Learner access to NOCN eCertificates User Guide

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Introduction

This user guide will explain how learners can access their eCertificates and purchase a paper-based copy, which will be sent to their address.

Please note that NOCN can only provide eCertificates for any Assured Courses, Endorsed Programmes or Streetworks Courses. These cannot be purchased as paper-based certificates.

Important information prior to creating an account

Learners may have already received an invitation to join The Hub prior to completing any eAssessments for the courses or qualifications.

If you have not received an email from the NOCN Hub, this is either because your centre did not provide your email address when registering you on the NOCN systems or because you already have an NOCN Hub account.

In the case that your registration did not include an email address, your centre would need to provide your **NOCN learner ID as your username and date of birth (ddmmyyyy) without slashes as your password.**

In the case that you already have an NOCN Hub account, you can log in using your existing credentials.

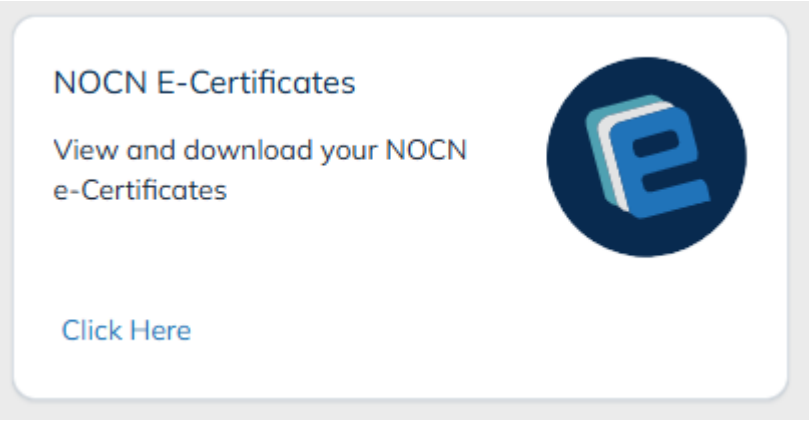
Alternatively, you'll have to sign up as a learner on The Hub. The system should then be able to link your records to your account on The Hub.

If you **cannot** view your eCertificates upon logging in, please contact our Customer Service team on 0300 999 1177 (Opt. 1, 3, 1)

Software recommendation: Google Chrome is the recommended web browser.

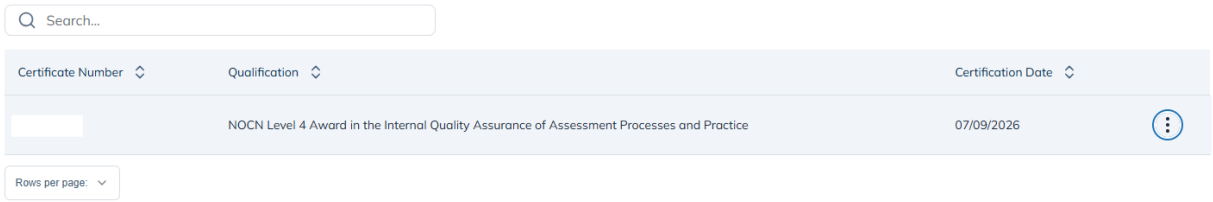
Accessing eCertificates on The Hub

1. When logged into the NOCN Hub, select the "NOCN E-Certificates" card:

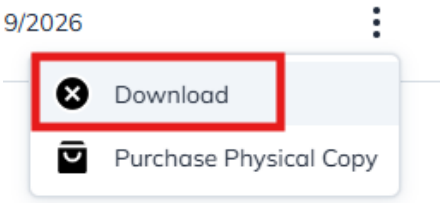


2. You'll be able to view all the certificates issued to you by NOCN since November 2021.

3. Next to the relevant certificate, click on the 3 dots

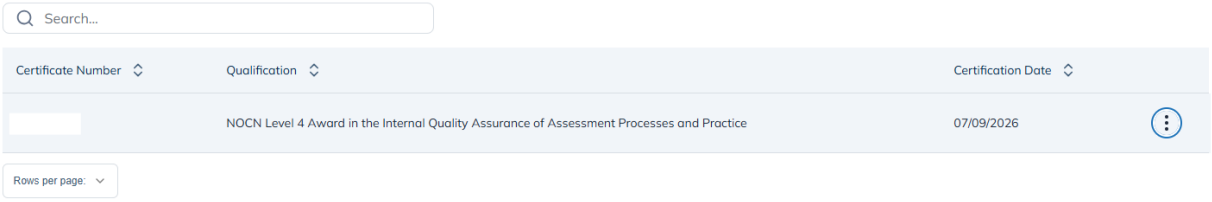


4. Click ‘’Download’’.

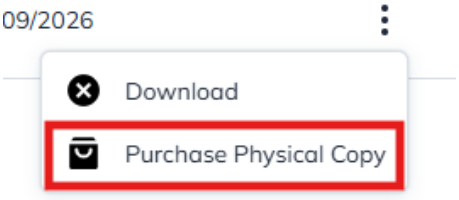


Purchasing paper-based Certificates

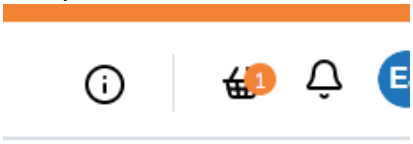
1. When logged into your account on The NOCN Hub, select the ‘’NOCN E-Certificates’’ card.
2. If you have more than one certificate, locate the one that you wish to purchase.
3. Click on the 3 dots.



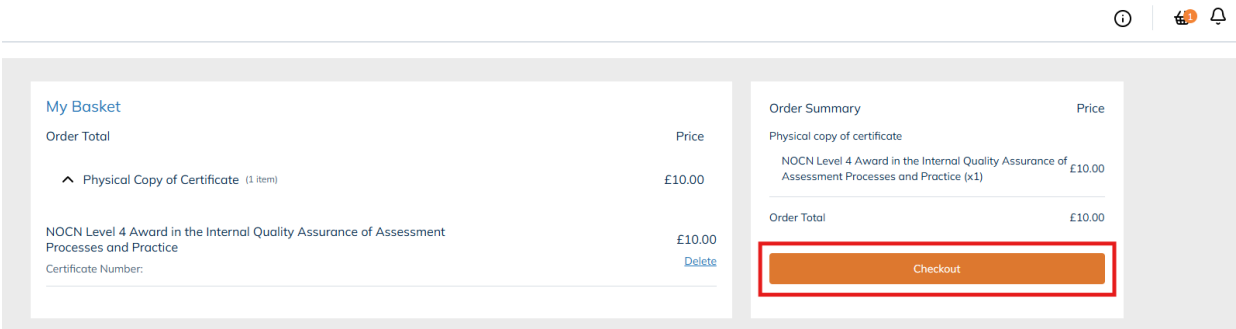
4. Click on ‘Purchase Physical Copy’.



5. The purchase will be moved into the basket.



6. Click on the basket and proceed to Checkout.



7. Fill in all the mandatory fields and ensure that the delivery address is correct. The certificate will be posted to the mentioned address.
8. Proceed to click on ‘Confirm and pay'.
9. You will receive a confirmation email and the certificate will be requested within 2 working days.

NOCN Group
Acero Building
1 Concourse Way
Sheaf Street
Sheffield
S1 2BJ
UK
@NOCN

E-mail: nocn@nocn.org.uk
Tel: +44 (0) 0300 999 1177