Registrations-exceptional-circumstances-policy-and-procedure

**Reference Number: CSU\_10\_10.1**

**Policy / Procedure / Process**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Last revised** | **Next review date** | **Policy Owner** | **Notes** |
| CSU\_10\_10 | April 2021 | April 2022 | Customer Support | Replaces CEN\_SU\_25 |
| CSU\_10\_10.1 | 30/06/2023 |  | Customer Support | Exceptional Circumstance updated for Remote Invigilation |
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Adherence to the published NCC Education Activity Schedule is essentialto ensure that Customer Support are able to meet the published deadline dates and operational standards set out in the Centre Handbook. The Centre Handbook is available to download from the Candidate Registration Portal (<https://portal.nccedu.com>) under section: *CONTENT > Useful Operational Documents*

If the centre fails to adhere to dates published in the activity schedules, then the following penalties can result:

■ NCC Education will not mark or moderate assessments submitted beyond published deadlines; candidates will be marked as absent.

■ Candidate results will be withheld until required conditions set out by NCC Education have been met.

■ Centres request and pay for out of cycle moderation of the late assessments

There are acceptable exceptional circumstances where NCC Education will consider processing centre submissions beyond published deadlines.

**Accepted Exceptional Circumstances**

**Unforeseen factors or factors outside the centre’s control, preventing the centre from operating:**

**Natural Disaster**

**War**

**Fire**

**Theft**

**Strikes**

**Courier collection/delivery delays not the fault of the centre**

**Another Exceptional Circumstance is for candidates that are unable to write examinations in the centre and have to write remotely and will require Remote Invigilation. NCC Education needs to be advised of such incidences.**

The centre is required to complete the Exceptional Circumstances Application and return to the NCC Education Customer Support Executive.

**SECTION A: TO BE COMPLETED BY THE CENTRE**

PLEASE NOTE: Completion of this form does not guarantee that late submissions will be processed.

NCC Education reserves the right to impose charges where applicable in the event of the application being successful.

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| **Full Name:** | Click or tap here to enter text. |
| **Job Title:**  | Click or tap here to enter text. |
| **Date:** | Click or tap to enter a date. |
| **Centre Name:** | Click or tap here to enter text. |
| **Centre Code:** | Click or tap here to enter text. |
| **Assessment Cycle:** | **Session:**  | Choose an item. | **Year:**  | Click or tap here to enter text. | **✓** |
| **Accepted Exceptional Circumstances:** | Natural Disaster  |[ ]
|  | War |[ ]
|  | Fire |[ ]
|  | Theft |[ ]
|  | Strikes |[ ]
|  | Courier Collection/Delivery delays, not the fault of centre |[ ]
|  | Remote Invigilation |[ ]
| **Qualification/****Programme:** | Applied Skills Certificate in Computing (ASCC) |[ ]
|  | DIGI (Digi-Explorers, Digi-Navigators, Digi-Trailblazers) |[ ]
|  | Level 2 Award in Computing (L2AC) |[ ]
|  | Level 3 Diploma Foundation in Higher Education Studies (L3IDHES) |[ ]
|  | Level 3 Diploma in Business (L3DB) |[ ]
|  | Level 3 Diploma in Computing (L3DC) |[ ]
|  | Level 4 Diploma in Business (L4DB) |[ ]
|  | Level 4 Diploma in Computing (L4DC) |[ ]
|  | Level 4 Diploma in Business Information Technology (L4DBIT)/ Level 4 Diploma in Computing (with Business Management) (L4DCBM) |[ ]
|  | Level 5 Diploma in Business (L5DB) |[ ]
|  | Level 5 Diploma in Computing (L5DC) |[ ]
|  | Level 5 Diploma in Business Information Technology (L5DBIT)/ Level 5 Diploma in Computing (with Business Management) (L5DCBM) |[ ]
|  | Level 5 Diploma in Computing (with Cyber Security) (L5DCCS) |[ ]
|  | Level 6 Diploma in Business Strategy and Management (L6DBSM) |[ ]
|  | Level 7 Diploma in Business Management (L7DBM) |[ ]
|  | Pre-Master’s in Business (PMB) |[ ]
| **Published deadline date this application is in reference to:** | Registration deadline |[ ]
|  | Final late registration deadline (Late fee applicable) |[ ]
|  | Deadline for submission of completed Mark Submission Form (MSF) |[ ]
|  | Deadline for submission of Moderation Samples |[ ]
|  | Deadline for Post-Results Service request |[ ]

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| **Justification for application:** | ***Please explain the reasons your centre failed to adhere to the NCC Education published deadline date and provide supporting evidence where available.******Please confirm if NCC Education were notified of the issue(s) in advance of the published deadline date.******Please explain the impact of the exceptional circumstances on the centre performance.******Please provide details of the affected candidate(s), unit(s) and component(s).***Click or tap here to enter text. |
| **Commitment:** | ***Please provide detail of what steps will be taken to ensure NCC Education published deadlines will be strictly adhered to in future assessment cycles.***Click or tap here to enter text. |
| **Support:** | ***Please provide details of any additional training or support you would like NCC Education to provide in order to assist you in meeting the published deadline dates.***Click or tap here to enter text. |
| **Forms to be completed and returned to: NCC Education Customer Support Executive** |

**SECTION B: FOR NCC EDUCATION USE ONLY**

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| Received by NCC Education Customer Support Executive:  |  | **Date:** |  |
| **Decision** – including conditions, if appropriate |
| Click or tap here to enter text. |
| **Signed** (or type name):  |  | **Date:** |  |