

Customer support guide: schools

About us

NCFE is a national Awarding Organisation. We design, develop and certificate technical qualifications for schools, colleges and training providers. We acquired CACHE in 2014, the learning provider of childcare, education and social care qualifications.

Our qualifications for schools include V Cert Technical Awards for Key Stage 4 learners and Applied Generals for Key Stage 5 learners.

V Cert Technical Awards have been developed in line with the Department for Education (DfE) requirements and are equivalent in rigour and challenge to GCSEs. V Cert Technical Awards are graded and contain internal and external assessment.



7 Steps to success

7 easy steps to delivering our qualifications for schools

- 1** Choose which qualifications you'd like to deliver and arrange your approval review. You'll be allocated an External Quality Assurer (EQA) to carry this out. Questions? Contact approvals@ncfe.org.uk
- 2** Register and enter your learners on [The Portal](#) and start delivery of the qualification(s). Delivery support and resources can be found on QualHub.
- 3** Once you've made your registrations, your **2 free** EQA visits per quality assurance (QA) group are unlocked and you should consider arranging your first visit.
- 4** Your first visit will take place to monitor processes, check policies, procedures and quality assurance processes and sample learner work and check the occupational competence of Assessors and Internal Quality Assurers.
- 5** Your unit grades are then banked or rejected following your EQA visit.
- 6** A second EQA visit will take place to sample remaining learner work and unit grades will be banked or rejected.
- 7** You can claim certificates when your learners have banked grades for all the units and a result for the external assessment or you can claim a unit certificate for any learners who haven't completed the full qualification.

Certificates will be issued to you within one working day.

Remember:

You should plan any external assessment into your delivery. The externally assessed components must be delivered to the learners before they sit the assessment.

When registering learners on [The Portal](#), you'll be asked to choose the assessment window you'd like your learners entered on.

External assessment results are released in line with the published assessment windows. Please check our QualHub for our latest external assessment timetable.

Preparing for your approval review

There's a lot of supporting documentation available to ensure that you have everything you need for your approval review including 10 steps to follow for approval success and a checklist to follow.

You'll find these documents on [QualHub](#).

Using The Portal

[The Portal](#) is our online administration interface. To access The Portal, you'll need to apply for a username and password. This can be done by completing The Portal registration form which is located on The Portal login page and can be accessed through our website.

The main icons on the portal home page allow you to:

- Register my learners
- Search my learners
- Claim my Certificates

Unit grades should only be submitted once the work has been internally assessed and a sample has been internally quality assured. Once this has been done, please submit the applicable grades for each learner. The unit grades will be stored until your EQA visit.

If you wish to claim certificates for your learners, this should be done once all internal unit grades have been banked by your EQA and your learners have a result for the external assessment (if applicable). You can claim a unit certificate for any learners who haven't completed the full qualification, but who'd still like recognition for the parts they've successfully completed.

You can use The Portal for the following:

- registering learners
- book learners for an external assessment resit
- submitting unit grades
- claiming learner certificates
- downloading forms, orders and reports
- viewing your learners' status 24 hours a day
- amend learner details and ULNs

Registration

Registrations are a vital step in ensuring your programme delivery goes according to plan and that successful learners receive their certificates quickly. You can find out qualification/unit codes on QualHub.

Please ensure that you register your learners as soon as possible. This ensures you receive all the help and support you need from us, including prompt allocation of your EQA.

Once your learners are registered we'll allocate a unique 'batch number' to your group. The batch number is used to track groups of learners from registration to certification and you should use this batch number when making enquiries.

Your External Quality Assurer won't be able to visit until you've registered learners.

Log in to the Portal and click the registration tab at the top of the screen to start the registration process. You can register learners in **2** different ways:

- 1** Key in – where you type your learners' details directly into [The Portal](#).
- 2** CSV upload – where you can upload your learners' details from an Excel spread sheet.

When you've decided which of these options you'd like to use, follow the onscreen instructions to complete your registrations. You'll be able to view your learners' details on [The Portal](#) straight away.

Submitting internal units

Submitting completed internal unit grades for a learner on the NCFE Portal gives you an accurate representation of the learner's progress and current level of learning.

As soon as the learner has been successfully registered, you'll be able to submit learner grades based on pass, merit, distinction or not yet achieved following assessment and internal quality assurance. Your EQA will then receive notification that units have been submitted for a batch or learner. Your EQA will visit you and the grades will then either be banked or rejected following discussion and support provided during the visit. An email will be sent to your centre contact.

External assessment

External Assessment

You must ensure that the externally assessed component is delivered to the learners before they sit the external assessment. Learners are allowed one resit opportunity for an external assessment. The highest grade will count.

Once learners are registered you'll need to select the date of the external assessment window.

This feature will not allow an entry to be allocated to an assessment window which has already started.

You can then select which learners you're entering for the external assessment (including re-sits).

Schools must book all learners via The Portal by the advertised entry cut-off date in the external assessment timetable.

You'll need to follow the entries process for any re-sits you may have.

Supporting you

The external assessment must be conducted in line with our Regulations for the Conduct of External Assessment of V Certs. These documents can be found on [QualHub](#). Once your learners have completed an external assessment, their evidence will be externally marked by the examiner.

Following the completion of the external assessment, learner evidence and relevant documentation needs to be returned to NCFE within 24 hours of the end of assessment window.

Learners will be awarded one of the following grades for the external assessment:

- **Pass**
- **Merit**
- **Distinction**
- **Not Yet Achieved**

The results will be released on the advertised release date and will be available on the Results page of the Portal. They will also be emailed to your Exams Officer along with a Grading Summary Report.

Online certification

To claim a learner's full qualification certificate, all internal units must be completed, assessed, Quality Assured and banked. The external assessment must also be achieved. You can do this by doing the following;

- **search for learners**
- **check learner status**
- **claim for learners or batches**
- **print confirmation reports**

Once we receive a claim through [The Portal](#), we'll produce and send you the certificates within one working day. If we can't do this (for example, if there's incorrect or missing information) we'll be in touch as soon as possible and explain what needs to be done before the certificates can be produced.

If you have any queries regarding the qualification, please contact our customer support team using the information below.

NCFE

Q6 Quorum Business Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

@NCFE

Call 0191 239 8000*

Email service@ncfe.org.uk

Visit ncfe.org.uk/schools