Reference Number: OPS004

Examination and Assessment Instructions

Revision History

Version	Last revised	Next review date	Notes
0.1	December 2013		
0.2	August 2014		
0.3	February 2015		
2.0	10/02/2016		Process updates
3.0	June 2016		Address change, minor process changes
4.0	October 2016	October 2017	Level 3 moderation submission process changed.
5.0	May 2018	May 2019	Moderation Address change
6.0	February 2020	February 2021	Process updates, changes to qualification arrangements
7.0	October 2020	October 2021	Significant process updates due to VLE implementation
8.0	August 2021	August 2022	Minor updates to terminology/platform names
9.0	September 2022	September 2023	Amalgamation of documentation
10.0	January 2023	March 2023	Update
11.0	May 2023	September 2023	Update
12.0	January 2024	June 2024	Update
13.0	February 2024	June 2024	Added wording concerning GA word counts

Contents

1. General Overview

The purpose of this document is to provide all necessary information to enable NCC Education accredited partner centres to conduct all NCC Education assessments safely, securely and efficiently. It also provides instructions on the marking and moderation processes for all NCC Education qualifications. All Centre Co-ordinators, invigilators and markers must read this booklet and have access to it on the day of examinations.

The centralised marking and moderation activity for NCC Education centres provides outcomes that meet the standards and conditions laid down by the Office of Qualifications and Examinations Regulation (Ofqual) in England. The marking and moderation activity undertaken by NCC Education ensures assessment is valid, reliable and fit for purpose. NCC Education will apply moderation practices and procedures in compliance with Ofqual's General Conditions of Recognition.

These instructions describe the procedures for all NCC Education qualifications only. Separate arrangements are in place for the University of Greenwich and University of Central Lancashire assessments. Please contact NCC Education Customer Support for further information on assessment arrangements for these qualifications.

If you have any questions regarding the examination and assessment rules and procedures, please contact NCC Education Customer Support on customer.support@nccedu.com.

2. Assessments Overview

NCC Education runs four types of assessments: e-Assessments, Global Examinations, Local Examinations and Global Assignments.

Global Examination, Local Examination and Global Assignment papers can be accessed on the NCC Education Quartz Web Portal (quartzportal.nccedu.com) and accredited partner centres will also submit candidates' work (i.e. Global Examination scripts and documentation, and Global Assignment/Local Examination samples and claimed marks) via the NCC Education Quartz Web Portal.

2.1 e-Assessments

e-Assessments are marked centrally by NCC Education.

e-Assessments are accessed through the NCC Education Virtual Learning Environment (VLE) for which NCC Education will provide individual access for any candidate who is enrolled for the assessment.

2.2 Global Examinations

Global Examinations (GX) are marked centrally by NCC Education.

Global Examinations are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL EXAMINATION RELEASE.

Completed scripts for all candidates, along with examination documentation and candidates' attendance, are submitted by the centres to NCC Education for marking electronically. Global Examinations must take place at the time and date specified by NCC Education.

2.3 Local Examinations

Local examinations (LX) are marked locally by each individual centre with a marking scheme provided by NCC Education.

Local Examinations are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>LOCAL EXAMINATION RELEASE.

Local Examinations are to be scheduled at the centre's discretion within the Local Examination Week set by NCC Education. Centres are responsible for the initial marking of the Local Examination scripts and must then submit a sample of each assessment, along with examination documentation and all candidates' attendance and claimed marks, to NCC Education for moderation.

2.4 Global Assignments

Global assignments (GA) are marked locally by each individual centre with a marking scheme provided by NCC Education.

Global assignments and their corresponding marking schemes are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL ASSIGNMENTS RELEASE.

Centres are responsible for the initial marking of the Global assignments and must then submit all candidates' claimed marks and a sample of each assessment to NCC Education for moderation via the NCC Education Quartz Web Portal.

2.5 Grading Structure

All NCC Education Programmes	Mark awarded	
DISTINCTION **Distinction level work is relatively rare and is expected to stand out from the work of other students. Not many students will achieve a distinction.** - directly addresses the question or problems raised - provides a coherent argument displaying an extensive knowledge of relevant information - evaluates concepts, techniques and theory - relates theory to practice - reflects the student's own argument and is not just a repetition of standard lecture, and reference material is very accurate - provides evidence of reading beyond the required reading - shows awareness of other approaches to the problem area - has an appreciation of methodological concerns and displays an awareness of the limitations of current knowledge	DISTINCTION	70% and above
MERIT **This is a highly competent level of performance** - directly addresses the question or problems raised - provides a coherent argument drawing on relevant information - shows some ability to evaluate concepts and theory and to relate theory to practice - reflects the student's own argument and is not just a repetition of standard lecture and reference material - does not suffer from any major errors or omissions - provides evidence of reading beyond the required reading - displays an awareness of other approaches to the problem area	MERIT	60% - 69%
PASS **This is an acceptable level of performance and all competent students should expect to achieve at least this level.** - addresses the question but provides only a basic outline of relevant arguments and evidence along the lines offered in the lectures and referenced readings but with little evidence of further reading - all learning outcomes are demonstrated - answers are clear but limited - some minor omissions and inaccuracies but no major errors	PASS	40% - 59%
REFERRAL/FAIL **Students attaining this level of performance should be in a small minority of those on the course** - learning outcomes have not been demonstrated - relevant points have been omitted from the answer - there are errors in the answer - parts of the question remain unanswered - answers may be too brief and possibly in note form	REFERRED/FAIL	Less than 40%

3. Digi Explorers, Digi Navigators and Digi Trailblazers (DE / DN / DT)

NCC Education's Digi Explorers, Digi Navigators and Digi Trailblazers are assessed by e-Assessment only. These assessments are to be taken by candidates at any point within the dates stated on NCC Education's Activity Schedule.

3.1 Instructions for Conducting e-Assessment

NCC Education e-Assessments are accessed through the NCC Education Virtual Learning Environment (VLE). You can access this website at https://vle.nccedu.com/
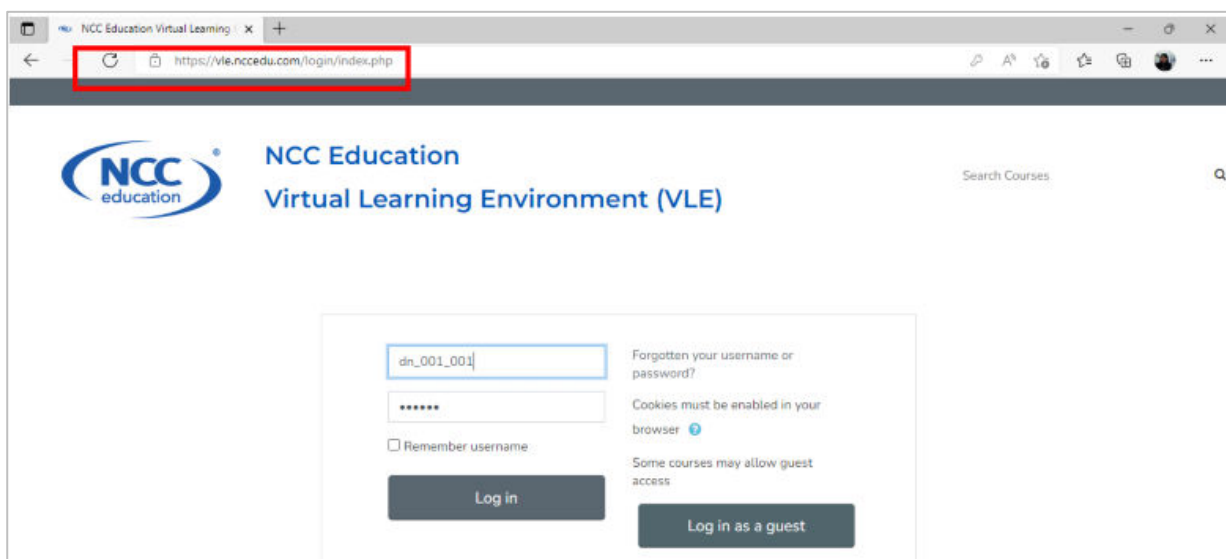
NCC Education will provide individual access to all candidates who are enrolled for the assessment and for whom the candidate registration fee has been paid in full. The login credentials will be sent to Centre Co-ordinators on a date specified in the NCC Education Activity Schedule.

The username and password provided should be entered in the space provided by each candidate before clicking Log in.
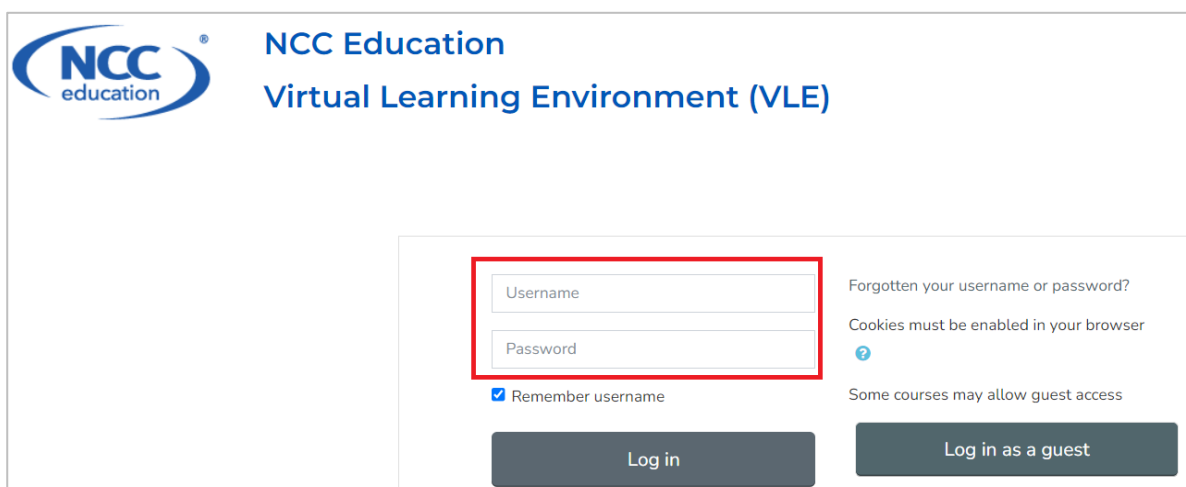
Each candidate will then have to click on Digi e-assessment > Digi Online Assessment Link.

Welcome to NCC Education's Virtual Learning Environment

Please click on one of the links below to get started:

≡

▶ Digi e-Assessment > Digi Online Assessment

Based on the login credentials the candidate entered, they should only see the assessment that they are registered for. In this document, we are using Digi Navigators – Online Assessment as an example.

The candidate should click the Online Assessment link and this will take them to a page with information on the Digi e-assessment.

Welcome to NCC Education's Virtual Learning Environment

Please click on one of the links below to get started:

≡

▾ Digi e-Assessment > Digi Online Assessment

☞ Digi Navigators – Online Assessment

To start the test, scroll down the page and click 'Begin the test here'.

Digi e-Assessment

Begin the test here

ⓘ Not attempted

The candidate can begin the test by clicking the the 'Attempt quiz now' button.

On the right of the screen, the candidate will see the Quiz Navigation bar. This can be used to go back to any question and change their answers before submitting their attempt.

Candidates should click the 'Finish attempt' button when they have answered all of the questions.
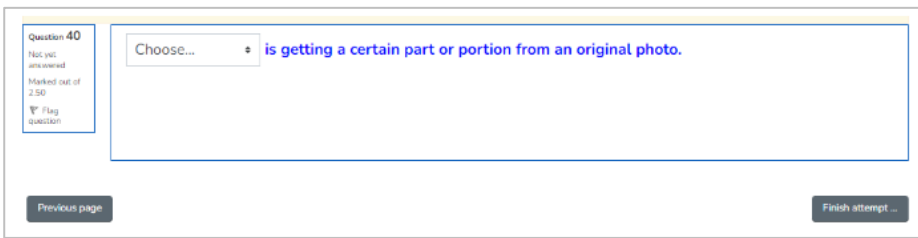
Lastly, the candidate will get a summary of their attempted questions. By clicking the 'Submit all and finish' button, the candidate will have completed the e-assessment and NCC Education will mark their work.
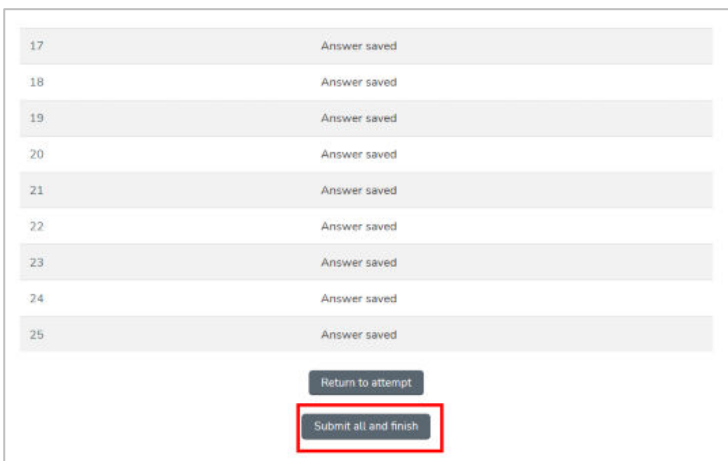
Please notify your Customer Support Executive once the e-Assessments have been completed.

4. Level 2 Award in Computing (L2AC)

NCC Education's Level 2 Award in Computing utilises Global Examinations (GX) and Global Assignments (GA) as assessment. It is important to note that Global Examinations are marked centrally by NCC Education, whereas Global Assignments are marked locally by each individual centre with a marking scheme provided by NCC Education.

4.1 Global Examinations

Global examinations must take place at the time and date specified by NCC Education on Activity Schedule and Exam Dates documents.

For full details on the administration of NCC Education's Global examinations, please refer to the Instructions for Conducting Global Examinations document in Appendix A of this document.

4.2 Global Assignments

Global Assignments and their corresponding marking schemes are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL ASSIGNMENTS RELEASE.

For full details on the administration of NCC Education's Global assignments, please refer to the Instructions for Marking and Submission of Global Assignments document in Appendix E of this document.

5. Level 3 Qualifications (L3IFDHES / L3DB / L3DC)

NCC Education's Level 3 qualifications utilise Global Examinations (GX), Local Examinations (LX) and Global Assignments (GA) as assessment. It is important to note that Global Examinations are marked centrally by NCC Education, whereas Local Examinations and Global Assignments are marked locally by each individual centre with a marking scheme provided by NCC Education.

5.1 Global Examinations

Global Examinations are to be taken by candidates at the date and time stipulated on NCC Education's Activity Schedule and Exam Dates documents.

For full details on the administration of NCC Education's Global Examinations, please refer to the Instructions for Conducting Global Examinations document in Appendix A of this document.

5.2 Local Examinations

Local Examinations are to be taken by candidates at any point within the dates stated on NCC Education's Activity Schedule.

The full details on the administration of NCC Education's Local Examinations, please refer to the Instructions for Conducting Local Examinations document in Appendix B of this document.

5.3 Remote Invigilation

In situations of centre closures or centres which operate an online platform with online examination assessments, NCC Education can allow the option of invigilating Level 3 Global Examinations and Local Examinations remotely.

For full details on remotely invigilating NCC Education's Global examinations and Local examinations, please refer to the Guidance for Remote Invigilation document in Appendix F of this document.

5.4 Global Assignments

Global assignments and their corresponding marking schemes are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL ASSIGNMENTS RELEASE.

For full details on the administration of NCC Education's Global Assignments, please refer to the Instructions for Marking and Submission of Global Assignments document in Appendix E of this document.

6. Applied Skills Certificate in Computing (ASCC)

NCC Education's Applied Skills Certificate in Computing is assessed by Global Assignments (GA) only. Global Assignments are marked locally by each individual centre with a marking scheme provided by NCC Education.

6.1 Global Assignments

Global Assignments and their corresponding marking schemes are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL ASSIGNMENTS RELEASE.

For full details on the administration of NCC Education's Global Assignments, please refer to the Instructions for Marking and Submission of Global Assignments document in Appendix E of this document.

7. Level 4 and Level 5 Qualifications (L4DB / L4DC / L4DCBM / L5DB / L5DC / L5DCBM / L5DCCS)

NCC Education's Levels 4 and 5 qualifications utilise Global Examinations (GX) and Global Assignments (GA) as assessment. It is important to note that Global Examinations are marked centrally by NCC Education, whereas Global Assignments are marked locally by each individual centre with a marking scheme provided by NCC Education.

7.1 Global Examinations

Global Examinations are to be taken by candidates at the date and time stipulated on NCC Education's Activity Schedule and Exam Dates documents.

For full details on the administration of NCC Education's Global Examinations, please refer to the Instructions for Conducting Global Examinations document in Appendix A of this document.

7.2 Remote Invigilation

In situations of centre closures or centres which operate an online platform with online examination assessments, NCC Education can allow the option of invigilating Level 4 and 5 Global Examinations remotely.

For full details on remotely invigilating NCC Education's Global Examinations and Local Examinations, please refer to the Guidance for Remote Invigilation document in Appendix F of this document.

7.3 Global Assignments

Global Assignments and their corresponding marking schemes are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL ASSIGNMENTS RELEASE.

For full details on the administration of NCC Education's Global Assignments, please refer to the Instructions for Marking and Submission of Global Assignments document in Appendix E of this document.

8. Level 6 Diploma in Business Strategy and Management (L6DBSM)

NCC Education's Level 6 Diploma in Business Strategy and Management is assessed by Global Assignments (GA) only. Global Assignments are marked locally by each individual centre with a marking scheme provided by NCC Education.

8.1 Global Assignments

Global Assignments and their corresponding marking schemes are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL ASSIGNMENTS RELEASE.

For full details on the administration of NCC Education's Global Assignments, please refer to the Instructions for Marking and Submission of Global Assignments document in Appendix E of this document.

9. Level 7 Diploma in Business Management (L7DBM)

NCC Education's Level 7 Diploma in Business Management is assessed by Global Assignments (GA) only. However, for Level 7 qualifications, NCC Education is responsible for marking all assignments.

NCC Education centres are requested to follow the instructions specified below.

9.1 Instructions for Submission of Level 7 Assignments

All assignments and are marked by NCC Education. All assignments are to be submitted through the NCC Education Quartz Web Portal.

Centres must ensure they follow the guidelines below when submitting Level 7 assessments for marking.

- The individual assignments must be labelled as follows: **[candidate ID]_[candidate name]_[unit abbreviation]**.

  For example: *123456_John Smith_CFDM*

- Each unit should be in a separate folder, with the information labelled as follows: **[Centre name]_[Centre branch, if applicable]_[unit abbreviation]_component**

  For example: *Test Centre_Test Branch_CFDM_Assignments*

Please note: Candidates who do not adhere to file-name standards may experience a delay in receiving their results. If the candidate number and unit cannot be clearly identified, the assignment may not be marked and a '0 / Absent' will be entered.

Please also note that large volumes of pictures of text are not acceptable in assignment submissions at Level 7 as this prevents the work from being run through anti-plagiarism software. Any assignment containing large volumes of pictures of text may either be awarded '0' for this submission or may be sent back to the centre for the candidate to amend and re-submit.

Centres **must** keep copies of the work that has been submitted to NCC Education for marking.

9.2 Important note on plagiarism, collusion or academic malpractice

It is important that candidates are reminded that they must cite all sources used within their assignments as this is an essential academic skill.

For Level 7, centres MUST ensure Turnitin reports are submitted for each assignment a candidate submits. Centres MUST also report any potential misconduct and/or investigations they have conducted with candidates regarding high Artificial Intelligence (AI) percentages (i.e. any at 50% or more) flagged on the Turnitin report.

9.3 Important note on word counts

All Level 7 Global Assignments have a word count which is clearly stated on the question paper. Candidates MUST NOT exceed this stipulated word count by more than 10%. Level 7 Global Assignments which exceed the word count by more than 10% will be marked but any words written beyond the stipulated limit will not be read by the marker and there will be no marks awarded and no feedback provided for any text beyond the prescribed limit.

Candidates MUST state the word count in the header of their assignment and declare the number of words on their assignment cover sheet. Candidates MUST also confirm that they have not exceeded the stipulated word limit by more than 10%.

9.4 Candidate Feedback

NCC Education will produce assignment feedback for each candidate where a result has been published.

9.5 Checklist for Submission of Samples by Centres for Level 7 Diploma in Business Management (L7DBM)

Task:	✓
All Level 7 assessments are marked by NCC Education. All assignments must have a signed copy of the 'Statement and Confirmation of Own Work' and a completed NCC Education cover sheet included with each assignment.	
All Level 7 assignments must be submitted to Turnitin for plagiarism checking. In any instance where an Artificial Intelligence (AI) percentage is 50% or over, the centre must carry out an investigation and make NCC Education aware of the outcome. The Turnitin Originality Reports for all assignments must also be submitted.	
The misconduct form/plagiarism survey has been completed for each separate unit/module on the NCC Education Quartz Web Portal.	
Make sure that all the individual assessments clearly state the candidate's name and ID number on the front page: **[Candidate ID]_[Candidate Name]_[unit abbreviation]**	
Samples from the same unit must be grouped together and labelled correctly: **[Centre name]_[Centre branch, if applicable]_[unit abbreviation]_component**	
Make copies of all work that is to be sent for marking to be kept at the centre.	

Please note the following:

- If any of the above has not been followed correctly, NCC Education will either return the candidates' work to the centre or the moderation will be delayed until the next cycle of assessment. **Please read this guidance carefully to avoid any unnecessary delays to results.**

9.6 Keeping Candidates work

Centres must retain **all** candidate assessments for one year. Thereafter it is recommended, but not a requirement, that samples are retained by the centre to enable the monitoring of candidates' work over time.

NCC Education will keep all assessed work submitted for moderation for a period of one year.

9.7 Late Submissions from Centres

Any assessments that have not been received by the published deadline date will be classed as a non-submission. Candidates will be awarded 'Absent' and will be required to complete new assessments unless there are exceptional circumstances which NCC Education has received prior

notice of. If this situation arises, centres will be required to follow the exceptional circumstances procedure and await approval by NCC Education.

Late submission will be charged an out of cycle moderation fee, unless there are exceptional circumstances, of which NCC Education has received prior notice. If this situation arises, all centres will be required to follow the exceptional circumstances procedure and await approval by NCC Education.

Please note that any late submission can delay the release of results.

10. Pre-Masters in Business (PMB)

NCC Education's Pre-Masters in Business utilises Local Examinations (LX) and Global Assignments (GA) as assessment. It is important to note that Local examinations and Global assignments are marked locally by each individual centre with a marking scheme provided by NCC Education.

10.1 Local Examinations

Local Examinations are to be taken by candidates at any point within the dates stated on NCC Education's Activity Schedule.

The full details on the administration of NCC Education's Local examinations, please refer to the Instructions for Conducting Local Examinations document in Appendix B of this document.

10.2 Remote Invigilation

In situations of centre closures or centres which operate an online platform with online examination assessments, NCC Education can allow the option of invigilating Local Examinations remotely.

For full details on remotely invigilating NCC Education's Local Examinations, please refer to the Guidance for Remote Invigilation document in Appendix F of this document.

10.3 Global Assignments

Global Assignments and their corresponding marking schemes are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL ASSIGNMENTS RELEASE.

For full details on the administration of NCC Education Global Assignments, please refer to the Instructions for Marking and Submission of Global Assignments document in Appendix E of this document.

Appendix A: Instructions for Conducting Global Examinations

Global Examinations (GX) are marked centrally by NCC Education.

Global Examinations are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL EXAMINATION RELEASE. Centres must also ensure that they have downloaded an attendance register for the Global Examination, as well as the required Examination Documentation Templates – a Chief Invigilator's Report, a Seating Plan, an Irregularities Report and an Examination Blank Answer Booklet. The Examination Documentation Templates can be accessed on the NCC Education Quartz Web Portal by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES.

Centres must submit completed scripts and examination documentation to the NCC Education Quartz Web Portal within 48 hours of the end of the examination. As well as submitting a copy of the attendance register signed by candidates, centres must also ensure that they complete the online attendance register for all candidates. NCC Education will mark the Global Examination scripts electronically. Global Examinations must take place at the time and date specified by NCC Education in the Activity Schedule.

Before the Examination

A Chief Invigilator must be appointed at each approved exam venue for each qualification to take responsibility for the examination papers and the running of the examinations. This person must be a senior member of staff and will be the point of contact for all queries resulting from the examination period. The Chief Invigilator may be the Centre Co-ordinator.

An invigilator must be a person of good character and standing and should not normally be involved in the delivery of the unit being examined. The Chief Invigilator and other invigilators must read this documentation prior to the examination.

Question papers for each GX, which is scheduled to take place, will be available to the Centre Co-ordinator electronically via the NCC Education Quartz Web Portal 24 hours (1 working day) ahead of the examination date.

The Centre Co-ordinator will need to download the following from the NCC Education Quartz Web Portal:

- The GX question paper (accessed by following the path LIVE ASSESSMENTS>GLOBAL EXAMINATION RELEASE)

- Examination answer booklet (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Examination answer booklet front cover – you may use the front cover with any A4 lined examination pad (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Exam dates document (accessed by following the path LIVE ASSESSMENTS>EXAM DATES [YEAR])

- Chief Invigilator's Report (provided in Appendix D) (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Candidate exam attendance register (accessed by following the path CENTRE REPORTS>ATTENDANCE REGISTER, selecting the correct information in the dropdown boxes and clicking 'View Report')

- Seating plan (provided in Appendix H) (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Examination and Assessment Instructions (refer to Appendix A: Instructions for Conducting Global Examinations) (accessed by following the path LIVE ASSESSMENTS>ASSESSMENT INSTRUCTIONS)

- Centres must also ensure that all candidates will have access to graph paper for exams where required.

All documentation needs to be kept securely until the day of the assessment. The Centre Co-ordinator is required to confirm receipt by return and to note any discrepancies at this point. Any queries can be raised by emailing customer.support@nccedu.com.

The security of GX papers is the responsibility of the Centre Co-ordinator. Centres must observe the following standards.

- The printing of the examination papers must be overseen by the Centre Co-ordinator or Chief Invigilator.

- During the printing of papers, only one person should be present other than the Centre Co-ordinator.

- Once printed, papers should be sealed in bags or envelopes and stored securely until taken to the examination venue.

Examination venue preparation

The Chief Invigilator must:

- correspond with the Centre Co-ordinator with regards to the number of candidates expected for each examination.

- secure a venue either within the centre or externally that can accommodate the number of candidates expected and which complies with the quality regulations set out in section 'Criteria for an examination venue' below.

- recruit extra invigilator(s) depending on the number of candidates and number of rooms in use, ensuring that they are fully briefed as to their duties.

- set desks out so that candidates are directed to specific positions depending on their examination number. The seating plan must be prepared in advance of the examination and must be returned with the completed examination answer booklets.

Ensure all invigilators have a copy of this booklet to assist them.

Equipment / Stationery

Below is a list of equipment/stationery which is required for the examinations:

- at least one clock per examination room (must be viewable by all candidates)

- spare pencils/pens for those candidates who have not brought their own and for use by invigilators

- examination answer booklet or front cover page with A4 lined examination pad or paper

- tape for securing candidate details onto tables

- graph paper must be provided by the exam venue

Criteria for the examination venue

- There must be sufficient lighting for the room(s) being used.

- There must be adequate toilet facilities nearby.

- Each room must have a wall clock which is visible to all candidates.

- Room(s) must be shaped so that all candidates can be seated facing the same way. The ideal room shape would be a large, rectangular hall.

- There must be sufficient ventilation, air conditioning or heating, whichever is required for the climatic conditions in which the examination is taking place.

- Candidates must have a suitable chair and desk made available to them.

- Desks must be set apart from each other by at least one desk width.

- Any telephone in the examination room must be rerouted so that it does not ring during the examination.

- There must be a table located at the head of the examination room(s) facing the candidates, from which the Chief Invigilator and his/her staff will conduct the examination.

- The room(s) must have no other use for the duration of the examination in question.

- The room(s) must be quiet and free from external noise.

- The room(s) must be free of any electronic equipment such as PCs, laptops or servers.

- A timetable must be made available at the entrance of the hall, at which the Chief Invigilator and his/her team should control the entry of the candidates into the examination hall.

On the day

Identifying candidates

It is vital that invigilators confirm the identity of all candidates sitting examinations. Appropriate arrangements must be in place so that invigilators can carry out adequate checks on the identity of all candidates.

Candidates must also show a valid form of identification. Acceptable identification documents include, but are not limited to:

- valid passport

- valid driving licence

- valid government-issued ID card (including national ID card schemes, military identification, etc.)

- birth certificate

- valid college ID Card issued by the Accredited Partner Centre authorities

- valid ID card issued by a recognised awarding body, validating body or associated university

Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by an appropriate (normally female) member of staff and taken to a private room where they should be politely asked to remove the veil for identification purposes. Once identification has been established, the candidate should replace the veil and proceed as normal to sit the exam.

It is the responsibility of the Centre Co-ordinator to ensure that such facilities are in place to ensure that no candidates are discomfited or disadvantaged. It is acceptable for members of staff who are not part of the invigilation team to attend at the beginning of the examination for this purpose alone. However, staff who are not part of the invigilation team, attending solely to identify candidates, must not under any circumstances be permitted to see the question paper and then leave the examination venue.

Entry to the examination venue

- As candidates arrive, invigilators must check their recognised identity document as outlined in the previous section. **Candidates whose identity cannot be confirmed must not be allowed to remain in the examination venue and must be asked to leave.**

- Each candidate must be asked to sign the official attendance register provided by NCC Education next to his or her name.

- As they enter the room, candidates must be advised of the articles they are permitted to take to their seat. Any other items must be placed at the back of the room for collection at the end of the examination. Specific items which may be brought in are described on each examination rubric (e.g. textbooks, calculators), but candidates may also bring:

  – pencils
  – pens
  – erasers
  – rulers

  No other items are allowed under any circumstances – this includes dictionaries, smart watches, phones, tablets or PDAs.

  Water may be allowed in the examination room at the discretion of the Chief Invigilator.

  All mobile phones must be switched off, all smart watches and any other devices capable of communicating with person(s) outside of the exam room MUST be removed

and left with the invigilator. Any candidate found in possession of a mobile phone, smart watch etc (either on or off) will be treated as an alleged case of cheating.

Candidates are not permitted access to the internet during examinations and this includes the use of any artificial intelligence (AI) tools. As noted above, candidates found in possession of devices providing internet access and candidates found to be using AI tools during an examination will be treated as an alleged case of cheating.

- Candidates must be informed of the location of the toilet and advised that they should attend, if required, **before** the start of the examination.

- Candidates must then be directed to their seat and requested to display their NCC Education examination slip in the top corner of their desk where invigilators can see them.

The door to the examination room must be closed 5 minutes before the scheduled start time of the examination.

General rules for the running of the examination

- The Chief Invigilator must be present at all examinations and arrive at least one hour before the examination is due to start. There must be a contingency plan in place should the Chief Invigilator fail to attend.

- Centre Co-ordinators may be contacted by NCC Education to provide the details of Chief Invigilators and other invigilators should the need arise.

- **There must always be a minimum of two invigilators in any room for up to 25 candidates, and a minimum of one extra invigilator for every extra 25 candidates**. It is the responsibility of the Chief Invigilator to ensure there is sufficient invigilation to cover every examination.

- Candidates should arrive at the examination venue at least 15 minutes before the examination is scheduled to commence.

- It is advisable to have all candidates seated 10 minutes before the scheduled start time of the examination.

- No candidates are allowed into the examination hall more than 30 minutes after the start of the examination.

- Candidates who are admitted **up to** 30 minutes after the start of the examination must **not** be given extra time to complete it.

- Candidates should only be permitted to leave the room if:

  – They need to use the toilet, in which case they should be accompanied by one of the invigilators. Only one candidate should be taken to the toilet by an invigilator at any one time.

  – They are taken ill, in which case they should be taken out of the examination room and not be allowed to continue with the examination if they are still unwell after 15 minutes.

- Any incidents during or surrounding the time of the examination (including those above) must be logged on the Irregularities Report (see Appendix C) and submitted with the examination answer booklets. Should the candidate return (from the WC or from being ill) to the examination

room, no extra time is allowed to compensate for the absence and the candidate cannot make an appeal against this at a later date. **Candidates must be made aware of this.**

- Candidates are not allowed to communicate with each other in any way whatsoever during an examination until they leave the hall.

- Candidates can leave the hall once the first 40 minutes of the examination have elapsed, provided the invigilator has not yet announced the last 30 minutes. Once candidates have left the hall they will not be allowed back in under any circumstances.

- **Candidates are not allowed to take examination question papers away with them.**

- All observations and deviations from examination conduct must be noted in the invigilator's report.

- Invigilators must not offer any advice or comment on the work of the candidates.

- Invigilators must not volunteer any information to candidates regarding suspected errors on the examination question paper unless a notice has been received from NCC Education to do so.

- If there is suspected malpractice during an examination, the invigilator must immediately:

    - confiscate any relevant materials (e.g. crib sheets, but NOT the answer book)

    - mark the answer book at the point at which the incident occurred

    - submit an Irregularities Report to NCC Education

- The candidate will be permitted to complete the exam. The candidate should countersign the Irregularities Report and will have the right to send a written explanation to the Quality Assurance department at quality2@nccedu.com within 24 hours.

Examination Room Instructions for the Day of the Examination

The Chief Invigilator must introduce him/herself and any other members of staff present.

The Chief Invigilator must then outline the process for the examination and confirm all actions have been completed using the checklist below.

Task:	✓
State the time allowed for the examination including the start and finishing time.	
Inform candidates that if they finish early they will be permitted to leave the examination room, provided at least 40 minutes of the examination have elapsed, and the invigilator has not yet announced the last 30 minutes. Candidates leaving early will not be allowed back into the examination under any circumstances.	
Apart from the above, candidates will only be able to leave the examination room if: • they are ill; however if their condition does not improve sufficiently to allow them continue taking the exam within 15 minutes of leaving the room, they will not be allowed to re-enter. • they need to use the toilet facilities. • in both cases candidates must put up their hand and wait until a member of staff approaches them before talking. **An invigilator must accompany candidates at all times**.	
Inform candidates that anyone caught cheating or who is suspected of cheating may be disqualified from the examination. Candidates have the right to appeal this decision in accordance with the NCC Education Review of Result process.	
Inform candidates that they are forbidden to communicate, seek guidance or give assistance in any way to other candidates whilst in the examination room.	
Advise candidates that should they need additional paper, they should put up their hand and an invigilator will assist them. Instruct candidates that all additional paper used should have their NCC Education candidate ID number written on them and they should be attached to the main examination answer booklet with the string or stapler provided.	
Inform candidates that any device such as mobile phones, smart watches, tablets and PDA etc must be switched off and given to the invigilator before the exam begins.	
Distribute the examination question papers and examination answer booklets and inform the candidates not to open them until you advise them to do so.	
Ask candidates to look at the general instructions for all candidates on the front of the examination answer booklet while you read out all the points ensuring that everyone present in the room understands them.	
Check that all candidates have an examination answer booklet and examination question paper and deal with any problems.	
Instruct candidates to complete the candidate specific information section on the front of the examination answer booklet and then put their pens down. Deal with any questions raised at this point.	

	✓
When all candidates have completed the front of the answer booklet, advise them that after the start of the written examination you will inform them when 30 minutes remain and then finally, when five minutes remain.	
Inform candidates that they may now open their examination question paper and they will be allowed 10 minutes to read the instructions and questions. Advise them that they must NOT write anything yet. This time is in addition to and takes place prior to the time stated on the front of the examination paper.	
After exactly 10 minutes, ask candidates to STOP reading. Remind candidates how long they have to complete the examination. Inform candidates that the invigilators will not be allowed to answer any questions during the examination.	
Inform candidates that if they are unsure about a question, they should detail the assumptions they have made in order to help the marker understand what they have done and why.	
Instruct candidates that the examination will now begin and at the same time start the stopwatch or take a note of the time on the wall clock and your own wristwatch.	
When 30 minutes remain, inform candidates.	
When 5 minutes remain, inform candidates.	
Instruct candidates to STOP writing and put their pens down exactly when the time allowed has elapsed. Ask candidates to remain seated and silent until all the examination scripts have been collected.	

Invigilators should walk around the room during the course of the examination checking that all is well and no cheating is taking place.

Do not dismiss any of the candidates until you have confirmed the following actions have taken place:

Task:	✓
Invigilators must now collect the examination answer booklets, marking the attendance register with a tick as each candidate's examination booklet is collected. At the point of collection, the invigilator should check that the details have been correctly completed on the front of the examination answer booklet and any additional paper have been secured properly with the string supplied.	
Invigilators must mark off every candidate on the register who has signed in and handed back a completed examination booklet.	
Invigilators must count up the number of candidates in the room and check that this corresponds with the number signed in on the attendance register and this number in turn corresponds with the number of examination answer booklets you have collected.	
Collect in all spare answer booklets, scrap paper and all question papers.	
All discrepancies must be resolved before candidates are allowed to leave. Any incidents must be recorded in the invigilator's report. If all counts are in order, you can instruct candidates to leave the room.	

After the examination

- Examination booklets and question papers must be collected from every candidate.

- Sort the examination booklets into candidate number as per the attendance register.

- Insert 'Absent' on attendance register where relevant.

Immediately following the completion of the examination:

- The following must be packaged and stored in a secure area:

    - all completed examination answer booklets

    - attendance register

    - seating plan (provided in Appendix H)

    - Chief Invigilator's Report (provided in Appendix D)

    - Irregularities Report - where completed (provided in Appendix C)

All question papers must be destroyed once each examination has taken place. Past papers, for revision purposes, will be made available following result release.

- NCC Education will only accept scans of NCC Education examination answer booklets for marking. It is the Chief Invigilator's role to ensure that:

    - all examination answer booklets are original.

    - candidates have correctly completed the details on the front of the examination answer booklet and any additional sheets.

    - a full count has been completed and an examination answer booklet has been collected and included for every candidate who signed the attendance register.

Chief Invigilators must package up the examination answer booklets immediately and ensure they are kept in a secure location following the examination. If there is any evidence of tampering at any point before the examination answer booklets are sent for marking, this must be reported immediately by the Chief Invigilator to NCC Education.

Return of Completed Scripts

All documentation must be submitted electronically via the NCC Education Quartz Web Portal. However, the centre must confirm attendance of each candidate in the electronic attendance register on the NCC Education Quartz Web Portal before submitting any documents.

After collection of the GXs, each candidate's examination answer booklet must be saved in a zip folder and submitted to the NCC Education Quartz Web Portal.

- Candidates' examination answer booklets must be scanned as an individual PDF for each candidate, for each unit and labelled as follows:

    [candidate ID]_[candidate name]_[unit abbreviation] Exam.

For example: 123456_John Smith_ITCS Exam

- All candidates' examination answer booklets must be saved in a zip folder, along with the additional examination documentation (please see further details below). The zip folder must be labelled as follows: **[Centre name]_[Centre branch, if applicable]_[unit abbreviation]_component**

    For example: ***Test Centre_Test Branch_ITCS_Exams***

Cheating during an examination needs to be recorded by the Invigilator in the Invigilator's report. This report and the examination script must always be submitted with the work for marking for global examination.

Furthermore, alongside the candidates' examination answer booklets, the Centre Co-ordinator must upload the following documentation:

- The Chief Invigilator's Report (provided in Appendix D)

- Irregularities Report – if completed (provided in Appendix C)

- Seating plan (provided in Appendix H)

- Completed official attendance register, which has been provided by NCC Education

The above documentation must be submitted in the zip folder containing all candidates' scripts to the NCC Education Quartz Web Portal **48 hours** after the completion of each examination. If a Centre Co-ordinator fails to submit all the necessary paperwork or fails to submit the assessment answer booklets on time, NCC Education will assume that the centre has a 'nil' return. This means all candidates registered for the assessment(s) will be recorded as ABSENT and will have to re-take their assessment in a later session and make further payments.

It is the Centre Co-ordinator's responsibility to ensure that the scanned answer booklets and relevant examination documentation are clear and readable, and submit all assessment answer booklets and documentation within the scheduled dates and times.

If a non-submission is due to the loss of examination answer booklets by an exam venue, a full report must be sent immediately. This report must be completed by the Chief Invigilator and sent electronically to NCC Education at customer.support@nccedu.com.

NCC Education will use the report submitted by Chief Invigilator in order to make any decisions on the matter. NCC Education's findings will be reported to the centre and this decision will be binding and final.

Appendix B: Instructions for Conducting Local Examinations

Local Examinations (LX) are marked locally by each individual centre with a marking scheme provided by NCC Education.

Local Examinations are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>LOCAL EXAMINATION RELEASE. Centres must also ensure that they have downloaded an attendance register for the Local Examination, as well as the required Examination Documentation Templates – a Chief Invigilator's Report, a Seating Plan, an Irregularities Report and an Examination Blank Answer Booklet. The Examination Documentation Templates can be accessed on the NCC Education Quartz Web Portal by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES.

Centres are responsible for the initial marking of LX scripts and must then submit a sample of each assessment to NCC Education for moderation via the NCC Education Quartz Web Portal.

There are three types of LX which NCC Education administers:

- Developing English Language Skills (DELS)/Advanced English Language Skills (AELS) Written examinations. These examinations incorporate the Reading, Language in Use and Writing components.

- Developing English Language Skills (DELS)/Advanced English Language Skills (AELS) Listening examinations

- Developing English Language Skills (DELS)/Advanced English Language Skills (AELS) Speaking examinations.

The procedure of administering each type of LX is outlined below.

English Language Written Examinations

Before the Examination

A Chief Invigilator must be appointed at each approved exam venue for each qualification to take responsibility for the examination papers and the running of the examinations. This person must be a senior member of staff and will be the point of contact for all queries resulting from the examination period. The Chief Invigilator may be the Centre Co-ordinator.

An invigilator must be a person of good character and standing and should not normally be involved in the delivery of the unit being examined. The Chief Invigilator and other invigilators must read this documentation prior to the examination.

Question papers for each LX, which is scheduled to take place, will be available to the Centre Co-ordinator electronically via the NCC Education Quartz Web Portal 24 hours (1 working day) ahead of the examination date.

The Centre Co-ordinator will need to download the following from the NCC Education Quartz Web Portal:

- The LX question paper (accessed by following the path LIVE ASSESSMENTS>LOCAL EXAMINATION RELEASE)

- Examination answer booklet (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Exam dates document (accessed by following the path LIVE ASSESSMENTS>EXAM DATES [YEAR])

- Chief Invigilator's Report (provided in Appendix D) (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Candidate exam attendance register (accessed by following the path CENTRE REPORTS>ATTENDANCE REGISTER, selecting the correct information in the dropdown boxes and clicking 'View Report')

- Seating plan (provided in Appendix H) (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Examination and Assessment Instructions (refer to Appendix A: Instructions for Conducting Global Examinations) (accessed by following the path LIVE ASSESSMENTS>ASSESSMENT INSTRUCTIONS)

All documentation needs to be kept securely until the day of the assessment. The Centre Co-ordinator is required to confirm receipt by return and to note any discrepancies at this point. Any queries can be raised by emailing customer.support@nccedu.com.

The security of LX papers is the responsibility of the Centre Co-ordinator. Centres must observe the following standards.

- The printing of the examination papers must be overseen by the Centre Co-ordinator or Chief Invigilator.

- During the printing of papers, only one person should be present other than the Centre Co-ordinator.

- Once printed, papers should be sealed in bags or envelopes and stored securely until taken to the examination venue.

Examination venue preparation

The Chief Invigilator must:

- correspond with the Centre Co-ordinator with regards to the number of candidates expected for each examination.

- secure a venue either within the centre or externally that can accommodate the number of candidates expected and which complies with the quality regulations set out in 'Criteria for an examination venue' section below.

- recruit extra invigilator(s) depending on the number of candidates and number of rooms in use, ensuring that they are fully briefed as to their duties.

- set desks out so that candidates are directed to specific positions depending on their examination number. The seating plan must be prepared in advance of the examination and must be returned with the completed examination answer booklets

Ensure all invigilators have a copy of this booklet to assist them.

Equipment / Stationery

Below is a list of equipment/stationery which is required for the examinations:

- at least one clock per examination room (must be viewable by all candidates)

- spare pencils/pens for those candidates who have not brought their own and for use by invigilators

- examination answer booklet or front cover page with A4 lined examination pad or paper

- tape for securing candidate details onto tables

Criteria for the examination venue

- There must be sufficient lighting for the room(s) being used.

- There must be adequate toilet facilities nearby.

- Each room must have a wall clock which is visible to all candidates.

- Room(s) must be shaped so that all candidates can be seated facing the same way. The ideal room shape would be a large, rectangular hall.

- There must be sufficient ventilation, air conditioning or heating, whichever is required for the climatic conditions in which the examination is taking place.

- Candidates must have a suitable chair and desk made available to them.

- Desks must be set apart from each other by at least one desk width.

- Any telephone in the examination room must be rerouted so that it does not ring during the examination.

- There must be a table located at the head of the examination room(s) facing the candidates, from which the Chief Invigilator and his/her staff will conduct the examination.

- The room(s) must have no other use for the duration of the examination in question.

- The room(s) must be quiet and free from external noise.

- The room(s) must be free of any electronic equipment such as PCs, laptops or servers.

- A timetable must be made available at the entrance of the hall, at which the Chief Invigilator and his/her team should control the entry of the candidates into the examination hall.

On the day

Identifying candidates

It is vital that invigilators confirm the identity of all candidates sitting examinations. Appropriate arrangements must be in place so that invigilators can carry out adequate checks on the identity of all candidates.

Candidates must also show a valid form of identification. Acceptable identification documents include, but are not limited to:

- valid passport

- valid driving licence

- valid government-issued ID card (including national ID card schemes, military identification, etc.)

- birth certificate

- valid college ID Card issued by the Accredited Partner Centre authorities

- valid ID card issued by a recognised awarding body, validating body or associated university

Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by an appropriate (normally female) member of staff and taken to a private room where they should be politely asked to remove the veil for identification purposes. Once identification has been established, the candidate should replace the veil and proceed as normal to sit the exam.

It is the responsibility of the Centre Co-ordinator to ensure that such facilities are in place to ensure that no candidates are discomfited or disadvantaged. It is acceptable for members of staff who are not part of the invigilation team to attend at the beginning of the examination for this purpose alone. However, staff who are not part of the invigilation team, attending solely to identify candidates, must not under any circumstances be permitted to see the question paper and then leave the examination venue.

Entry to the examination venue

- As candidates arrive, invigilators must check their recognised identity document as outlined in the previous section. **Candidates whose identity cannot be confirmed must not be allowed to remain in the examination venue and must be asked to leave.**

- Each candidate must be asked to sign the official attendance register provided by NCC Education next to his or her name.

- As they enter the room, candidates must be advised of the articles they are permitted to take to their seat. Any other items must be placed at the back of the room for collection at the end of the examination. Specific items which may be brought in are described on each examination rubric (e.g. textbooks, calculators), but candidates may also bring:

  - pencils

  - pens

  - erasers

  - rulers

  No other items are allowed under any circumstances – this includes dictionaries, smart watches, phones, tablets or PDAs.

  Water may be allowed in the examination room at the discretion of the Chief Invigilator.

All mobile phones must be switched off, all smart watches and any other devices capable of communicating with person(s) outside of the exam room MUST be removed and left with the invigilator. Any candidate found in possession of a mobile phone, smart watch etc (either on or off) will be treated as an alleged case of cheating.

Candidates are <u>not</u> permitted access to the internet during examinations and this includes the use of any artificial intelligence (AI) tools. As noted above, candidates found in possession of devices providing internet access and candidates found to be using AI tools during an examination will be treated as an alleged case of cheating.

- Candidates must be informed of the location of the toilet and advised that they should attend, if required, **before** the start of the examination.

- Candidates must then be directed to their seat and requested to display their NCC Education examination slip in the top corner of their desk where invigilators can see them.

The door to the examination room must be closed 5 minutes before the scheduled start time of the examination.

General rules for the running of the examination

- The Chief Invigilator must be present at all examinations and arrive at least one hour before the examination is due to start. There must be a contingency plan in place should the Chief Invigilator fail to attend.

- Centre Co-ordinators may be contacted by NCC Education to provide the details of Chief Invigilators and other invigilators should the need arise.

- **There must always be a minimum of two invigilators in any room for up to 25 candidates, and a minimum of one extra invigilator for every extra 25 candidates.** It is the responsibility of the Chief Invigilator to ensure there is sufficient invigilation to cover every examination.

- Candidates should arrive at the examination venue at least 15 minutes before the examination is scheduled to commence.

- It is advisable to have all candidates seated 10 minutes before the scheduled start time of the examination.

- No candidates are allowed into the examination hall more than 30 minutes after the start of the examination.

- Candidates who are admitted **<u>up to</u>** 30 minutes after the start of the examination must **<u>not</u>** be given extra time to complete it.

- Candidates should only be permitted to leave the room if:

  - They need to use the toilet, in which case they should be accompanied by one of the invigilators. Only one candidate should be taken to the toilet by an invigilator at any one time.

  - They are taken ill, in which case they should be taken out of the examination room and not be allowed to continue with the examination if they are still unwell after 15 minutes.

- Any incidents during or surrounding the time of the examination (including those above) must be logged on the Irregularities Report (see Appendix C) and submitted with the examination answer booklets. Should the candidate return (from the WC or from being ill) to the examination room, no extra time is allowed to compensate for the absence and the candidate cannot make an appeal against this at a later date. **Candidates must be made aware of this.**

- Candidates are not allowed to communicate with each other in any way whatsoever during an examination until they leave the hall.

- Candidates can leave the hall once the first 40 minutes of the examination have elapsed, provided the invigilator has not yet announced the last 30 minutes. Once candidates have left the hall they will not be allowed back in under any circumstances.

- **Candidates are not allowed to take examination question papers away with them.**

- All observations and deviations from examination conduct must be noted in the invigilator's report.

- Invigilators must not offer any advice or comment on the work of the candidates.

- Invigilators must not volunteer any information to candidates regarding suspected errors on the examination question paper unless a notice has been received from NCC Education to do so.

- If there is suspected malpractice during an examination, the invigilator must immediately:

    - confiscate any relevant materials (e.g. crib sheets, but NOT the answer book)

    - mark the answer book at the point at which the incident occurred

    - submit an Irregularities Report to NCC Education

- The candidate will be permitted to complete the exam. The candidate should countersign the Irregularities Report and will have the right to send a written explanation to the Quality Assurance department at NCC Education at quality2@nccedu.com within 24 hours.

Examination Room Instructions for the Day of the Examination

The Chief Invigilator must introduce him/herself and any other members of staff present.

The Chief Invigilator must then outline the process for the examination and confirm all actions have been completed using the checklist below.

Task:	✓
State the time allowed for the examination including the start and finishing time.	
Inform candidates that if they finish early they will be permitted to leave the examination room, provided at least 40 minutes of the examination have elapsed, and the invigilator has not yet announced the last 30 minutes. Candidates leaving early will not be allowed back into the examination under any circumstances.	
Apart from the above, candidates will only be able to leave the examination room if:	

• they are ill; however if their condition does not improve sufficiently to allow them continue taking the exam within 15 minutes of leaving the room, they will not be allowed to re-enter. • they need to use the toilet facilities. • in both cases candidates must put up their hand and wait until a member of staff approaches them before talking. **An invigilator must accompany candidates at all times**.	
Inform candidates that anyone caught cheating or who is suspected of cheating may be disqualified from the examination. Candidates have the right to appeal this decision in accordance with the NCC Education Review of Result process.	
Inform candidates that they are forbidden to communicate, seek guidance or give assistance in any way to other candidates whilst in the examination room.	
Advise candidates that should they need additional paper, they should put up their hand and an invigilator will assist them. Instruct candidates that all additional paper used should have their NCC Education candidate ID number written on them and they should be attached to the main examination answer booklet with the string or stapler provided.	
Inform candidates that any device such as mobile phones, smart watches, tablets and PDA etc must be switched off and given to the invigilator before the exam begins.	
Distribute the examination question papers and examination answer booklets and inform the candidates not to open them until you advise them to do so.	
Ask candidates to look at the general instructions for all candidates on the front of the examination answer booklet while you read out all the points ensuring that everyone present in the room understands them.	
Check that all candidates have an examination answer booklet and examination question paper and deal with any problems.	
Instruct candidates to complete the candidate specific information section on the front of the examination answer booklet and then put their pens down. Deal with any questions raised at this point.	
When all candidates have completed the front of the answer booklet, advise them that after the start of the written examination you will inform them when 30 minutes remain and then finally, when five minutes remain.	
Inform candidates that they may now open their examination question paper and they will be allowed 10 minutes to read the instructions and questions. Advise them that they must NOT write anything yet. This time is in addition to and takes place prior to the time stated on the front of the examination paper.	
After exactly 10 minutes, ask candidates to STOP reading. Remind candidates how long they have to complete the examination. Inform candidates that the invigilators will not be allowed to answer any questions during the examination.	
Inform candidates that if they are unsure about a question, they should detail the assumptions they have made in order to help the marker understand what they have done and why.	

Instruct candidates that the examination will now begin and at the same time start the stopwatch or take a note of the time on the wall clock and your own wristwatch.	
When 30 minutes remain, inform candidates.	
When 5 minutes remain, inform candidates.	
Instruct candidates to STOP writing and put their pens down exactly when the time allowed has elapsed. Ask candidates to remain seated and silent until all the examination scripts have been collected.	

Invigilators should walk around the room during the course of the examination checking that all is well and no cheating is taking place.

Do not dismiss any of the candidates until you have confirmed the following actions have taken place:

Task:	✓
Invigilators must now collect the examination answer booklets, marking the attendance register with a tick as each candidate's examination booklet is collected. At the point of collection, the invigilator should check that the details have been correctly completed on the front of the examination answer booklet and any additional paper have been secured properly with the string supplied.	
Invigilators must mark off every candidate on the register who has signed in and handed back a completed examination booklet.	
Invigilators must count up the number of candidates in the room and check that this corresponds with the number signed in on the attendance register and this number in turn corresponds with the number of examination answer booklets you have collected.	
Collect in all spare answer booklets, scrap paper and all question papers.	
All discrepancies must be resolved before candidates are allowed to leave. Any incidents must be recorded in the invigilator's report. If all counts are in order, you can instruct candidates to leave the room.	

After the examination

- Examination booklets and question papers must be collected from every candidate.

- Sort the examination booklets into candidate number as per the attendance register.

- Insert 'Absent' on attendance register where relevant.

Immediately following the completion of the examination:

- The following must be packaged and stored in a secure area:

  – all completed examination answer booklets

  – attendance register

- seating plan (provided in Appendix H)

- Chief Invigilator's Report (provided in Appendix D)

- Irregularities Report - if completed (provided in Appendix C)

All question papers must be destroyed once each examination has taken place. Past papers, for revision purposes, will be made available following result release.

- NCC Education will only accept scans of NCC Education examination answer booklets for marking. It is the Chief Invigilator's role to ensure that:

    - all examination answer booklets are original.

    - candidates have correctly completed the details on the front of the examination answer booklet and any additional sheets.

    - a full count has been completed and an examination answer booklet has been collected and included for every candidate who signed the attendance register.

Chief Invigilators must package up the examination answer booklets immediately and ensure they are kept in a secure location following the examination. If there is any evidence of tampering at any point before the examination answer booklets are sent for marking, this must be reported immediately by the Chief Invigilator to NCC Education.

English Language Listening Examinations

The procedures outlined above for administering the English Language Written examination must be followed during English Language Listening examinations. However, Centre Co-ordinators should also follow these additional instructions:

1. That they have received the listening material in advance of the examination and this is made available to the Chief Invigilator of the English Language Examinations.

2. This examination material is a single recording in a MP3 format and will be made available to download from the NCC Education Candidate Registration Portal in advance of the examination date.

3. All of the instructions for the candidates are spoken on the recording. The Chief Invigilator need only play the recording to begin the examination.

4. The recording is to be played once only. Do not pause or replay any section of the recording.

5. Once the recording has played through to the end, the test is over. Allow candidates 5 minutes to ensure that they have completed their details on the cover sheet and have written all of their answers on the answer sheet.

English Language Speaking Exams

All English Language Speaking Tests must be recorded by the centre and a sample sent to NCC Education as part of the moderation sample.

Each candidate must take the speaking test separately, so that only the examiner and one of the candidates is in the room.

Candidates taking the Speaking exam on the same day must be segregated based on whether they have taken the exam or are waiting to take it, for example those that haven't taken the exam are asked to wait in one room and once they have taken the exam, they are free to go but cannot re-enter the room with those candidates that have not yet taken the exam until everyone has completed it.

The examiner must ensure they only ask questions from the question paper for that specific cycle – i.e. the examiner should **not** come up with their own questions. Examiners should not follow any pattern of asking questions, for example in Part A, they should **not** ask every candidate Topic 1 first, then Topic 2 and so on. The questions should be mixed up at random, for example in Part A, candidate 1 may be asked Topic 4 first, then Topic 2, then Topic 5 and so on until the time limit for Part A is reached. Then, candidate 2 may be asked Topic 3 first, then Topic 1, then Topic 5 and so on until the time limit for Part A is reached. This same method must also be carried out for Part B and Part C.

The required format for submission of audio recordings is as follows:

1. All recordings should be submitted in MP3 format.

2. Each individual candidate's Speaking Test should be recorded as a separate file.

3. The full duration of each Speaking Test must be recorded.

4. A sound check should be carried out at the beginning of each session to ensure adequate sound quality.

5. The examiner should begin each test by speaking the candidate's full name (as registered with NCC Education) and the candidate's NCC Education candidate ID number.

6. The filename for each MP3 file should include the NCC Education candidate ID number and the candidate's name (as registered with NCC Education).

7. Marking breakdowns must be submitted along with the audio file samples.

Please note that you **must** submit recordings for this assessment. English Language examinations will not be moderated unless recordings are submitted. It is the responsibility of the centre to ensure that all recordings submitted for moderation meet the specifications outlined above. To ensure higher sound quality, we strongly recommend that both the candidate and the examiner are provided with a separate microphone for the examination. Incomplete or inaudible recordings will not be accepted for moderation.

Centres are responsible for the initial marking of LX scripts and must then submit a sample of each assessment to NCC Education via the NCC Education Quartz Web Portal for moderation.

As well as submitting the samples to the NCC Quartz Web Portal, centres **must** also complete the electronic attendance register and enter the claimed marks, as well as the marker's name, for each candidate when submitting. **Important: For candidates who were absent or did not submit an**

assignment, the mark should be left blank and no marker's name is required in this instance. Please do not enter 0 (zero) as this will be captured as 0 (zero) with a Fail grade.

What follows is guidance on the marking of LXs scripts and submission of the candidates' marks to NCC Education for moderation.

Instructions for Marking Local Examinations

The following sections provide instructions to centre markers, including specific information and requirements on marking NCC Education LX papers.

The markers at NCC Education centres are requested to follow the instructions specified below.

- Always use a different coloured pen to the candidate (normally red)

- Provide a breakdown of marks for every sub-section of a question

- Provide a total mark for each question

- Provide brief comments where appropriate to justify marks awarded

- Tick every page of the script (to indicate every page has been checked and marked)

- On the front of the LX Scripts:

    - record a total mark for each section

    - record a total mark for each examination script

    - ensure the marks recorded on the fronts are the same as those recorded inside the scripts

Second Marking

Centres should always carry out a second mark on a sample of LX scripts. Where second marking uncovers a problem, this should be discussed with the first marker and a solution agreed. This can be done by either re-marking or scaling the marks. Everyone learns from receiving constructive feedback and it provides confidence that your marking is consistent and accurate.

'Half Marks' - Notice to Markers

Where markers award half marks in any part of a task, they must ensure that the **total** mark recorded for a task is rounded up to a whole mark.

How to submit your claimed marks on the NCC Education Quartz Web Portal

When submitting your claimed marks on the NCC Education Quartz Web Portal, please note the following:

- All candidates who are absent should be marked absent in the electronic attendance register. For these candidates, the mark should be left blank and no marker's name is required in this instance. Please do not enter 0 (zero) as this will be captured as 0 (zero) with a Fail grade.

- The primary marker's name must be included for all components. This should be done for both Global Assignments and Local Examinations.

- The original marks must be input correctly in the original marks section. This includes marks of zero.

- If a candidate's name is missing from the list on the NCC Education Quartz Web Portal, please contact NCC Education Customer Support immediately.

- Centres must ensure they have submitted all samples and completed the online attendance register and claimed mark submission by the advertised deadline.

If a centre has six candidates or less for any assessment, all candidates' work must be submitted to NCC Education for moderation.

Moderation: The purpose of moderation

- We need to moderate work through a process which is external to the centre, to ensure the standard of achievement of candidates is comparable to those standards with other centres in that unit, and other units at that level.

- Moderation also ensures consistency in the grading of the award to ensure that candidates are receiving fair treatment.

- We also use moderation to monitor and report on assessment arrangements of our qualifications.

- Moderation can be used as an ongoing source of critical advice or positive feedback for centres in order to support the continuous improvement of teaching and personal development.

- It also ensures, where necessary, that assessment is valid by providing relevant feedback.

- External moderators need to confirm how and whether consistent standards are achieved. This is particularly important and not always easy when there are a number of different tutors involved in teaching and marking in one centre.

How to choose a moderation sample

The number of samples a centre must submit for moderation for **each unit** is based on the total number of markers used **and** the total cohort size. The following table indicates the number of samples that must be submitted for moderation for each marker within each unit.

Total number of candidates in cohort (per individual marker)	Number of samples to be submitted (per individual marker)
1 – 6	All
7 – 41	6
42 – 55	7
56 – 71	8
72 – 89	9
90 – 109	10
110 – 131	11
132 – 155	12
156+	Square root of total candidates*

*Any centre whose candidate enrolments are higher than 156 candidates per unit must ensure the correct square root sample is submitted.

Criterion for Sample

The centre should review their candidates' marks and identify which pieces of assessment are to be sent for moderation. The sample must be chosen based on the following criteria:

- The sample to include the highest mark awarded

- The sample to include the lowest mark awarded

- A sample from each grade boundary awarded (fail, pass, merit, distinction) must be submitted

- The sample to include at least one genuine mark of zero (if applicable)

In addition to the above criterion, any cheating in a local examination needs to be recorded by the invigilator in the Invigilator's report. This report and the LX script must always be submitted with the sample for moderation.

Centres **must** keep copies of the work that has been submitted to NCC Education for moderation.

Using multiple markers for one piece of assessment

When there is more than one marker involved in the marking of a particular unit, **a sample from each marker** must be provided. Centres are advised to only use multiple markers in cases where there is a particularly large number of candidates in the cohort, for example, in cohorts of 150+ candidates and, in such cases, NCC Education would also recommend having as few additional markers as possible and splitting the scripts between them equally, i.e. in the case of a cohort of 200 candidates – 2 markers with 100 scripts each. The number of samples to be submitted for moderation for each marker must follow the same submission guidelines as indicated in the above table.

Checklist for e-Submission of Local Examination Samples by Centres

Task:	✓
Local Examination (LX) Scripts	
All NCC Education assessments must be marked using the official NCC Education marking scheme by your lecturers/markers. Marking should be done in either a red or green pen/text font colour.	
The total for each section must be given on the cover of the answer booklet.	
The overall total must be clearly given on the cover of the answer booklet.	
All half marks must be rounded up to full marks. Tick every page of the script (to indicate every page has been checked and marked).	
Scan the signed candidate examination attendance register and Chief Invigilator's Report and label them with your centre name (and branch where applicable), unit name and document type in the filename. For example: Test Centre_Test Branch_AELS_Attendance Register and Invigilator's Report	
For the English Language speaking examinations (DELS / AELS) – the MP3 files containing the audio recordings of the speaking tests must be sent with the examination scripts, attendance register, chief invigilator's report and irregularities report, if used.	
Carry out internal moderation (second marking) – samples from each marker must be re-marked internally to verify the consistency of marks. This should be done using a different colour of pen from the original marker (either red or green).	
The misconduct form/plagiarism survey has been completed for each separate unit/module on the NCC Education Quartz Web Portal.	
The electronic attendance register on the NCC Education Quartz Web Portal has been completed by the published deadline in the activity schedule.	
Each candidate's mark should be entered via the NCC Education Quartz Web Portal by the published deadline in the activity schedule.	
Select the appropriate samples for moderation as per the instructions on page 40.	
Scan all the selected samples (with the marks awarded clearly visible on the cover page). Each selected candidate's sample must be scanned as a single document in PDF format. It must be saved and named as the candidate ID number, candidate's name and Component name. For example: 123456_John Smith_SCS Assignment A	

Please note the following.

- If any of the above has not been followed correctly, NCC Education will either return the candidates' work to the centre or the moderation will be delayed until the next cycle of assessment. **Please read this guidance carefully to avoid any unnecessary delays to results.**

How to submit a sample of assessments for moderation

All samples are by **electronic submission only**. All moderation samples must be submitted to the NCC Education Quartz Web Portal.

- Candidates' LX scripts must be submitted as an individual PDF for each candidate, for each unit.

  For example: *123456_John Smith_DELS Exam*

  Please note that it is the responsibility of the centre to ensure that all scans submitted for moderation are complete and readable. Incomplete, unreadable or single page files will not be accepted for moderation.

- Each unit must be sent in separate unit folders titled as per the following *Centre Name_Unit Abbreviation_Cycle Samples* naming convention.

  For example: *Test Centre_DELS_Autumn 2022*

- Furthermore, alongside the candidates' LX scripts, the Centre Co-ordinator must upload the following documentation:

  - The Chief Invigilator's Report (provided in Appendix D)

  - Irregularities Report – if completed (provided in Appendix C)

  - Seating plan (provided in Appendix H)

  - Completed official attendance register, which has been provided by NCC Education

- Centres **must** keep copies of the work that has been submitted to NCC Education for moderation.

Scaling and Remarking

The NCC Education moderator will review the marked work with reference to the question and marking scheme. They will make judgements about the standard of the marking. The NCC Education moderator will review samples from centres worldwide. The NCC Education moderator is empowered to make decisions to adjust the marks of the full cohort based on the marking observed in the sample. Marks may be lowered (where marking is observed to be lenient) or raised (where marking is observed to be strict). The changes to the marks may be additive (a fixed value is added to or subtracted from the mark awarded) or multiplicative (the mark is multiplied by a factor, less than one to reduce the marks, greater than one to increase the marks). All decisions made by the NCC Education moderator are subject to approval or revision by NCC Education.

If the sample does not show a consistent marking pattern, scaling cannot be applied. In this case, a centre will be asked by NCC Education to provide a larger sample of work. If this happens, candidates' results may be delayed. NCC Education will tell you which candidates' work is required. If a centre cannot provide the additional sample or there is a significant delay in providing the additional items, candidates' results may be delayed until the next assessment cycle release date.

If the NCC Education moderator proposes a scaling of 16% or more (regardless of whether this is +16% or -16%), the centre may be asked to provide additional samples. NCC Education will tell you which candidates' work is required.

Keeping Candidates work

Centres must retain **all** candidate assessments for one year. Thereafter it is recommended, but not a requirement, that samples are retained by the centre to enable the monitoring of candidates' work over time.

NCC Education will keep all assessed work submitted for moderation for a period of one year.

Late Submissions from Centres

Any assessments that have not been received by the published deadline date will be classed as a non-submission. Candidates will be awarded 'Absent' and will be required to complete new assessments unless there are exceptional circumstances which NCC Education has received prior notice of. If this situation arises, centres will be required to follow the exceptional circumstances procedure and await approval by NCC Education.

Late submission will be charged an out of cycle moderation fee, unless there are exceptional circumstances, of which NCC Education has received prior notice. If this situation arises, all centres will be required to follow the exceptional circumstances procedure and await approval by NCC Education.

Please note that any late submission can delay the release of results.

Appendix C: Irregularities Report

Name of Qualification: _____

Date of Examination: _____

Title of Examination Paper: _____

Candidate
Name: _____

NCC Education
Candidate ID Number: _____

Centre Registered with: _____

Examination Centre and Location: _____

To be completed by Invigilator:

Please report on incident giving brief description

For candidate action:

I _____ confirm I have read and understood the report above.

I understand that I can write a letter of protest about this report within 24 hours of the examination, directly to the Quality Assurance department at quality2@nccedu.com.

Signature of candidate: _____   Date and Time: _____

Reported by: Witnessed by:

Signature and Name of Invigilator: Signature and Name of Chief Invigilator:

_____   _____

.

Appendix D: Chief Invigilator's Report

Name of Centre: _____

Invigilation Staff

Chief Invigilator: _____

Invigilator: _____

Invigilator: _____

Invigilator: _____

Invigilator: _____

Title of Examination Paper: _____

Examination Centre and Location: _____

Date of Examination: _____ Time of Examination: _____

Number of candidates on official NCC Education Attendance Register: _____

Number of candidates absent: _____

Number of examination answer booklets collected: _____

Where was the examination conducted? Please tick **ONE (1)** of the boxes below:

☐ This examination was conducted at the centre – a seating plan **MUST** be submitted along with the Chief Invigilator report, a completed attendance register, irregularities report (if used) and all answer scripts.

☐ This examination was conducted remotely (i.e. from home) – no seating plan is needed but the Chief Invigilator report must be submitted along with a completed attendance register, irregularities report (if used) and all answer scripts.

We certify that the above particulars are correct. The examination was conducted in our presence, in a proper manner and in accordance with the NCC Education rules and regulations.

Were there any irregularities? Please tick **ONE (1)** of the boxes below:

☐ There were no irregularities

☐ Details of the irregularities are attached

Signed by Chief Invigilator: _____

.

Appendix E: Instructions for Marking and Submission of Global Assignments

Global Assignments (GA) are marked locally by each individual centre with a marking scheme provided by NCC Education. This is with the exception of Level 7 assignments which are marked by NCC Education.

Global Assignments and their corresponding marking schemes are made available for download through the NCC Education Quartz Web Portal on the dates indicated in NCC Education's Activity Schedules. They can be accessed by following the path LIVE ASSESSMENTS>GLOBAL ASSIGNMENTS RELEASE.

Centres are responsible for the initial marking of GA scripts and must then send a sample of each assessment to NCC Education for moderation via the NCC Education Quartz Web Portal.

What follows is guidance on the marking of GAs and submission of the candidates' marks to NCC Education for moderation.

Marking the Global Assignments

The markers at NCC Education centres are requested to follow the instructions specified below.

- Always use a different coloured pen to the candidate (normally red)

- All assignment samples must have a copy of the marking scheme, with the marking breakdown for every sub-section of a question included and attached to the assignment

- Provide a total mark for each question

- Provide brief comments where appropriate to justify marks awarded

- Tick every page of the script (to indicate every page has been checked and marked)

- A signed copy of the 'Statement and Confirmation of Own Work' must be attached to every assignment.

- On the front of the Assignment:

    – record a total mark for the assignment

    – ensure the marks recorded on the front are the same as those recorded on each assignment.

Note: Centres <u>must</u> complete the misconduct questionnaire/plagiarism survey on the NCC Education Quartz Web Portal for every unit they submit work for. The form must state whether any misconduct was noted or whether all work was fine. **The maximum number of markers should be 2.**

Important note on word counts

Global Assignments have a word count which is clearly stated on the question paper, or for those that don't require a word count, this is also clearly stated on the question paper. Candidates MUST NOT exceed this stipulated word count by more than 10%.

Candidates MUST state the word count in the header of their assignment and declare the number of words on their assignment cover sheet. Candidates MUST also confirm that they have not exceeded the stipulated word limit by more than 10%.

The marker MUST mark all Global Assignments which exceed the word count by more than 10% but the marker MUST NOT read any words written beyond the stipulated limit and the marker MUST NOT award any marks or feedback for any text beyond the prescribed limit.

The marker MUST indicate on the script and in the marking scheme/marking breakdown for the candidate the point at which the limit is reached which is, by definition, where they have stopped marking.

If a marker ignores the word count and awards marks for work that exceeds the prescribed word count and this is flagged during NCC Education's moderation process, this will be treated as maladministration. The centre will be contacted by their Customer Support Executive, and they will be given a strict deadline of FIVE (5) days in which to remark the work for all candidates for the affected unit. The centre will then be required to submit a larger sample size by the deadline, which will be communicated to the centre, and must include samples for candidates whose marks have been amended during the remarking. The centre will also be required to submit a list of all final marks for the entire cohort to NCC Education by the deadline of FIVE (5) days.

Failure to submit all remarked final marks and the required remarked samples within the FIVE (5) day window will result in the entire cohort having their bookings cancelled for the affected unit and fees will NOT be reimbursed by NCC Education, as this is due to maladministration committed by the centre. The centre MUST inform all candidates that they will not receive marks for the affected unit for that cycle and explain to candidates the reason for this.

Second Marking

Centres should always carry out a second mark on a sample of assignment papers. Where second marking uncovers a problem, this should be discussed with the first marker and a solution agreed. This can be done by either re-marking or scaling the marks. Everyone learns from receiving constructive feedback and it provides confidence that your marking is consistent and accurate.

'Half Marks' - Notice to Markers

Where markers award half marks in any part of a task, they must ensure that the **total** mark recorded for a task is rounded up to a whole mark.

Plagiarism / Collusion / Poor Academic Practice

Please see NCC Education's *AQ_28_Academic Misconduct Policy* and *AQ_29_What is Academic Misconduct Guidance for Tutors*, for further information on what can be classed as academic misconduct and the penalties that should be applied in each instance.

What happens if you discover plagiarism, collusion or academic malpractice?

- Centres should use Turnitin to check all assignments.

- If a marker uncovers plagiarism or other academic malpractice in an assignment, marks must be deducted as appropriate. Centres must complete the questionnaire on the NCC Education Quartz Web Portal explaining what has been discovered, candidate name and ID for all candidates involved and the mark deductions that have taken place. This must be completed for every moderation sample, i.e. a completed form for each unit that a centre is submitting a moderation sample for.

What happens if NCC Education discovers plagiarism, collusion or academic malpractice?

If plagiarism is discovered by NCC Education during marking or moderation NCC Education will conduct an investigation into the matter. Should it be found that misconduct has occurred, appropriate penalties will be applied to the marks by NCC Education.

How to submit your claimed marks on the NCC Education Quartz Web Portal

When submitting your claimed marks on the NCC Education Quartz Web Portal, please note the following:

- All candidates who are absent or failed to submit their assignment should be marked absent in the electronic attendance register. For these candidates, the mark should be left blank and no marker's name is required in this instance. Please do not enter 0 (zero) as this will be captured as 0 (zero) with a Fail grade.

- The primary marker's name must be included for all components. This should be done for both Global Assignments and Local Examinations.

- The original marks must be input correctly in the original marks section. This includes marks of zero.

- If a candidate's name is missing from the list on the NCC Education Quartz Web Portal, please contact NCC Education Customer Support immediately.

- Centres must ensure they have submitted all samples and completed the online attendance register and claimed mark submission by the advertised deadline.

If a centre has six candidates or less for any assessment, <u>all</u> candidates' work must be submitted to NCC Education for moderation.

Moderation: The purpose of moderation

- We need to moderate work through a process which is external to the centre, to ensure the standard of achievement of candidates is comparable to those standards with other centres in that unit, and other units at that level.

- Moderation also ensures consistency in the grading of the award to ensure that candidates are receiving fair treatment.

- We also use moderation to monitor and report on assessment arrangements of our qualifications.

- Moderation can be used as an ongoing source of critical advice or positive feedback for centres in order to support the continuous improvement of teaching and personal development.

- It also ensures, where necessary, that assessment is valid by providing relevant feedback.

- External moderators need to confirm how and whether consistent standards are achieved. This is particularly important and not always easy when there are a number of different tutors involved in teaching and marking in one centre.

How to choose a moderation sample

The number of samples a centre must submit for moderation for **each unit** is based on the total number of markers used **and** the total cohort size. The following table indicates the number of samples that must be submitted for moderation for each marker within each unit.

Total number of candidates in cohort (per individual marker)	Number of samples to be submitted (per individual marker)
1 – 6	All
7 – 41	6
42 – 55	7
56 – 71	8
72 – 89	9
90 – 109	10
110 – 131	11
132 – 155	12
156+	Square root of total candidates*

Any centre whose candidate enrolments are higher than 156 candidates per unit must ensure the correct square root sample is submitted.

Criterion for Sample

The centre should review their candidates' marks and identify which pieces of assessment are to be sent for moderation. The sample must be chosen based on the following criteria:

- The sample to include the highest mark awarded

- The sample to include the lowest mark awarded

- A sample from each grade boundary awarded (fail, pass, merit, distinction) must be submitted

- The sample to include at least one genuine mark of zero (if applicable)

Centres **must** keep copies of the work that has been submitted to NCC Education for moderation.

Using multiple markers for one piece of assessment

When there is more than one marker involved in the marking of a particular unit, **a sample from each marker** must be provided. The number in the sample for each marker must follow the same submission guidelines as indicated on pages 47 and 48. Centres are advised to only use multiple markers in cases where there is a particularly large number of candidates in the cohort, for example, in cohorts of 150+ candidates and, in such cases, NCC Education would also recommend having as few additional markers as possible and splitting the scripts between them equally, i.e. in the case of a cohort of 200 candidates – 2 markers with 100 scripts each.

Checklist for e-Submission of Global Assignment Samples by Centres

Task:	✓
Global Assignments (GA)	
All NCC Education assessments must be marked using the official NCC Education marking scheme by your lecturers/markers. Marking should be done in either a red or green pen/text font colour.	
All assignments must have a copy of the marking scheme, with the marking breakdown included and attached to the assignment.	
A signed copy of the 'Statement and Confirmation of Own Work' must be included with every assignment.	
All assignments must be submitted to Turnitin for plagiarism checking (markers must have considered the plagiarism reports when carrying out the marking of each assignment and ensured that appropriate penalties have been applied). The Turnitin Originality Reports for all assignments must also be submitted. In any instance where an Artificial Intelligence (AI) percentage is 50% or over, the centre must carry out an investigation and make NCC Education aware of the outcome.	
Carry out internal moderation (second marking) – samples from each marker must be re-marked internally to verify the consistency of marks. This should be done using a different colour of pen from the original marker (either red or green)/text font colour.	
The electronic attendance register on the NCC Education Quartz Web Portal has been completed by the published deadline in the activity schedule.	
Each candidate's mark should be entered via the NCC Education Quartz Web Portal by the published deadline in the activity schedule.	
The misconduct form/plagiarism survey has been completed for each separate unit/module on the NCC Education Quartz Web Portal.	
Select the appropriate sample for moderation as per the instructions on pages 48 and 49.	
Make copies of all work that is to be sent for moderation to be kept at the centre.	
Make sure that all assessments clearly state the candidate's name, ID number and centre name (including branch name, where applicable) on the front page.	

Please note the following.

- If any of the above has not been followed correctly, NCC Education will either return the candidates' work to the centre or the moderation will be delayed until the next cycle of assessment. **Please read this guidance carefully to avoid any unnecessary delays to results.**

How to submit a sample of assessments for moderation

All samples are by **electronic submission only**. All moderation samples must be submitted to the NCC Education Quartz Web Portal.

- If candidates submit printed 'hard copy' work this must be scanned as an individual PDF for each candidate, for each unit.

For example: ***123456_John Smith_SCS Assignment A***
123456_John Smith_SCS Assignment B
123456_John Smith_SCS Assignment C

- Please note that it is the responsibility of the centre to ensure that all scans submitted for moderation are complete and readable. Incomplete, unreadable or single page files will not be accepted for moderation.

- Each unit must be sent in separate unit folders titled as per the following ***Centre Name_Unit Abbreviation_Cycle Samples*** naming convention.

  For example: ***Test Centre_EAP_Autumn 2022***

  In the folder there must be the candidate's marked work, the Breakdown of marks from the Marking Scheme from the sheet of marking guidance as described below, the **full** Turnitin report and the candidate's declaration that the work is their own.

- For Introduction to Programming and DDOOCP only: as this work is carried out on a PC for this assessment, a compressed file of the saved documents for each candidate in the sample should be submitted.

Centres **must** keep copies of the work that has been submitted to NCC Education for moderation.

Scaling and Remarking

The NCC Education moderator will review the marked work with reference to the question and marking scheme. They will make judgements about the standard of the marking. The NCC Education moderator will review samples from centres worldwide. The NCC Education moderator is empowered to make decisions to adjust the marks of the full cohort based on the marking observed in the sample. Marks may be lowered (where marking is observed to be lenient) or raised (where marking is observed to be strict). The changes to the marks may be additive (a fixed value is added to or subtracted from the mark awarded) or multiplicative (the mark is multiplied by a factor, less than one to reduce the marks, greater than one to increase the marks). All decisions made by the NCC Education moderator are subject to approval or revision by NCC Education.

If the sample does not show a consistent marking pattern, scaling cannot be applied. In this case, a centre will be asked by NCC Education to provide a larger sample of work. If this happens candidates' results may be delayed. NCC Education will tell you which candidates' work is required. If a centre cannot provide the additional sample or there is a significant delay in providing the additional items, candidates' results may be delayed until the next assessment cycle release date.

If the NCC Education moderator proposes a scaling of 16% or more (regardless of whether this is +16% or -16%), the centre may be asked to provide additional samples. NCC Education will tell you which candidates' work is required.

Keeping Candidates work

Centres must retain **all** candidate assessments for one year. Thereafter it is recommended, but not a requirement, that samples are retained by the centre to enable the monitoring of candidates' work over time.

NCC Education will keep all assessed work submitted for moderation for a period of one year.

Late Submissions from Centres

Any assessments that have not been received by the published deadline date will be classed as a non-submission. Candidates will be awarded 'Absent' and will be required to complete new assessments unless there are exceptional circumstances which NCC Education has received prior notice of. If this situation arises, centres will be required to follow the exceptional circumstances procedure and await approval by NCC Education.

Late submission will be charged an out of cycle moderation fee, unless there are exceptional circumstances, of which NCC Education has received prior notice. If this situation arises, all centres will be required to follow the exceptional circumstances procedure and await approval by NCC Education.

Please note that any late submission can delay the release of results.

Appendix F: Guidance for Remote Invigilation

Below contains all necessary instructions for centres to conduct NCC Education examinations remotely in a safe, secure, and efficient manner. All Heads of Centre, Centre Co-ordinators and invigilators must read this document and have access to it.

These instructions describe the procedures for NCC Education qualifications in which remote invigilation is permitted for the local and global examinations. These are as follows:

- Level 2 Award in Computing

- Level 3 Diploma in Business, Level 3 Diploma in Computing, Level 3 International Foundation Diploma for Higher Education Studies

- Level 4 Diploma in Computing, Level 4 Diploma in Computing (Business Management), Level 4 Diploma in Business – from Summer 2023 onwards

- Level 5 Diploma in Computing, Level 5 Diploma in Computing (Business Management), Level 5 Diploma in Computing (Cyber security), Level 5 Diploma in Business – from Summer 2023 onwards

Separate arrangements are in place for NCC Education's Digi Explorers, Navigators and Trailblazers. If you have any questions regarding the examination rules and procedures, please contact your Customer Support Executive or Academic Standards Manager.

Please note that this guidance may change to reflect any new policy or process. You will be made aware of any changes by NCC Education.

What is Remote Invigilation

Remote invigilation refers to circumstances in which a candidate sits an exam while at a remote location such as their home, with a remote invigilator observing using online screen sharing software. The system must allow the invigilator to be able to view the candidate, their environment, and their computer/laptop screen at all times during the exam. The test must be completed under exam conditions.

Requirements

The centre will need to check their intended invigilators' and all candidates' equipment to ensure it meets the minimum technical requirements detailed below.

Technical Requirements for Remote Invigilation

The invigilator must ensure that all equipment required for the test is ready and available to the candidate prior to the test beginning. These technical checks should take place before the exam date to ensure access is possible.

The candidates and invigilators will need a laptop/computer with the following features:

- Screen resolution at least 1024x768

- OS Windows 7, 8, 8.1 and 10

- A supported web browser

- Operational webcam, microphone and speakers.

- Good continuous internet speed of 3mbps or higher

- Access to the virtual meeting technology, such as Zoom. The virtual meeting technology must have support for multiple logins. Each session will have up to 14 logins as follows:

    o The candidates and their devices that will be used for accessing the exam

    o The candidates second device that is showing the room in which the candidate is taking the exam

    o The invigilator

    o NCC Education representative

The candidate will also need:

- Lined paper

- Pens

- Pencils

- Erasers

- Rulers

- A smart phone, tablet or mirror.

- An email account

- Photographic ID

Instructions for Remote Invigilation

There are several steps to be completed to administer a remotely invigilated exam. What follows are instructions for before, during and after all exams. The Head of Centre must ensure that all exams are conducted in compliance with these instructions. Failure to do so may invalidate all the centre candidates' results.

All exams using the below approach must be invigilated on a basis of one invigilator to six candidates at a maximum.

Before the Exam

Scheduling the Exam

Level 2 Digi Award exams are to be scheduled at the centre's discretion within the Examination Week set by NCC Education.

Level 3, 4 and 5 exams must take place on the date and time specified on NCC Education's Exam Dates document. If candidates are geographically dispersed, then the timing must fall in line with the location of the centre. When registering candidates that will do the examinations remotely an Exceptional Circumstances form must be completed detailing all the candidates with their names, candidate IDs and modules. This form must be sent to the centre's Customer Support Executive (CSE)

and this will then be passed on to the Head of Assessments for consideration. The CSE will then share the outcome with the centre.

A navigation test should also be scheduled and used to check that each registered candidate is familiar with the exam procedure and check their equipment.

Two days in advance of the exam, the centre must send the candidate(s) the appointment, with the following details:

- The link to the online meeting session that will be used for the exam.

- The links to the necessary exam paper which must be password protected. The exam paper must be set to not allow editing and be undownloadable. This can be done through sharing the document with the candidates through a file sharing application such as Microsoft OneDrive.

- The equipment and materials they will need for the exam.

- Acknowledgement that by attending the exam, the candidate consents to using webcam throughout the exam and will be recorded.

A Chief Invigilator must be appointed at each centre for each qualification to take responsibility for the exam paper and the running of the assessment. This person must be a senior member of staff and will be the point of contact for all queries resulting from the assessment period. The Chief Invigilator may be the Centre Co-ordinator.

An invigilator must be a person of good character and standing and should not normally be involved in the delivery of the unit being examined. The Chief Invigilator and other invigilators must read this documentation prior to the exam.

Centre Co-ordinators may be contacted to provide the details of Chief Invigilators and other invigilators should the need arise.

Question papers for each GX, which is scheduled to take place, will be available to the Centre Co-ordinator electronically via the NCC Education Quartz Web Portal 24 hours (1 working day) ahead of the examination date.

The Centre Co-ordinator will need to download the following from the NCC Education Quartz Web Portal:

- The GX question paper (accessed by following the path LIVE ASSESSMENTS>GLOBAL EXAMINATION RELEASE)

- Examination answer booklet. Please note that a new answer booklet frontpage has been created for use with exams. It is this answer booklet frontpage which must be disseminated to all candidates (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Exam dates document (accessed by following the path LIVE ASSESSMENTS>EXAM DATES [YEAR])

- Chief Invigilator's Report (provided in Appendix D) (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Candidate exam attendance register (accessed by following the path CENTRE REPORTS>ATTENDANCE REGISTER, selecting the correct information in the dropdown boxes and clicking 'View Report')

- Seating plan (provided in Appendix H) (accessed by following the path LIVE ASSESSMENTS>EXAMINATION DOCUMENTATION TEMPLATES)

- Examination and Assessment Instructions (refer to Appendix A: Instructions for Conducting Global Examinations) (accessed by following the path LIVE ASSESSMENTS>ASSESSMENT INSTRUCTIONS)

- Centres must also ensure that all candidates will have access to graph paper for exams where required. All graphs and mathematical equations must be hand drawn and embedded into the answer booklet. NCC Education will not accept graphs which have been created through the use of software.

All documentation needs to be kept securely until the day of the assessment. The Centre Co-ordinator is required to confirm receipt by return and to note any discrepancies at this point. Any queries can be raised by contacting your Customer Support Executive.

Preparation

30 minutes before the scheduled start time of the exam, both invigilator and all candidates should join the online meeting. The recording of the exam session must begin at this point.

In the 30 minutes before the exam, the following steps must be completed:

1. All candidates and invigilator enable their webcams and microphones.

2. The invigilator must ask each candidate to remove their smart watch (if applicable) and place it outside of the room along with any other electronic devices (except for the mobile phone or tablet which may be used as part of the invigilation) and place them outside of the room. All devices should be turned off.

3. The invigilator will ask the candidate to login into the call using either their smart phone or tablet and use it to prove their exam environment is suitable to complete the exam. The exam environment must firstly be well lit, quiet and private. The candidate must scan the room until the invigilator is satisfied and should include the following areas:

    a. Behind the computer/laptop monitor

    b. Any lined or scrap paper is blank

    c. Any posters or guides on the walls

Candidates should be reminded of the articles they are permitted to have on their desk during the exam. Any other items must be placed outside of the room. Specific items which may be used are described on each examination rubric (e.g. calculators), but candidates may also have:

- Pencils

- Pens

- Erasers

- Rulers

No other items are allowed under any circumstance. If the invigilator identifies any unauthorised materials or equipment, they must ask the candidates to remove them from the room.

Water may be allowed in the examination room at the discretion of the invigilator.

4. Once the invigilator is satisfied with the candidates' exam environments, the candidates must either place their smart phone or tablet in a position showing the room in which they are taking the exam and also their screen

Or

Place turn the smart phone or tablet off and place it outside the room. In this instance, a mirror should be used to display the candidate's exam environment during the exam. Please see the below pictures for reference on camera or mirror placement.

Using a Mirror – with the ability to see the desk (without the paper). Mirror works best Landscape.

Using a phone – join the meeting with a smart phone and angle to see the back of you and the room you are in.
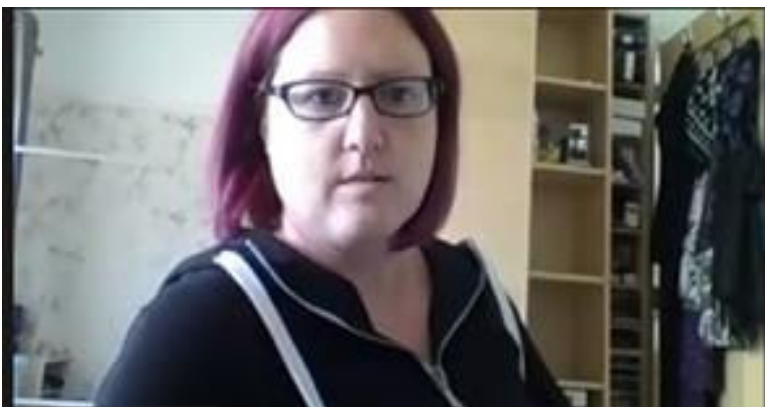
Candidate Identification

It is vital that invigilators confirm the identify of all candidates sitting exams. The candidates will be asked to hold up photographic ID to the webcam to verify their identity. Examples of appropriate ID include:

- Driver's licence

- Passport

- Valid government-issued ID card (including national ID card, military identification, etc)

- Valid college ID card issued by the Accredited Partner Centre

Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by an appropriate (normally female) member of staff and identified using the breakout room function of Zoom where they should be politely asked to remove the veil for identification purposes in private. Once identification has been established, the candidate should replace the veil, exit the breakout room and proceed as normal to sit the exam. It is the responsibility of the Centre Co-ordinator to ensure that such facilities are in place to ensure that no candidates are discomfited or disadvantaged. It is acceptable for members of staff who are not part of the invigilation team to attend at the beginning of the examination for this purpose alone.

However, staff who are not part of the invigilation team, attending solely to identify candidates, must not under any circumstances be permitted to invigilate the exam or see the exam question paper.

Scheduling the Remote Examination Assessment

Exams must take place on the date and time specified by NCC Education's Exam Dates document.

Remote exams are closed-book assessments, which means that candidates are not allowed to use notes or other materials whilst taking the assessment.

On the day

Invigilators are responsible for the secure release of the exams to candidates. Candidates taking the exam remotely, can achieve this via their own Virtual Learning platform or by a verified email address.

Centres will need to demonstrate that they have a robust system in place for checking release of the exam. Centres are required to inform candidates clearly how they will access the exam.

Once the exam begins, the following guidelines must be followed:

- Candidates are to be given 3 hours to complete and submit the exam and candidates submit their completed exam to the centre by a stated deadline. It is the Chief Invigilator's responsibility to ensure that all exams are submitted in line with this deadline. It would be good practice to keep evidence of this.

- Candidates who submit their exam after the deadline should be marked as 'Absent' on the Attendance Register and their exam must not be submitted to NCC Education for marking.

- Any incidents during or surrounding the time of the assessment must be logged on the irregularities report and submitted with the candidate answer booklets.

- Candidates are not allowed to communicate with each other in any way whatsoever during assessment period.

- All observations and deviations from assessment conduct must be noted in the invigilator's report.

- Invigilators must not offer any advice or comment on the work of the candidates.

- Invigilators must not volunteer any information to candidates regarding suspected errors on the examination question paper unless a notice has been received from NCC Education to do so.

Starting the Exam

The invigilator should ask the candidates if they are ready to begin. If they are, the invigilator will share the passwords to the question paper, which were shared through links before the exam. After the candidate has entered the password and opened the exam, they can begin.

The invigilator leaves their camera on but mutes themselves. The candidates' webcams and microphones must remain on, so the invigilator can supervise during the exam.

At this point, each candidate should have two devices logged into the call (computer screen and smart phone or tablet). The two devices should be positioned as follows:

- The computer camera shows the candidate and their upper torso as much as is possible in a front-on view.

- The smart phone or tablet should be in a position at a wider angle so that is shows over the candidate's shoulder, showing as much of the room as possible while still allowing an unimpeded view of the candidate's computer screen.

During the Exam

The invigilators must always watch the candidates during the exam. There must be one invigilator for every 6 candidates plus one extra in case the invigilator needs to leave his position for any reason.

Malpractice

If the invigilator suspects any candidate of any malpractice during the exam, they must note the time, duration of incident and what happened on the Invigilator's Report, stating the candidate's name and the nature of their behaviour which arose suspicion. The invigilator will then ask said candidate to remain on the online call after the exam so the room can be scanned a second time.

All mobile phones must be switched off, all smart watches and any other devices capable of communicating with other person(s) MUST be well out of reach of the candidate and preferably in another room. Any candidate found in possession of a mobile phone, smart watch etc (either on or off) will be treated as an alleged case of cheating.

Candidates are not permitted access to the internet during examinations and this includes the use of any artificial intelligence (AI) tools. As noted above, candidates found in possession of devices providing internet access, or if they are accessing the internet on their computer/laptop that is being used to ensure remote invigilation is being carried out, will be treated as an alleged case of cheating. Candidates found to be using AI tools during an examination will also be treated as an alleged case of cheating.

Where malpractice is suspected, the invigilator must:

- Advise the candidate that NCC Education will be informed and that this may lead to their exam results being invalidated.

- Complete and submit an Irregularities Report to NCC Education.

The candidate should verbally confirm the Irregularities Report and the invigilator should inform them that they have the right to send an email to NCC Education's Quality Assurance department at quality2@nccedu.com, within 24 hours.

Technical Difficulties

During the exam, there may be instances of short breaks in audio or video. This may occur several times during the exam. This maybe be due to local network speeds and accepted as reasonable for NCC Education. The invigilator should consider if this could be infringement where:

- A series of minor interruptions persist over a period totalling 10 minutes or more.

- A minor interruption repeats on a significant basis (more than 5 times over the duration of the exam).

- There is a full disconnection of the candidate's webcam and audio for more than 5 minutes.

Any of the above instances should be noted in the Irregularities Report.

Leaving the Exam Room

Candidates are not permitted to leave the exam room temporarily. If the candidate leaves the room, the exam should be stopped and invalidated

End of the Exam

All candidates should remain on the call under exam conditions until the time limit has elapsed. At this point, the invigilator should turn their microphone back on, instruct candidates to put down all pens or pencils, confirm the exam has been completed and inform the candidate that they are no longer under exam conditions. The invigilator should cease the recording at this point.

Candidates should take their smart phone or tablet and use this to take pictures of their work. This work should be sent to an email address defined by the invigilator. The invigilator should check that the picture is of a sufficient quality to mark before the candidate leaves the call. Once this has been confirmed, the candidate can leave the call.

Following the exam, the invigilator must remove access to the exam and answer booklet from the candidate.

Submission of Exams to NCC Education

All documentation must be submitted electronically via the NCC Education Quartz Web Portal. However, the centre must confirm attendance of each candidate in the electronic attendance register on the NCC Education Quartz Web Portal before submitting any documents.

After collection of the exams, each candidate's examination answer booklet must be saved in a zip folder and submitted to the NCC Education Quartz Web Portal following the guidelines below:

Candidates must submit their examination answers in one of the following document types:

- Microsoft Word document (.doc or .docx)

- Abode PDF (.pdf)

It must be labelled as follows:

> **[candidate ID]_[candidate name]_[unit abbreviation] Exam**.

> For example: 123456_John Smith_ITCS Exam

- All candidates' examination answer booklets must be saved in a zip folder, along with the additional examination documentation (please see further details below). The zip folder must be labelled as follows: **[Centre name]_[Centre branch, if applicable]_[unit abbreviation]_component**

> For example: *Test Centre_Test Branch_ITCS_Exams*

Cheating during an examination needs to be recorded by the Invigilator in the Invigilator's report. This report and the examination script must always be submitted with the work for marking for marking.

The centre will need to ensure that all candidates are able submit their answers in the required format. Documents submitted in any other format may not be accepted for marking. All images, graphs, code or other non-text portions of assignments should be embedded in the document.

As well as submitting the Exceptional Circumstances Form to NCC Education prior to the exam taking place, when registering the candidates as per the exceptional circumstances, **centres also need to include the agreed Exceptional Circumstances Forms in the zip folder when they are**

submitting the scripts and documentation to the NCC Education Quartz Web Portal as that would be helpful in determining this when NCC Education audit the GX submissions. Exams must be collected from every candidate and saved in one folder which will contain:

1.   Full scanned copies of all candidates' scripts

2.   An attendance register, completed with absent students clearly marked with an 'A' in red next to their name and students that have attended will provide their signatures next to their name (in the case it is not remote)

3.   A completed Chief Invigilator report

4.   An irregularities report (if required)

5.   The agreed exceptional circumstances report detailing a list of all candidates who were sitting remotely and, thus, remote invigilation would have taken place for.

The above documentation must be submitted in the zip folder containing all candidates' scripts to the NCC Education Quartz Web Portal **48 hours** after the completion of each examination. If a Centre Co-ordinator fails to submit all the necessary paperwork or fails to submit the assessment answer booklets on time, NCC Education will assume that the centre has a 'nil' return. This means all candidates registered for the assessment(s) will be recorded as ABSENT and will have to re-take their assessment in a later session and make further payments.

It is the Centre Co-ordinator's responsibility to ensure that the scanned answer booklets and relevant examination documentation are clear and readable, and submit all assessment answer booklets and documentation within the scheduled dates and times.

Developing English Language Skills and Advanced English Language Skills Listening Exams

In this exam, the invigilator will also act as the examiner. Before the exam, the invigilator will follow the instructions in points detailed in this document.

At the start of the exam, both invigilator/examiner and candidate must leave their webcam and speakers turned on. The invigilator/examiner will play the MP3 file associated with the listening exam and invigilate while the candidate listens and completes the answer booklet. The meeting should be set up so that the MP3 plays on the candidate's computer/laptop clearly.

Developing English Language Skills and Advanced English Language Skills Speaking Exams

In this exam, the invigilator will also act as the examiner. It is only the examiner and one candidate who should be present. Before the exam, the invigilator/examiner will follow the instructions detailed in this document.

At the start of the exam, both invigilator/examiner and candidate must leave their webcam, microphone and speakers turned on. The invigilator/examiner will read the script on the question paper they will be provided with and the exam questioning can commence with the invigilator/examiner using the questions and marking scheme provided.

Appendix G: Seating Plan

Name of Centre: _____

Title of Examination Paper: _____

.

*Please record the candidates' full names and NCC Education candidate ID numbers.

Name of Invigilator: _____ Signature: _____

Date: