

Centre Guide on External Moderation



10 EASY STEPS!

Welcome to our simple step by step guide to External Moderation. Our External Moderators are here to help you, so we've prepared this guide to help you get the most out of the excellent support we have to offer.

Our External Moderators help us by making sure that you're continuing to meet our quality standards, and by re-assessing candidates' work. They'll come and visit you twice a year for each qualification you offer and provide you with guidance and feedback. The visits are free!

STEP 1

REGISTER YOUR CANDIDATES

When candidates are registered on one of our qualifications, we'll allocate an External Moderator to you. Your candidates should be registered with us as soon as possible. The sooner you register, the sooner we'll provide you with your External Moderator!

STEP 2

WE'LL ALLOCATE AN EXTERNAL MODERATOR

We allocate an External Moderator and email their contact details to the person you've told us is your Programme Contact. You'll receive this information within 10 working days of the candidates being registered. If you've already registered candidates on the qualification (within the same academic session) you'll already have an External Moderator allocated to you. If you're not sure who this is, your NCFE Centre Support Assistant will be able to help.

STEP 3

YOUR EXTERNAL MODERATOR WILL CONTACT YOU

Within 3 working days of you receiving the External Moderator's contact details, they'll get in touch to introduce themselves and to arrange their first visit. The time and date of the visit should be convenient to you and your team.

STEP 4

FIRST VISIT WILL BE CONFIRMED

You'll get confirmation of the arrangements for the visit by email from your Centre Support Assistant here at NCFE. In addition to this, your External Moderator will confirm the visit by letter or email at least 3 weeks before the agreed date. The letter will let you know which portfolios they'd like to sample (if required) and provide an outline schedule for the visit.

STEP 5

THE FIRST VISIT

A visit normally lasts between 3-4 hours depending on the type of visit and the number of portfolios to be sampled.

During the first visit the External Moderator will aim to:

- meet the Programme Contact and check that actions from the previous report have been carried out (if appropriate)
- meet the course team including the Internal Moderator to discuss delivery, assessment and quality control of the qualification
- review resources and the effectiveness of recording and tracking systems
- provide information, support and guidance to ensure the NCFE criteria for delivering the qualification are being met
- sample candidate portfolios (if appropriate)
- sign off certificate claim forms (if appropriate).

It would be a great help if you could make sure that everything is arranged to help the visit run smoothly. A date for the second visit should be agreed during the first visit (although you can change this date if you need to). Feel free to ask any questions during the visit!



STEP 6

YOU'LL RECEIVE A VISIT REPORT

The External Moderator will complete a report after each visit and will email a copy to the Programme Contact and Head of Centre. The content of the report will be discussed during the visit so there should be no surprises when you receive it. Prior to the visit the External Moderator may ask if the facility to connect to the internet could be provided, this will allow them to complete/partially complete the report on the day. The External Moderator will email you a copy of the final report within 5 working days of the visit. If you experience any delays, please contact your dedicated Centre Support Assistant.

STEP 7

THE SECOND VISIT

After your discussion with your External Moderator, you'll receive confirmation of the arrangements of your visit by email from your dedicated Centre Support Assistant here at NCFE. The External Moderator will again confirm the visit date at least 3 weeks prior to the agreed date and will indicate which candidates' portfolios will be required for sampling on the day (if required). However NCFE would expect all candidates' portfolios to be made available on the day in case further sampling is required. If candidates have completed the qualification and you'd like the certificate claim form to be signed off, please make it available on the day. You'll then need to send the signed form to NCFE so we can send you the certificates – they'll be back with you within one working day (excluding postage) of us receiving the claim form.

STEP 8

YOUR VISIT REPORT AND ADDITIONAL VISITS

See Step 6! You can request additional visits if you need them. To do this you'll need to complete the request form available on our website www.ncfe.org.uk. However, there's a small charge for this.

STEP 9

LET US KNOW WHAT YOU THINK

We hope you're happy with the experience you have. We may ask you to take part in a survey which asks you what you think about the guidance before, during and after a visit. If you have any comments or queries about the External Moderation process, you can email feedback@ncfe.org.uk or contact our Centre Support team and we'll be happy to help.

STEP 10

AIM FOR DIRECT CLAIM STATUS (DCS)

Direct Claim Status (DCS) allows you to claim certificates on demand instead of us requiring the certificate claim form to be signed off by the External Moderator. With DCS, you're only required to have one visit from the External Moderator/Verifier every 12 months, but you can still have the 2 visits, if you'd like them. To find out more information about how DCS is awarded, please visit our website at www.ncfe.org.uk.

SUPPORTING YOU

Our Centre Support team is ready to help you with any questions you may have. We provide you with a designated Centre Support Assistant, who you can contact at any time. If you don't know who your contact is, give us a ring on 0191 239 8000* or email us at info@ncfe.org.uk and we'll let you know.

*To continue to improve our levels of customer service telephone calls may be recorded for training and quality purposes.

CONCEPT TO CERTIFICATION



DECISION

- Look at www.ncfe.org.uk or our Directory of Products and Services to find a suitable course, or design your own using NCFE Accreditation Services.
- Download the relevant materials from our website or request them from the Centre Support team.

APPROVAL

- To gain approval for your selected course, complete an application form for new centres or notification form for existing centres, both available from www.ncfe.org.uk or from the Centre Support team.
- Please forward the completed form back to the Centre Support team at NCFE for review.

REGISTRATION

- Gather your candidates' details and register their names with NCFE. This can be done online via the Portal. If you don't have access to the NCFE Portal, please contact your Centre Support Assistant.
- Register your candidates as soon as possible after enrolment to make sure you receive up to date qualification information and plenty of support from NCFE.

MODERATION/VERIFICATION

- Once you've registered your candidates you'll be allocated an External Moderator/Verifier.
- You'll usually receive 2 visits per year free of charge, but can request more for an additional fee.
- The External Moderator/Verifier will moderate/verify your candidate portfolios and provide you with the support and guidance you need.

ENTRIES AND RESULTS

- Your candidates may need to sit an external assessment which is set and marked by NCFE.
- You can enter your candidates for external assessment via the Portal or by using an external assessment entry form.
- The majority of our external assessments are 'on demand' – as long as you provide NCFE with at least 15 working days notice you can select any examination date!

CERTIFICATION

- Certificates are issued after successful completion of all necessary components for the qualification (detailed in the Qualification Specification).
- You will need to submit your certificate claim form to claim your certificates.

www.ncfe.org.uk
0191 239 8000*

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