifications	Friday 7 th August	By Wednesday 12 th August
Entry Level to Level 2 qualifications (Inc. Functional Skills)	Friday 14 th August	By Wednesday 19 th August

Format of Result Release

Once NOCN have confirmed your Centre's results, you must ensure they are timely claimed via Quartzweb to allow for any due awards to be made. This must be done prior to the 'Centre Results Release to Learners' date in the table above.

Once you have submitted your Centre Assessment Grade claims and they have been processed by NOCN, your Centre will be able to run a report titled 'Qualification Achievements Within Calculated Result Period' from within the 'Reports' section of Quartzweb. Any unit achievement will show on Quartzweb as normally. This report can be run and exported by centres to support with the issuing of results to learners on the respective result days.

Once results have been claimed, NOCN will issue any due certificates in line with standard procedure and timescales.

Missing Results

Once you have ran the result report, if you believe there is a result missing for a learner, please consider the following:

- Did your Centre submit a Centre Assessment Grade for the learner?
- Has NOCN agreed with your Centre Assessment Grade and have claims been submitted for the learner via Quartzweb?
- Is the Centre Assessment Grade unit achievement only and therefore will not show on the report?
- Is your Centre already in discussion with NOCN regarding the quality assuring of Centre Assessment Grades or delays in submitting results?

Having considered the above, if you still believe a result is missing, please contact the Quality Assurance Team on assurance@nocn.org.uk. If you are a One Awards Centre, please contact One Awards directly.

It is the responsibility of the Centre to confirm to learners where they have not submitted a Centre Assessment Grade for them or if they determined that assessment needed to be delayed. Your Centre must have sufficient justification for this, in line with your CAG policy.

Future Assessment Opportunities

Please note that assessment opportunities are now open across all of our qualifications. If your Centre delayed assessment or have learners who were not in scope for a CAG, you must now continue to support and progress the learner, wherever possible. This includes bookings for Functional Skills examinations, which we are accepting.

Complaints

If a Centre or learner wishes to complain to NOCN regarding the Centre Assessment Grade process, they should refer to NOCN's standard complaints policy [here](#). Please note that in instances where a learner wishes to complain about a NOCN Centre, they should first raise their concerns to the Centre first before submitting a complaint to NOCN.

Appeals

NOCN has produced the below infographic regarding appeals relating to the Extraordinary Regulatory Framework, for other appeals, please refer to the NOCN Appeals policy.

Information and Guidance for Learners regarding Appeals for the Summer 2020 Assessments



What are the grounds for an appeal?

In line with other Awarding Organisations, NOCN is providing the right to appeal to learners. Please note that learners can only appeal regarding their belief that the correct process was not followed by their Centre or by NOCN in reaching their calculated result and **cannot appeal the calculated result itself**.

Learners should speak to their Centre if they think that they may have a reason to appeal. Centres can submit an appeal on your behalf to NOCN. You can also appeal directly to NOCN, if you wish to.

If a learner has concerns about bias, discrimination or something else that suggests that your Centre did not behave with care or integrity when determining your result, they should raise these first to their Centre in the first instance, however in some cases, it will be more appropriate to report these directly to NOCN.

Remember that if you appeal your result, it can go up, down or stay the same.

Can I re-take my assessment?

Many of our centres will be able to allow learners to re-take their assessments. If a learner wishes to re-take their assessment, they should discuss this with their Centre to see if this is possible.

What are the charges for an appeal?

Stage 1 - £40 Stage 2 - £140

Fees must be paid before the appeal is reviewed and are non-refundable, unless the appeal is upheld.

What is the appeal process?

Stage 1

To appeal, a learner or a Centre must submit the details of their appeal to assurance@nocn.org.uk. If a learner's Centre is managed by One Awards, then the appeal must be sent to quality@oneawards.org.uk. The appellant must provide as much information as possible to support NOCN's review.

NOCN will acknowledge the appeal within **5 working days** and will confirm whether it is in or out of scope.

If in scope, the NOCN Quality Assurance Team will review the basis of the appeal and will provide a response to the appeal within **20 working days**.

The Quality Assurance Team will confirm the outcome of the appeal in writing to the Centre or learner.

Stage 2

If an appellant is not satisfied with the outcome of Stage 1, they can appeal to NOCN's Responsible Officer. Guidance on how to complete this will be provided to the appellant when the outcome of Stage 1 is communicated.

The Responsible Officer's decision will be the final decision by NOCN regarding the appeal.

What if I'm not happy with the outcome of my appeal?

If a learner is unhappy with the outcome of NOCN's appeals process, they can make a complaint directly to Ofqual.