



PART OF **nocn** GROUP

## QUALIFICATION SPECIFICATION

# NOCN Level 3 Award in Security Operations

Qualification No: 500/8591/8

### Operational Start Date

April 2010

### Version

4.2 – May 2019

### To know more about NOCN:

- Visit the NOCN website: [www.nocn.org.uk](http://www.nocn.org.uk)
- Call the Customer Service Team: **0300 999 1177**

[www.nocn.org.uk](http://www.nocn.org.uk)



## Introduction

NOCN has been providing a qualification and accreditation service to providers across the UK for over 25 years and is justifiably proud of its reputation as, "...a provider of fully accessible, trusted and flexible qualification and accreditation services".

Over the years, NOCN has worked effectively with centres for the benefit of learners across the country, with a mutual interest in providing a continuously improving service. NOCN, whilst retaining all the advantages of being a national body, has always provided a personal, bespoke service to its customers and prides itself on its local presence and expertise within communities. This document details the qualification specification and provides guidance to the training provider on assessment criteria and evidence requirements.

NOCN has a history of providing accreditation for security qualifications. Since the introduction of licensing for the private security industry under the terms of the Private Security Industry Act 2001, NOCN has provided the largest number of accredited qualifications in the Guarding, Door Supervision, CCTV and Cash and Valuables in Transit sectors. Approved Centres in England, Wales, Northern Ireland and Scotland have included the majority of the UK's largest security companies.

The **NOCN Level 3 Award in Security Operations** addresses an identified gap in existing provision for security related qualifications at Level 3 and above, and supports the agreed Qualification Strategy produced by Skills for Security. It directly maps to their 'Specification for the Learning Programme and Qualification for Advanced Security Operations', and is a six credit vocationally related qualification, consisting of four mandatory units.



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## 1. About the qualification

The NOCN Level 3 Award in Security Operations, is a six credit vocationally related qualification, consisting of four mandatory units. These are:

- Security health and safety operations and management (A/501/9827)
- Physical security operations and management (K/501/9306)
- Information and personnel security and management (K/501/9886)
- Private security and the law (T/600/4138)

The qualification provides a framework for developing individuals in their role, and addresses an identified gap in existing provision for security related qualifications at Level 3 and above, and supports the agreed Qualification Strategy produced by Skills for Security. It directly maps to their '*Specification for the Learning Programme and Qualification for Advanced Security Operations*'.

The aims of the qualification are:

- To provide a framework for developing individuals in their role.
- To provide a qualification suitable for existing security officers, supervisors or line managers, or those aspiring to progress to a supervisory position.
- To address an identified gap in provision.

### Guided Learning Hours, Learning Time and Credit Values

Guided Learning Hours (GLH) are a guide to the amount of teacher-supervised or directed study time a learner will need to complete the learning needed for a qualification. NOCN recognises that every learner is different and the actual time taken may vary beyond the maximum and minimum shown.

Training providers not reliant on public funding measured by GLH may find them a useful guide to the recommended length of a programme of study. The learning hours can be divided in any way, for example, a 20 GLH hour programme could be delivered in 2 hours a week for 10 weeks or 7 hours a day for 3 days, depending on the course and learners.

For the **NOCN Level 3 Award in Security Operations**, the credit values and guided learning hours for the units of the qualification are:

Unit	Credit Value	Guided Learning Hours
Security health and safety operations and management	1	5
Physical security operations and management	2	10
Information and personnel security and management	2	10
Private security and the law	1	5

## **Total Qualification Time (TQT)**

**The Total Qualification Time (TQT) for this qualification is 60 hours**

Through consultation with users, TQT has been agreed by considering the total number of learning hours required for the average learner to achieve this qualification.

TQT is split into two areas:

- **Guided Learning Hours (GLH):**
  - learning activity under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training
  - includes the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.
- **Other Learning Hours (OLH):**
  - an estimate of the number of hours a learner will spend, as directed by (but not under the immediate guidance or supervision of) a lecturer, supervisor, tutor or other appropriate provider of education or training, including:
    - preparatory work
    - self-study
    - or any other form of education or training, including assessment.

Examples of GLH activities include:

- Classroom-based learning supervised by a teacher
- Work-based learning supervised by a teacher
- Live webinar or telephone tutorial with a teach in real time
- E-learning supervised by a teacher in real time
- All forms of assessment which take place under the immediate guidance or supervision of an appropriate provider of training
- Exam time

Examples of OLH activities include:

- Independent and unsupervised research/learning
- Unsupervised compilation of a portfolio of work experience
- Unsupervised e-learning
- Unsupervised e-assessment
- Unsupervised coursework
- Watching a pre-recorded podcast or webinar
- Unsupervised work-based learning

The agreed Total Qualification Time has been used to identify the qualification's Credit Value.

## Key Skills

Each unit within the qualification has been mapped to identify where opportunities exist for learners to achieve Key Skills. In designing activities for unit assessment you will be able to use the mapping to identify which skills could be addressed through evidence generated by learners. The degree of opportunity in any one unit will depend on Centre-specific factors including learning context, teaching and learning strategies and resources.

Unit Title	Application of Number	Communication	Information Technology
<b>Security health and safety operations and management</b>	n/a	C3.2 C3.3	ICT3.1 ICT3.2
<b>Physical security operations and management</b>	n/a	C3.2 C3.3	ICT3.1 ICT3.2
<b>Information and personnel security and management</b>	n/a	C3.2	ICT3.1
<b>Private security and the law</b>	n/a	C3.2	ICT3.1

Unit Title	Improve Own Learning and Performance	Working With Others	Problem Solving
<b>Security health and safety operations and management</b>	LP3.1 LP3.2 LP3.3	WO3.2 WO3.3	PS3.1 PS3.2 PS3.3
<b>Physical security operations and management</b>	LP3.1 LP3.2 LP3.3	WO3.1 WO3.2 WO3.3	PS3.1 PS3.2 PS3.3
<b>Information and personnel security and management</b>	LP3.1 LP3.2 LP3.3	WO3.1 WO3.2	PS3.1 PS3.2 PS3.3
<b>Private security and the law</b>	LP3.1 LP3.2 LP3.3	WO3.1 WO3.2 WO3.3	n/a

**Relationship with National Occupational Standards / (or other relevant standards)**



Units within the NOCN Level 3 Award in Security Operation have been carefully mapped to the following National Occupational Standards (NOS):

- Skills for Security: Security and Loss Prevention.
- Skills for Security: Security Management.
- Skills for Security: CCTV Operations.
- ENTO: Health and Safety.
- Institute of Customer Service: Customer Service.
- Skills for Justice: Common Standards across the Justice Sector.

The qualification provides a significant amount of knowledge, understanding and skills development that underpins occupational competence in security operations.

Relevant units within the qualification have been carefully mapped to the relevant standards against each learning outcome.

### **Language Requirements**

If you wish to offer this qualification in Welsh or Irish (Gaeilge) then please contact NOCN who will review demand and provide as appropriate.

## **2. Who the qualification is for**

The NOCN Level 3 Award in Security Operations has been developed to provide a learning programme to support the continuing professional development of security officers. It is particularly suitable for:

- Developing individuals in their role as a security officer.
- Developing individuals in their role as a security supervisor.
- Developing individuals who are aspiring to a role as a security supervisor.

The minimum age for access to the qualification is 18, (in line with BS7499, section 5.3.3).

### **Restrictions on Learner Entry**

There are no restrictions on learner entry, however in order to gain an understanding of the subject matter, it is expected that prior to assessment, learners will have been provided with access to a realistic working environment.

### **Entry Requirements**

No specific prior learning, experience and/or qualifications are required for learners undertaking the qualification.

However, learners will need to:

- Produce extended answers that are clear, logical and understandable.
- Read and/or interpret given tasks.
- Organise relevant information clearly and coherently.
- Make decisions based on underpinning knowledge.
- Communicate (both orally and in writing) in English.

### **Recognition of Prior Learning**

Recognition of prior learning is an assessment method leading to the award of credit. The process involves considering if a learner can meet the specified assessment requirements for a unit through knowledge, understanding or skills that they possess already as a consequence of which they do not need to undertake a course of learning.

Centres are encouraged to recognise the previous achievements and experiences, both formal for example, through accredited units or qualifications, or informal, for example through continuous learning. This involves the recognition of achievement from a range of activities that will have been assessed through any valid method of assessment. When using the process of the recognition of prior learning, it is essential that the assessment requirements of a specific unit or, more exceptionally, a qualification have been met. The evidence of learning provided must be sufficient, reliable, authentic and valid. Evidence is not time-limited.

**QCF Level Descriptors**

<b>Level</b>	<b>Summary</b>	<b>Knowledge and understanding</b>	<b>Application and action</b>	<b>Autonomy and accountability</b>
<b>Level 3</b>	<p>Achievement at Level 3 reflects the ability to identify and use relevant understanding, methods and skills to complete tasks and address problems that, while well defined, have a measure of complexity. It includes taking responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgment within limited parameters. It also reflects awareness of different perspectives or approaches within an area of study or work.</p>	<p>Use factual, procedural and theoretical understanding to complete tasks and address problems that, while well defined, may be complex and non-routine.</p> <p>Interpret and evaluate relevant information and ideas.</p> <p>Be aware of the nature of the area of study or work.</p> <p>Have awareness of different perspectives or approaches within the area of study or work.</p>	<p>Address problems that, while well defined, may be complex and non-routine.</p> <p>Identify, select and use appropriate skills, methods and procedures.</p> <p>Use appropriate investigation to inform actions.</p> <p>Review how effective methods and actions have been.</p>	<p>Take responsibility for initiating and completing tasks and procedures, including, where relevant, responsibility for supervising or guiding others.</p> <p>Exercise autonomy and judgment within limited parameters.</p>

*Extracted from QCF level descriptor's document on QCDA's website October 2008*

## **Progression Opportunities**

The NOCN Level 3 Award in Security Operations enables progression to employment, further learning opportunities within employment, or further study, in the following ways:

- It provides opportunities for learners to demonstrate underpinning knowledge of operational security industry working practices.
- It supports the continuing professional development of security officers, making it appropriate for those individuals aspiring to a supervisory role.
- It provides a significant amount of knowledge, understanding and skills development that underpins occupational competence.

The NOCN Level 3 Award in Security Operations enables progression to further learning opportunities, and is related to the following National Occupational Standards (NOS):

- Skills for Security: Security and Loss Prevention.
- Skills for Security: Security Management.
- Skills for Security: CCTV Operations.
- ENTO: Health and Safety.
- Institute of Customer Service: Customer Service.
- Skills for Justice: Common Standards across the Justice Sector.

## **Learners with Particular Requirements**

Assessment within the NOCN Level 3 Award in Security Operations is designed to be accessible and inclusive. The unit based approach allows flexibility through enabling learners to achieve the qualification in stages. The assessment methodology is appropriate and rigorous for individuals or groups of learners.

The NOCN Centre Recognition process requires policy statements on Equal Opportunities and Diversity and Disability Discrimination. These policy statements are then checked and confirmed through external moderation activity.

### **3. Achieving the qualification**

#### **Rules of combination**

In order to be awarded the NOCN Level 3 Award in Security Operations, the learner must successfully complete all four mandatory units. Total Qualification Time (TQT) is **60** hours.

- Unit One: Security health and safety operations and management (A/501/9827)
- Unit Two: Physical security operations and management (K/501/9306)
- Unit Three: Information and personnel security and management (K/501/9886)
- Unit Four: Private security and the law (T/600/4138)

#### **Achievement Methodology**

- Units of the qualification can be separately assessed.
- Only the specific units from within the qualification may count as unit credit towards the achievement requirements of the qualification.

#### 4. The qualification units

The qualification comprises four mandatory units:

<b>QCA Accredited Number</b>	<b>Unit Title</b>	<b>Credit Value</b>	<b>Level</b>
A/501/9827	Security health and safety operations and management	1	3
K/501/9306	Physical security operations and management	2	3
K/501/9886	Information and personnel security and management	2	3
T/600/4138	Private security and the law	1	3

<b>Unit Title:</b>	<b>Security health and safety operations and management</b>
<b>Level:</b>	<b>Three</b>
<b>Credit Value:</b>	<b>1</b>
<b>GLH:</b>	<b>5</b>
<b>QCA Unit Reference Code:</b>	<b>A/501/9827</b>

This unit has 5 learning outcomes.

<b>LEARNING OUTCOMES</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>	<b>The learner can:</b>
1. understand the sources of health and safety regulations	1.1. describe the sources of health and safety laws and regulations, and their relevance to the workplace 1.2. describe responsibilities for health and safety operations in the workplace
2. understand the provisions of health and safety regulations in the workplace	2.1. summarise the provisions in place for health and safety in the workplace 2.2. explain the circumstances that may give rise for a health and safety policy to be revised
3. understand the practical applications of regulation	3.1. describe how the practical application of health and safety will impact on the workplace
4. understand the enforcement of health and safety	4.1. explain how health and safety regulations are enforced, and the implications when health and safety regulations are breached
5. understand the implementation of Control of Substances Hazardous to Health (COSHH) procedures and processes	5.1. explain Control of Substances Hazardous to Health (COSHH) procedures, and why they are needed in the workplace

<b>Unit Title:</b>	<b>Physical security operations and management</b>
<b>Level:</b>	<b>Three</b>
<b>Credit Value:</b>	<b>2</b>
<b>GLH:</b>	<b>10</b>
<b>QCA Unit Reference Code:</b>	<b>K/501/9306</b>

This unit has 5 learning outcomes.

<b>LEARNING OUTCOMES</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>	<b>The learner can:</b>
1. understand how to conduct a security risk analysis	1.1. explain the security risk management process 1.2. describe the methods of evaluating security risk
2. understand how to assess requirements for access control, perimeter and building protection	2.1. explain the requirements for access control, perimeter and building protection'
3. understand the properties of explosive devices and the measures to mitigate their effects	3.1. describe the common types of explosive devices and their properties 3.2. explain the range of measures to protect the workplace
4. understand the components of an effective CCTV system and the selection criteria for such components	4.1. explain the workings of CCTV systems 4.2. explain the criteria used when selecting a CCTV system
5. understand how to conduct and manage search operations	5.1. describe methods and procedures for conducting and managing search operations in the workplace

<b>Unit Title:</b>	<b>Information and personnel security operations management</b>
<b>Level:</b>	<b>Three</b>
<b>Credit Value:</b>	<b>2</b>
<b>GLH:</b>	<b>10</b>
<b>QCA Unit Reference Code:</b>	<b>K/501/9886</b>

This unit has 5 learning outcomes.

<b>LEARNING OUTCOMES</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>	<b>The learner can:</b>
1. understand the need for protecting information	1.1. explain an individual's rights in respect of their personal data 1.2. describe best practice in data management in line with the principles of the Data Protection Act 1.3. identify the key concepts underpinning information security management and the situations in which information security needs to be managed 1.4. state the difference between information security and IT security 1.5. describe the main types of information and the criteria to determine its value to the organisation 1.6. explain classification and protection of sensitive information in accordance with information security best principles 1.7. explain the terms trade secret, proprietary information, intellectual property, copyright, registered trademark, patent and business espionage, information broking
2. understand the threat from and protection procedure for IT security	2.1. explain the importance of IT security and the threats to IT systems 2.2. describe types of internet abuse and their possible consequences 2.3. describe IT hardware, software and network protective measures, policies and procedures
3. understand the importance of and processes to achieve customer satisfaction	3.1. describe the different customer groups 3.2. explain the benefits of good customer service and considerations involved 3.3. explain how attitudes and behaviours impact on good customer service 3.4. explain the systems and processes for offering good customer service

<b>LEARNING OUTCOMES</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>	<b>The learner can:</b>
4. understand the threats and countermeasures related to drug and substance misuse	4.1. describe the threats of drug/substance abuse in the workplace 4.2. state the main categories of substances (drugs and alcohol) and their effects 4.3. identify the main legislation related to drug and substance abuse 4.4. describe common measures that can be implemented in the workplace to prevent and deal with substance misuse
5. understand the contingency processes and procedures to put in place to effectively manage crises and emergencies	5.1. explain the crisis/emergency planning process in the workplace 5.2. describe liaison with other agencies involved in crisis/emergency management 5.3. describe the crisis/emergency planning and implementation process and the considerations involved

<b>Unit Title:</b>	<b>Private security and the law</b>
<b>Level:</b>	<b>Three</b>
<b>Credit Value:</b>	<b>1</b>
<b>GLH:</b>	<b>5</b>
<b>QCA Unit Reference Code:</b>	<b>T/600/4138</b>

This unit has 7 learning outcomes.

<b>LEARNING OUTCOMES</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>	<b>The learner can:</b>
1. understand the legal requirements for private security operations	1.1. describe the legal requirements that affect private security operations
2. understand the required arrest procedures and rights of arrest and detention	2.1. explain the arrest and handover process and the considerations involved
3. understand the requirements for collection and handling of evidence	3.1. Describe the factors involved in the gathering of evidence and the considerations involved.
4. understand the procedures for collection and production of witness statements	4.1. explain the procedure for taking a witness statement
5. understand the requirements of equal opportunities and discrimination law	5.1. explain the influence of equal opportunities and discrimination law in the workplace
6. understand the roles of external agencies available to support security operations	6.1. describe the roles of external agencies involved in supporting security operations 6.2. explain the communication channels that exist between these agencies
7. understand the importance of working with external agencies	7.1. describe the arrangements and benefits of collaboration with external agencies

## 5. How the qualification is assessed

### 5.1 Qualification Achievement.

Achievement of the NOCN Level 3 Award in Security Operations is through an externally set, internally marked, and externally quality assured short answer written examination, consisting of 35 questions. The duration of the examination is two hours. A minimum mark of 75% is required for achievement of **each** unit. All four units must be successfully achieved in order to be awarded the qualification.

The assessment process is as follows:

- Examinations will take place at a venue that meets the requirements of the 'examination venue criteria' detailed in Section 6.
- Examination papers are externally set by NOCN against the requirements detailed in the assessment criteria of the unit.
- Examination papers are marked internally at the Centre using assessment guidance provided by NOCN.
- The internally assessed evidence is subject to a process of internal quality assurance.
- The outcomes from internal assessment, together with evidence of internal quality assurance are subject to external scrutiny by an NOCN appointed external quality assurer.
- Completed examination papers must be returned to NOCN and NOT retained by centres

### 5.2 Re-sits

Where candidates have not achieved the required mark in order to be awarded a pass they can be entered for a re-sit. The Centre is responsible for ensuring that sufficient time has been allowed for re-training prior to candidates attending for a re-sit. A maximum of two re-sits are allowed.

### 5.3 Exam invigilation

#### a) Who can invigilate?

Examination invigilators should be responsible adults, appropriately trained in invigilation duties. It **is** acceptable for trainers/internal assessors (see section 6.3) to undertake examination invigilation.

It is the responsibility of the Centre to:

- Appoint exam invigilators, to make sure that the examination is conducted according to regulatory requirements.
- Make sure that all invigilators are responsible adults, appropriately trained in their duties.

It is not appropriate for invigilation to be carried out alone by a person related to a candidate sitting the examination.

At least one invigilator must be present for groups of up to 30 candidates. When only one invigilator is present, they must be able to summon help easily, without leaving the examination room, and without disturbing candidates.

## b) Role of invigilators

The exam invigilator is the person in the examination room with responsibility for conducting a particular examination session in the presence of candidates. Invigilators have a key role in upholding the integrity of the examination process.

The role of the invigilator is to ensure that examinations are conducted in accordance with laid down instructions, in order to:

- Ensure that all candidates have an equal opportunity to demonstrate their abilities.
- Ensure the security of the examination papers and completed response sheets, before, during and after the examination.
- Prevent possible candidate malpractice.
- Prevent possible administrative failures.

Invigilators must:

- Be appropriately trained in their duties.
- Give all their attention to conducting the examination properly.
- Be able to observe each candidate in the examination room at all times.
- Inform the Head of the Centre if they are suspicious about the security of examination papers, completed response sheets, or any other issue that threatens the integrity of the examination process (in such cases the Head of the Centre must inform NOCN immediately and send a full written report within five working days of the suspicion arising).

Invigilators **must not**:

- Carry out any other task (for example doing other work, using a mobile phone) in the examination room.

## Examination Management

The NOCN Guidance for Invigilators available on the NOCN website:

<https://www.nocn.org.uk/support/useful-information-and-resources/>

provides detailed guidance for Centres on the following areas of examination management:

- Keeping examination papers secure
- Invigilation requirements
- Examination room layout
- Starting the examination
- During the examination
- Summoning help during an examination
- Candidates who arrive late
- Leaving the examination room
- Ending the examination

## **Reasonable Adjustments and Special Considerations**

If you are an NOCN Recognised Centre and have learners who need reasonable adjustments or special considerations, please refer to the guidance available on the NOCN website here: <https://www.nocn.org.uk/support/nocn-policies/>

This policy (together with the Centre's own policy) gives clear information on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the assessment criteria.

## **6. Offering the qualification**

### **6.1 Recognised Centres**

If you are already recognised to offer NOCN qualifications and would like more information please email: [assurance@nocn.org.uk](mailto:assurance@nocn.org.uk) to request the NOCN Level 3 Award in Security Operations qualification application form.

### **6.2 New Centres**

If you are interested in offering NOCN qualifications but not currently working with NOCN, you will need to be recognised as an NOCN approved centre. This process includes:

- Confirmation that your organisation has an adequate infrastructure in place to support the effective delivery of NOCN qualifications.
- An agreement signed by the principal authority in the organisation confirming adherence to the specified terms and conditions. This safeguards the quality assurance standards, in relation to the delivery and assessment process.

If you would like more information about becoming an NOCN centre and offering this qualification please contact the Quality and Compliance team at NOCN for further information.

### **6.3 Human Resources**

#### **Centre Contact:**

- a) Each Centre should identify a Centre Contact who will be responsible for the qualification and/or units of the qualification within the Centre. Where Centres are offering more than one qualification the Centre Contact should be the same person.
- b) The Centre Contact is the person responsible for confirming and ensuring that the Centre will comply with all requirements for the delivery of NOCN Security Industry Qualifications.
- c) Confirmation of approval to offer the qualification/units of the qualification will be returned to the Centre Contact. This confirmation should be retained by the Centre.

- d) The Centre Contact is responsible for ensuring that information relating to the qualification is distributed as required within the Centre and that the security requirements for the external examinations are adhered to.

**Trainers:**

Trainers delivering learning leading to the NOCN Level 3 Award in Security Operations must demonstrate that they are occupationally competent, and hold a formal teaching/instructional qualification. This means that trainers must:

- a) Meet the minimum standards of experience in the security industry, as specified by the Security Industry Authority (SIA) for the licence to practice qualifications, i.e. three years front-line security guarding operational experience, in the last ten years or three years security guarding training experience with NOCN or any other SIA-endorsed Awarding Organisation.
- b) Demonstrate that they are keeping their knowledge of security operations up to date and relevant. This is best demonstrated by evidence of professional development and/or ongoing workplace experience.
- c) Have achieved, as a minimum, the 'Preparing to Teach in the Lifelong Sector' (PTLLS)/Level 3 Award in Education and Training, or equivalent qualification, as specified by the Learning and Skills Improvement Service (formerly Lifelong Learning UK). Details are available on the LSIS Excellence Gateway website: [www.excellencegateway.org.uk](http://www.excellencegateway.org.uk) (see Programmes > Qualifications and Skills).

**Internal assessors:**

Where the role of internal assessor (i.e. the person who marks the examination paper) is carried out by someone other than the trainer, they **must** be able to demonstrate the same occupational requirements as detailed for trainers, as indicated above).

**Examination invigilators:**

Should be responsible adults, appropriately trained in invigilation duties, and must adhere to the requirements for examination invigilation as detailed in Section 5.

*Note: It is acceptable for trainers to undertake examination invigilation and/or internal assessment for learners that they have prepared for the examination.*

## 6.4 Teaching/Learning Resources

The Centre should have access to an appropriate range of teaching/learning materials, including:

- An outline course programme / programme of study.
- Tutor briefing notes.
- Relevant student handouts/support material.
- Visual aids.

In addition the Centre should have policies and resources to support:

- Learner and learning support.

- Equal opportunities.

## 6.5 Training Venues

Training should be conducted at a location that has dedicated training rooms, equipped with suitable visual aid equipment (ideally to be compatible with PowerPoint software), tables, chairs etc. Where facilities for PowerPoint are not available, OHP slides or acetates are an acceptable option, provided they are of an adequate size for visibility.

## 6.6 Examination Venues

Centres must ensure that examinations take place in a suitable assessment environment.

This means that:

- Any room in which an examination is held **must** provide candidates with appropriate conditions for taking the examination. Particular attention should be given to conditions such as heating, lighting, ventilation and the level of outside noise.
- Display material, such as posters, wall charts, information leaflets, which might be helpful to candidates **must not** be visible in the examination room.
- A reliable clock (or other suitable time keeping device, e.g. time displayed via a computer screen) must be visible to each candidate in the examination room. The clock/display must be large enough for all candidates to read clearly.
- The following items should be on display in the examination room:
  - A poster advising candidates that mobile phones should be switched off.
  - Examination notice for candidates.
  - Centre appeals procedure.
  - Emergency/evacuation procedures.
- There should be a sign, clearly visible to others in the building, that an examination is taking place.
- Information must be visible to all candidates showing the Centre Number, examination information (i.e. paper number), and the start and finish times of the examination.
- Seating arrangements **must** prevent candidates from overlooking the work of others. In particular, the minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres.
- All candidates should be seated facing the same direction.
- Each candidate should have a separate desk or table large enough to hold question papers and examination response sheets. Candidates who are not seated at individual

desks must be far enough apart (minimum 1.25m) so that their work cannot be seen by, and contact cannot be made with, other candidates.

- There must be space for the invigilator to sit.

Floor plans of examinations sessions must be maintained and made available on request.

Centres are required to maintain records of how examination venues meet these criteria, which must be made available to NOCN on request.

False or misleading statements by Centres in respect of examination venues may result in immediate suspension or withdrawal of Centre approval, and examination papers may be declared void.

## **6.7 Record keeping**

### **Record Keeping**

Centres must keep complete and accurate assessment and internal quality assurance records, for at least seven years from the end of year to which they relate, for all qualifications and make these available to NOCN on request.

This includes:

- Name of learner, date of birth, contact address, contact number and unique learner identification number.
- Title and accreditation number of each qualification and unit studied.
- Names(s) of Tutor(s)/Trainer(s)/Assessor(s)
- Assessment records
- Internal Quality Assurance records.

Centres are required to retain regulatory learner records and details of registration and achievement for seven years.

## 7. Quality Assurance and Standardisation

### 7.1 General Information

All Centres wishing to deliver the qualification, or units of the qualification, will need to demonstrate the ability to manage and deliver the units and/or the qualification, including adherence to quality assurance and assessment regulations.

NOCN will provide guidance and give support in enabling Centres to use the qualification.

The NOCN standard quality assurance arrangements aim to ensure that Centres maintain the criteria upon which they were approved and requirements include:

- Internal quality assurance.
- External verification.
- Standardisation.

### 7.2 Internal Quality Assurance

Centres delivering this qualification will need to ensure that a process of internal quality assurance is in place which supports and quality assures the delivery and assessment of the qualification.

The purpose of internal quality assurance is to ensure that:

- a) Learners are clear about assessment requirements, and are given opportunities to achieve against the assessment criteria.
- b) Trainers and internal assessors are clear about assessment requirements, and the procedures and processes for producing and recording assessment evidence.
- c) Trainers and internal assessors receive ongoing support and development.

#### Who undertakes internal quality assurance?

Centres approved to offer this qualification must identify a suitable person, or persons to undertake internal quality assurance. The person(s) nominated must have knowledge, understanding and experience of the quality assurance arrangements that support qualification delivery and assessment.

Details of the internal quality assurance process will need to be provided to NOCN and submitted as part of the Centre and Qualification Approval process.

It is important that detailed records of internal quality assurance are kept and made available to the External Verifier appointed by NOCN to demonstrate that internal quality assurance has been carried out.

### **7.3 External Quality Assurance – carried out by an EQA appointed by NOCN**

EQAs will be appointed by NOCN and will be fully conversant with the subject area and the assessment requirements for the qualification.

The role of the EQA includes the following:

- Audit of the Centre Approval Process.
- Sampling of Centres and their delivery and assessment facilities and practice.
- Monitoring internal quality systems and the outcomes of internal quality assurance activity.
- Acting as a source of advice and support.
- Promoting best practice.

Key responsibilities of the EQA:

- Ensuring compliance with the qualification specification and assessment requirements.
- Ensuring approved Centre procedures are followed.
- Assessing the quality of the learner experience.
- Scrutinising internal quality assurance activity.
- Verifying achievement for unit and qualification certification.
- Reporting to NOCN on the outcomes of external verification in relation to assessment, internal quality assurance and the maintenance of standards.

### **7.4 Standardisation**

Standardisation is a process that promotes consistency in the understanding and application of standards, it:

- establishes statements on the standard of evidence required to meet the assessment criteria for the units in NOCN qualifications,
- makes recommendations on assessment practice,
- produces advice and guidance for the assessment of units,
- identifies good practice in assessment.

It is a requirement of Centre Approval that each Centre offering the units from the qualification must participate in Standardisation activity when requested.

Outcomes from Standardisation will be available to Centres through NOCN.



## **NOCN**

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