



V Certs service message archive 24/25



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September 2024

- Our 2024-25 V Cert Non-Exam Assessment (NEA) brief will be released on 1 October. [Find out more](#).
- Our standardisation pack will also be available on the Portal on 1 October, and you must complete the relevant training by 28 . These training materials support your delivery teams by looking in more detail at the NEA tutor guidance document and marking bands, giving you the opportunity to discuss marks and develop a standardised approach. This will support you to feel confident that you are marking consistently and are prepared in advance for the 2024-25 assessment window.
- View our updated assessment timetable for 2024-25 and 2025-26 – we’ve made changes to previously published and/or consultation version dates for some V Cert assessments to avoid clashes with GCSE exams. View the timetable and what we’ve changed.
- Sign up to [delivery support events for V Certs](#) from our Provider Development team, which provide opportunities for networking, and explore topics such as preparing to teach and preparing to assess.

NCFE Level 1/2 Technical Awards – post results information

Following results release on 22 August 2024 for our Level 1/2 Technical Awards, we’ve provided the following feedback documents to support you in understanding your learners’ performance in the summer 2024 assessments and to assist you with the delivery of assessments in summer 2025:

- **The Chief Examiner and Moderator report** – This is an overview of the performance of all learners who took the assessment in Summer 2024. Visit the individual qualification page on our website, click ‘assessment materials’, and you’ll find this report within the Summer 24 – Assessment pack.
- **Final Moderation report** – This is a bespoke report produced by the moderator who moderated your learners’ work. One report is available for each qualification per cohort and is an opportunity for centres to see areas where they performed well and areas they can develop this session. You can find your final moderation report in the results area of the Portal. Search the batch and click on the drop-down arrow to the right of any data line, you’ll then be able to select the final moderation report from a drop-down list of reports. Please see our [Portal User Guide](#) for more information

We’re unable to expand on feedback beyond the contents of these two documents.

Post results services

A review of moderator marks is a check on the original moderation to make sure the assessment criteria have been applied fairly, reliably and consistently. Please note this is not a remark, and no specific feedback will be provided.

This service is not available for individual learners, and requests must be made by component, for all learners on a cohort. More information can be found [here](#).

The deadline for submitting a review of moderation request is 26 September 2024.



October 2024

Our 2024-25 V Cert Non-Exam Assessment (NEA) brief released on 1 October

Our 2024-25 NEA brief has been released and is now available to download.

What qualifications have an NEA?

• NCFE CACHE Level 1/2 Technical Award in Child Development and Care in the Early Years (603/7012/0)
• NCFE CACHE Level 1/2 Technical Award in Health and Social Care (603/7013/0)
• NCFE Level 1/2 Technical Award in Business and Enterprise (603/7004/X)
• NCFE Level 1/2 Technical Award in Creative Design and Production (603/7003/8)
• NCFE Level 1/2 Technical Award in Engineering (603/7006/3)
• NCFE Level 1/2 Technical Award in Food and Cookery (603/7014/2)
• NCFE Level 1/2 Technical Award in Graphic Design (603/7011/7)
• NCFE Level 1/2 Technical Award in Health and Fitness (603/7007/5)
• NCFE Level 1/2 Technical Award in Interactive Media (603/7005/1)
• NCFE Level 1/2 Technical Award in Music Technology (603/7008/7)
• NCFE Level 1/2 Technical Award in Sports Studies (603/7010/5)

How do I access the NEA brief?

To access the live NEA, you'll need to register your learners and then follow the below steps:

- log in to the Portal
- go to the 'Bookings' tab and click 'View Assessments'
- search for a batch number or product code to find students on the relevant qualification/assignment
- select all learners by checking the box
- scroll to the bottom and click 'View Bookings'
- click on the desired component and a drop down will appear
- click the material link to download it.

If you have any queries regarding the NEA, please contact our Customer Support team via customersupport@ncfe.org.uk.

Access our standardisation pack and complete the standardisation and administration training

Our standardisation pack will also be available on the Portal on **1 October**, and you must complete the relevant training by **28 February 2025**.

These training materials support your delivery teams by looking in more detail at the NEA tutor guidance document and marking bands, giving you the opportunity to discuss marks and develop a standardised approach. This will support you to feel confident that you're marking consistently and are prepared in advance for the 2024-25 assessment window.

To access the standardisation training materials, once you've booked your learners onto the relevant assessment, you'll need to:

- log in to [the Portal](#)
- go to the 'Bookings' tab and click 'View Assessments'
- search for a batch number or product code to find learners on the relevant qualification/assignment you'd like to access training for
- select all learners
- scroll to the bottom and click 'View Bookings'
- click on the desired assessment booking on the relevant session.

You'll see headings for each assessment; the standardisation materials for moderated assessments are located under the moderated assessment heading. Click 'Show Details' to view the materials and then click them to download. If there are two parts to the assessment, the materials will be located under 'Part 2'.

Administration training

Administration training is available for the NEA component to view on our [Preparing for moderation page](#). The training consists of a series of videos supporting you through the administrative requirements associated with moderation, including but not limited to accessing and uploading assessment materials.

Once you've completed the training, a declaration must be signed and returned to us via Microsoft Forms. This will state that you've completed both the standardisation and administration training, and the link can be found within the training pack.

If you have any queries about these materials or training, please contact our Moderation team via moderation@ncfe.org.uk.

View our updated assessment timetable for 2024-25 and 2025-26

We've made changes to previously published and/or consultation version dates for some V Cert assessments to avoid clashes with GCSE exams. [View the timetable and what we've changed](#).

Sign up to our delivery support events

Sign up to delivery support events for V Certs from our Provider Development team, which provide opportunities for networking, and explore topics such as preparing to teach and preparing to assess. [Sign up now](#).

We also have assessor and IQA training events available which will support everyone involved in the assessment or IQA process of V Cert qualifications, whether you're experienced or new to delivering these qualifications. [Find out more](#).

Preparation for summer 2025 assessments

To ensure your preparations for summer 2025 assessments run as smoothly as possible, we'd like to take this opportunity to remind you about the following areas for consideration and support:

- Please advise us if you or your delivery staff have any concerns about your ability to deliver the necessary Guided Learning Hours to prepare learners for both the NEA and external assessment components. Please ensure you have the appropriate contingency plans for potential issues including building restrictions (e.g. RAAC), cyber-attacks and availability of subject-specialist delivery staff.



- Ensure to update your contacts on the NCFE Portal and advise us of any changes in key internal staff such as your head of centre, exams colleagues or senior designated contact. Take a look at our [Portal User Guide](#) for support. Please note that updating your contacts on Portal won't change who receives our communications and newsletters, so you must also email customersupport@ncfe.org.uk to ensure the correct colleagues are receiving our emails.
- Take note of the scheduled dates of your external assessments (see our [assessment](#) timetable) and identify any clashes with other assessments. You should also make internal arrangements to meet the resource requirements, and make use of our [assessment variation](#) process if required.
- Submit any assessment-related applications ahead of the published deadlines, such as assessment variation requests or [reasonable](#) adjustment requirements, including any necessary paper modifications.
- Remember: there is no resit opportunity for these qualifications. Learners who completed in summer 2024 cannot carry forward any assessment outcomes and combine them with any summer 2025 assessments. Learners must sit both the external assessment and non-examined assessment in the same series and will receive a series outcome for certification.

Summer 2024 post results information

Following results release on 22 August 2024 for our Level 1/2 Technical Awards, we've provided the following feedback documents to support you in understanding your learners' performance in the summer 2024 assessments and to assist you with the delivery of assessments in summer 2025:

- **The Chief Examiner and Chief Moderator report** – This is an overview of the performance of all learners who took the assessment in Summer 2024. Visit the individual qualification page on our website, click 'assessment materials', and you'll find this report within the Summer 24 – Assessment pack.
- **Final Moderation report** – This is a bespoke report produced by the moderator who moderated your learners' work. One report is available for each qualification per cohort and is an opportunity for centres to see areas where they performed well and areas they can develop this session. You can find your final moderation report in the results area of the Portal. Search the batch and click on the drop-down arrow to the right of any data line, you'll then be able to select the final moderation report from a drop-down list of reports. Please see our [Portal user guide](#) for more information.

We're unable to expand on feedback beyond the contents of these two documents.

Past assessment materials

Remember that our 2023-24 assessments are now available, password protected, on the relevant qualification page on our website for you to use as practice papers for future assessments.

eCertificates available for your summer 2024 learners soon

Our new Level 1/2 Technical Award model V Certs, with first assessment and certification in summer 2024, follow a new approach to certification than previous V Cert models.

Unlike previous V Certs, where you claimed a certificate in the NCFE Portal when ready, for the new model there is no need to claim a certificate, and instead **NCFE will auto-certificate learners, starting from 2 October 2024.**

This means that from 2 October, you'll be able to view eCertificates on the NCFE Portal, and NCFE will print and dispatch a physical copy of your learners' certificates to your centre, to be received up to 2 weeks after this date.

No partial certificates will be issued, only certificates for those learners who have completed both elements of the qualification and received an overall grade in summer 2024.

Please be aware for any learners with an open post-results request on 1 October, the certificate will be processed once your request has been completed. Whilst your post results request is in progress, the result will not appear in the NCFE Portal, and no eCertificate will be visible or physical copy dispatched.

How to access eCertificates:

- log in to the NCFE Portal and navigate to the Certification menu option
- select eCertificates (you'll require eCertificates permissions to be active on your Portal user account to access this screen)
- search for your learners using batch number, product code, or other identifiable fields
- select 'View certificate' for all relevant learners within the search outcomes
- you can download multiple eCertificates at once by selecting multiple learners at a time then then the 'Request Multiple eCertificates' option.

Further details on how to access eCertificates can be found in our [Portal User Guide](#)

November 2024

Download the NEA brief and standardisation packs

Read our reminders on how to download the non-exam assessment (NEA) brief and standardisation packs, and the purpose of these documents. [Read more.](#)

Updates to our online FAQs

We've updated our V Cert FAQs to support with your most-asked queries. [Access the FAQs.](#)

View our updated assessment support webpage

We've made updates to our [assessment support webpage](#), with reminders of everything we have in place to support you and your learners throughout V Cert assessments.

View our updated moderation webpage

To support you to feel prepared for moderation, we've made updates to our [moderation webpage](#). This will provide you with all the information you need



about the moderation process, explain how sampling works, and how the final marks for each learner in the cohort are determined.

Key dates for non-exam assessments (NEAs) in 2024-25

Take a look at our handy [document](#) which includes the key dates for the NEAs this academic year, along with details of the activities needed at specific times and where to find support.

Save the date for our Professional Development Week

Our Professional Development Week will be making a return for its third instalment from 16-20 December! Keep your eyes peeled for more updates on the topics that will be covered and how they can enhance your CPD.

Sign up for our delivery support events and assessor/IQA training

Sign up to delivery support events for V Certs from our Provider Development team, which provide opportunities for networking, and explore topics such as preparing to teach and preparing to assess. [Sign up now](#).

We also have assessor and IQA training events available which will support everyone involved in the assessment or IQA process of V Cert qualifications, whether you're experienced or new to delivering these qualifications. [Find out more](#).

Preparation for summer 2025 assessments

To ensure your preparations for summer 2025 assessments run as smoothly as possible, we'd like to take this opportunity to remind you about the following areas for consideration and support:

- Please advise us if you or your delivery staff have any concerns about your ability to deliver the necessary Guided Learning Hours to prepare learners for both the NEA and external assessment components. Please ensure you have the appropriate contingency plans for potential issues including building restrictions (e.g. RAAC), cyber-attacks and availability of subject-specialist delivery staff.
- Ensure to update your contacts on the NCFE Portal and advise us of any changes in key internal staff such as your head of centre, exams colleagues or senior designated contact. Take a look at our [Portal User Guide](#) for support. Please note that updating your contacts on the Portal won't change who receives our communications and newsletters, so you must also email customersupport@ncfe.org.uk to ensure the correct colleagues are receiving our emails.
- Take note of the scheduled dates of your external assessments (see our [assessment](#) timetable) and identify any clashes with other assessments. You should also make internal arrangements to meet the resource requirements, and make use of our [assessment variation](#) process if required.
- Submit any assessment-related applications ahead of the published deadlines, such as assessment variation requests or [reasonable](#) adjustment requirements, including any necessary paper modifications.
- Remember: there is no resit opportunity for these qualifications. Learners who completed in summer 2024 cannot carry forward any assessment outcomes and combine them with any summer 2025 assessments. Learners must sit both

the external assessment and non-examined assessment in the same series and will receive a series outcome for certification.

Notify us of any changes to key contacts

It's important that we have the correct contact information for key colleagues within your centre, so please let us know if there have been any changes. The main contacts we'll use to communicate important information are heads of centres, exams contacts and qualification programme contact. Please contact customersupport@ncfe.org.uk to make any changes to the contact details we keep for your centre or update us via this [change your contact details form](#).

December 2024

VTQ first term-time checkpoint now open

Following our communication last month to confirm arrangements to ensure the timely delivery of vocational technical qualifications (VTQ) results for learners in 2024-25, we wanted to let you know that the first term-time checkpoint is now open. **If you deliver any of the qualifications in scope of this year's arrangements, your centre's action is required to ensure this checkpoint is completed by Friday 31 January.** [Visit our timely delivery of VTQ results webpage](#) for more information on the actions you need to take and where to find support.

Planning the NEA for summer 2025 – key dates and support

We've developed a new resource which provides you with a central point of reference to help you plan your NEA, access all of the support you need and ensure your learner assessments and results are delivered accurately and timely.

Take a look at our handy [V Cert NEA key dates and support](#) document, which includes the key dates for the summer 2025 assessment series, along with details of the activities needed at specific times and where to find support.

Sign up for our Professional Development Week

Our Professional Development Week is back from 16-20 December to support teachers, assessors, senior leaders and support staff with their teaching and learning, improving confidence and enhancing learner engagement. [Register for the sessions now](#).

Preparation for summer 2025 assessments

To ensure your preparations for summer 2025 assessments run as smoothly as possible, we'd like to take this opportunity to remind you about the following areas for consideration and support:

- Please advise us if you or your delivery staff have any concerns about your ability to deliver the necessary Guided Learning Hours to prepare learners for both the NEA and external assessment components. Please ensure you have the appropriate contingency plans for potential issues including building



restrictions (e.g. RAAC), cyber-attacks and availability of subject-specialist delivery staff.

- Ensure you update your contacts on the NCFE Portal and advise us of any changes in key internal staff such as your head of centre, exams colleagues or senior designated contact. Take a look at our [Portal User Guide](#) for support. Please note that updating your contacts on the Portal won't change who receives our communications and newsletters, so you must also email customersupport@ncfe.org.uk to ensure the correct colleagues are receiving our emails.
- Take note of the scheduled dates of your external assessments (see our [assessment timetable](#)) and identify any clashes with other assessments. You should also make internal arrangements to meet the resource requirements, and make use of our [assessment variation process](#) if required.
- Submit any assessment-related applications ahead of the published deadlines, such as assessment variation requests or [reasonable adjustment](#) requirements, including any necessary paper modifications.
- Remember: there is no resit opportunity for Level 1/2 Technical Awards (V Certs). Learners who completed in summer 2024 cannot carry forward any assessment outcomes and combine them with any summer 2025 assessments. Learners must sit both the external assessment and non-examined assessment in the same series and will receive a series outcome for certification.

Notify us of any changes to key contacts

It's important that we have the correct contact information for key colleagues within your centre, so please let us know if there have been any changes. The main contacts we'll use to communicate important information are heads of centres, exams contacts and qualification programme contact. Please contact customersupport@ncfe.org.uk to make any changes to the contact details we keep for your centre or update us via this [change your contact details form](#).

January 2025

NEA support

- Take a look at our [useful document](#) which includes the key dates for the NEAs this academic year, along with details of the activities needed at specific times and where to find support.

VTQ timely delivery of results

- Following our communications towards the end of last year to confirm arrangements to ensure the timely delivery of vocational technical qualifications (VTQ) results for learners in 2024-25, we wanted to remind you that the first term-time checkpoint is now open. **If you deliver any of the qualifications in scope of this year's arrangements, your centre's action is required to ensure this checkpoint is completed by Friday 31 January.** [Visit](#)

[our timely delivery of VTQ results webpage](#) for more information on the actions you need to take and where to find support.

Book your learners onto their assessments before 31 January

You must remember to book your learners on their external assessments and non-exam assessment before 31 January for summer 2025. You can do this via the NCFE Portal. You must do this by 31 January to ensure that a moderator can be assigned and associated activities organised, to avoid any delays to your learners' assessment results.

V Cert late registration fees – coming 2025-26

We wanted to let you know that we'll be introducing late registration fees for our V Cert qualifications in the academic year 2025-26. We're introducing these fees to ensure we're able to support learners at every stage of their journey and ensure we have the appropriate resources in place to support you during busy assessment periods. We wanted to let you know in advance to ensure you have plenty of time to prepare and make your exams teams aware of the changes. If you have any queries, please contact our Schools team at schools@ncfe.org.uk.

VTQ term-time checkpoint one now open

We wanted to remind you that the first term-time checkpoint is now open. If you deliver any of the qualifications in scope of this year's arrangements, your centre's action is required to ensure this checkpoint is completed **by Friday 31 January**. [Visit our timely delivery of VTQ results webpage](#) for more information on the actions you need to take and where to find support.

Planning the NEA for summer 2025 – key dates and support

We've developed a new resource which provides you with a central point of reference to help you plan your NEA, access all of the support you need and ensure your learner assessments and results are delivered accurately and timely.

Take a look at our handy [V Cert NEA key dates and support](#) document, which includes the key dates for the summer 2025 assessment series, along with details of the activities needed at specific times and where to find support.

Updates to our online FAQs

We've updated our V Cert FAQs to support with your most-asked queries. [Access the FAQs](#).

Complete the standardisation and administration training

Our standardisation packs are now available on the Portal, and **you must complete the relevant training by 28 February 2025**. These training materials support your delivery teams by looking in more detail at the moderated components of the Occupational Specialism, focusing on assessment criteria and marking bands, giving you the opportunity to discuss marks and develop a standardised approach.

To access the standardisation training materials, once you've booked your learners onto the relevant assessment, you'll need to:

- log onto [the Portal](#)
- go to the 'Bookings' tab and click 'View Assessments'
- search for a batch number or product code to find learners on the relevant qualification/assignment you'd like to access training for
- select all learners



- scroll to the bottom and click 'view bookings'
- click on the desired assessment booking on the relevant session.

Once administration training is complete, along with the standardisation activities, you must confirm this by completing the declaration form linked within the materials **no later than 28 February 2025**.

View our updated assessment support webpage

We've made updates to our [assessment support webpage](#), with reminders of everything we have in place to support you and your learners throughout V Cert assessments.

View our updated moderation webpage

To support you to feel prepared for moderation, we've made updates to our [moderation webpage](#). This will provide you with all the information you need about the moderation process, explain how sampling works, and how the final marks for each learner in the cohort are determined.

Summer 2025 assessment bookings

Please ensure to check that all learners expecting to sit an assessment in summer 2025 have been booked onto the correct assessment window in the Portal. If there's been an error, you'll need to cancel the learner from the incorrect booking and book them on to the correct assessment window via the Portal. If any learners have withdrawn from the qualification and will not be sitting a future assessment, please cancel their booking and registration.

Guidance on this can be found on page 70 of the [Portal user guide](#).

Sign up for our delivery support events and assessor/IQA training

Sign up to delivery support events for V Certs from our Provider Development team, which provide opportunities for networking, and explore topics such as preparing to teach and preparing to assess. [Sign up now](#).

We also have assessor and IQA training events available which will support everyone involved in the assessment or IQA process of V Cert qualifications, whether you're experienced or new to delivering these qualifications. [Find out more](#).

Preparation for summer 2025 assessments

To ensure your preparations for summer 2025 assessments run as smoothly as possible, we'd like to take this opportunity to remind you about the following areas for consideration and support:

- Please advise us if you or your delivery staff have any concerns about your ability to deliver the necessary Guided Learning Hours to prepare learners for both the NEA and external assessment components. Please ensure you have the appropriate contingency plans for potential issues including building restrictions (e.g. RAAC), cyber-attacks and availability of subject-specialist delivery staff.
- Ensure to update your contacts on the NCFE Portal and advise us of any changes in key internal staff such as your head of centre, exams colleagues or senior designated contact. Take a look at our [Portal User Guide](#) for support. Please note that updating your contacts on the Portal won't change who receives our communications and newsletters, so you must also

email customersupport@ncfe.org.uk to ensure the correct colleagues are receiving our emails.

- Take note of the scheduled dates of your external assessments (see our [assessment](#) timetable) and identify any clashes with other assessments. You should also make internal arrangements to meet the resource requirements, and make use of our [assessment variation](#) process if required.
- Submit any assessment-related applications ahead of the published deadlines, such as assessment variation requests or [reasonable](#) adjustment requirements, including any necessary paper modifications.
- Remember: there is no resit opportunity for these qualifications. Learners who completed in summer 2024 cannot carry forward any assessment outcomes and combine them with any summer 2025 assessments. Learners must sit both the external assessment and non-examined assessment in the same series and will receive a series outcome for certification.

Notify us of any changes to key contacts

It's important that we have the correct contact information for key colleagues within your centre, so please let us know if there have been any changes. The main contacts we'll use to communicate important information are heads of centres, exams contacts and qualification programme contact. Please contact customersupport@ncfe.org.uk to make any changes to the contact details we keep for your centre or update us via this [change your contact details form](#).

February 2025

Key dates and deadlines

Dates for your diary – release of draft NEA for 2025-26 and new clarification window

In response to your feedback, we've decided to change how we release the NEA for 2025-26.

We'll release a watermarked draft of the document so that you have time to review this and get clarification on any queries you may have ahead of the final version being published. Please add the dates below to your diary:

- Tuesday 2 September – release of draft NEA (available on our website) and clarification window opens
- Tuesday 30 September – clarification window closes
- Tuesday 28 October – release of the final NEA and delivery to learners can begin.

More information will be shared soon.

Upcoming deadline for mandatory standardisation and administration training

Time is running out to complete your mandatory standardisation and administration training.



It's important for you and your colleagues to be fully prepared to administer and assess the internal assessments for V Cert qualifications, so that your learners receive the best possible experience as well as accurate and timely results.

Our provider standardisation packs are available in the booking section of the Portal and will support you and your colleagues to mark the non-exam assessment (NEA) consistently and accurately.

Once administration and standardisation training is complete, you must complete the [declaration form](#). This will be monitored via the Annual Monitoring Review (AMR) process.

The deadline for completing the training is 28 February 2025, apart from for Health and Fitness, where the deadline is 14 March 2025. For further information and helpful videos, visit our [moderation webpage](#).

Registration deadlines for V Certs have now passed

We want to remind you that the registration deadlines, and the chance to book onto assessments, for both summer 2025 and summer 2026 V Cert assessment series have now passed.

You can still make late registrations in the NCFE Portal, but you must do this immediately to ensure that a moderator can be assigned and associated activities organised, to avoid any delays to your learners' assessment results.

Second term-time checkpoint opens 10 March

Thanks to everyone who completed your first term-time checkpoint. The window for the second term-time checkpoint will open on Monday 10 March 2025 and the deadline will be Friday 2 May 2025. [Visit our timely delivery of VTQ results webpage](#) for more information on the actions you need to take and where to find support.

Supporting your delivery

Register for our V Cert Assessor and IQA training

Our half day virtual training events are delivered online via Microsoft Teams and include event packs and resources which will support you to develop your knowledge and understanding of the V Cert Model 5 assessments.

This is a great opportunity to meet with assessors, internal quality assurance (IQA) professionals and other practitioners.

You can register below for some of our upcoming dates or visit our [Assessor training](#) events page and [IQA events page](#) on our website for further details.

[Friday 7 March, 9am – 1pm](#)

[Wednesday 26 March, 12:30 – 4:30pm](#)

Planning the NEA for summer 2025 – key dates and support

As you plan and deliver the NEA to your learners ahead of the summer, remember to refer to our timeline resource to help guide you through the process.

Please take a moment to review our [V Cert key dates and support](#) document. It includes important dates for the summer 2025 assessment series, along with details of the activities required at each stage and guidance on where to find the support you need.

Reminder that there are no resits for Level 1/2 Technical Awards

As a reminder, a terminal rule applies to our new V Certs which means learners must complete both the external assessment, and the non-examined assessment in the series of certification.

This means for learners planning to certificate in summer 2025, they must complete both assessments in summer 2025. They cannot then resit either assessment in summer 2026, nor can they carry forward results already achieved in summer 2024. You must ensure that your assessment bookings for summer 2025 reflect this, and that your colleagues and learners are all fully aware of this ahead of the next assessment series.

Access our FAQs

Remember that you can access our V Cert FAQs on our [website](#).

V Cert late registration fees

We recently let you know that we'll be introducing late registration fees for our V Cert qualifications in the academic year 2025-26. We're introducing these fees to ensure we're able to support learners at every stage of their journey and ensure we have the appropriate resources in place to support you during busy assessment periods. We wanted to let you know in advance to ensure you have plenty of time to prepare and make your exams teams aware of the changes. If you have any queries, please contact our Schools team at schools@ncfe.org.uk.

Notify us of any changes to key contacts

It's important that we have the correct contact information for key colleagues within your centre, so please let us know if there have been any changes. The main contacts we'll use to communicate important information are heads of centres, exams contacts and qualification programme contact. Please contact customersupport@ncfe.org.uk to make any changes to the contact details we keep for your centre or update us via this [change your contact details form](#).

March 2025

Key dates and timetables

Second term-time checkpoint opens next week

We wanted to remind you that the window for the second term-time checkpoint will open next week, on Monday 10 March, and the deadline will be Friday 2 May. Visit our [timely delivery of VTQ results webpage](#) on Monday for more information on the actions you need to take and where to find support.

Reminder: Non-exam assessment (NEA) mark submission deadline

An essential date for your diary: all learner marks must be entered into the Portal by **Wednesday 30 April**. Meeting this deadline is crucial to ensure accurate and timely results for your learners. You can submit marks as soon as your learners have completed the assessment and assessor marks have been internally quality assured. You can do this through the moderation section in the Portal. You should follow the instructions in our [Portal user guide](#) from page 79.



Any late submissions may result in **delayed results for your learners** and could lead to potential **maladministration issues**.

Additionally, please remember that your **sampling plan list indicating learners selected for remote moderation** will be generated on **Thursday 1 May**, provided that all marks for the cohort are submitted by **Wednesday 30 April**. The timely submission of your learners' marks is critical to avoid delays in the moderation process.

How to view your sampling plan list:

- Log in to the Portal.
- Navigate to the 'Upload Learner Submissions' section.
- Click on 'Bookings'.
- Search for your learners by entering the batch number.
- Filter by the correct assessment window to narrow down the list.
- On the left side of the black ribbon at the top of the screen, you'll see a dropdown box labelled 'All learners'
- Click the dropdown arrow to expand the list.
- Look for 'Sampling Plan' in the expanded list. A number in brackets will show how many learners have been selected for remote moderation.
- For each learner on the sampling plan list, there will be a bold upload icon next to their details. This icon indicates that evidence is expected from them.

External assessment and supporting process deadlines

We'd like to remind you of some key deadlines for your submission of supporting information relating to the upcoming external assessments in the summer 2025 V Cert series.

Paper modifications

In accordance with the deadlines published in our [Guidance on Applying Access Arrangements and Reasonable Adjustments](#), please notify us of enlarged or coloured paper requirements at least 15 working days prior to the assessment, and of Braille paper requirements at least 30 working days prior to the assessment.

This can be done either through the 'my learners' screen in the Portal or by contacting our Customer Support team via email at customersupport@ncfe.org.uk.

[Take a look at all the assessment dates for the upcoming summer series.](#) Please ensure you are aware of these dates and deadlines to ensure that your learners receive the modifications required.

If you miss these deadlines, it may still be possible for your learner to receive the necessary modification, but you'll need to submit a [late paper modification request](#).

And remember, in cases where a learner requires a very specific colour of paper outside of the range offered, please use the PDF of the assessment that will be available on the Portal from the 'view assessments' screen on the morning of the assessment, to print onto the desired colour.

Other reasonable adjustments

Please ensure that any other reasonable adjustment requirements are submitted through the 'my learners' screen in the Portal no later than the day before the assessment. This will ensure that there are no delays to the marking of learners' work, following receipt of assessment documentation from invigilators and centre staff.

Timetable clashes

Although we make every effort to avoid timetable clashes, particularly with higher volume and popular GCSE qualifications, occasionally these are inevitable.

Take a look at our [assessment timetable](#), where you'll find confirmed dates for all our set date and timed V Cert external assessments, and to signpost you to two associated processes, in case there are any clashes for your learners:

- section 7 of our [Regulations for the Conduct of External Assessment](#) document – information on steps you should take if you identify a timetable clash, to mitigate the impact on learners. This includes guidance on options such as supervised rest breaks and options available to you for scheduling around on the day clashes.
- if this clash can't be accommodated in the same calendar day, or for any other reason for which a variation may be offered, please see our [Assessment Variation Request](#) process – the deadline for a submission is 20 working days prior to the relevant external assessment.

Supporting your delivery

Top tips for ensuring administration for V Certs assessments goes smoothly

Remember to access our [key dates timeline](#) which outlines upcoming requirements for V Certs and important actions, making it easier to manage your admin tasks and ensure everything runs smoothly.

Also please remember that **administration training** is available on our [moderation webpage](#). This training will guide you through the administration duties required and help ensure everything is completed correctly and efficiently.

Here are a few key things to keep in mind:

1. **Ensure name accuracy:** the names on evidence submissions must match the name used to register the learner with NCFE.
1. **Reasonable adjustments:** any learner selected for moderation who has had a reasonable adjustment applied, must be added to the checklist in the assessment materials pack. This ensures that adjustments are properly documented and accounted for.
1. **Upload limits:** be mindful of the upload limits for evidence. Make sure that files meet the specified size requirements to avoid any issues when submitting. [Take a look at our upload guide.](#)

Upcoming events

Sign up to [delivery support events](#) for V Certs from our Provider Development team, which provide opportunities for networking, and explore topics such as preparing to teach and preparing to assess.

Register for our Assessor and IQA training

If you are an Assessor or IQA and want to develop your knowledge and understanding of V Cert assessments, please book onto one of our training sessions.

Our next events are:

[Friday 7 March, 9am – 1pm](#)

[Wednesday 26 March, 12:30 – 4:30pm](#)



Want to know more about the changes between the old and new V Cert assessments?

Assessments for the new model V Certs (which went live from 2023-24) are different to the previous versions, and this may be the first year that your learners are sitting these assessments. [Watch this short video](#) which explains the changes.

Have your say

Our Provider Development team is carrying out research on CPD for our V Cert qualifications. We'd like to hear from you to help us to improve our CPD offer and ensure this meets your needs. [Share your experiences now](#).

April 2025

Key dates and assessments

Second term-time checkpoint closing on Friday 2 May

Time is running out to complete your second term-time checkpoint to ensure the timely delivery of vocational technical qualifications (VTQ) results for learners in 2025. If you deliver any of the qualifications in scope of this year's arrangements, your centre's action is required to ensure this checkpoint is completed by Friday 2 May. Visit our [timely delivery of VTQ results webpage](#) for more information on the actions you need to take and where to find support.

Non-exam assessment (NEA) submission deadline reminder: Wednesday 30 April

As the NEA submission deadline of **Wednesday 30 April** approaches, here's a quick reminder of the contact you'll receive from us:

- **3 and 7 days before the deadline:** the programme contact and exam contact we have on record will receive automated reminder emails.
- **Day after the deadline:** if marks aren't entered by the deadline, an email will be sent.

Please be advised that **any late submissions** may result in **delayed results for learners** and could lead to potential **maladministration issues**. It's essential that all learner marks are submitted on time to avoid issues that could affect learner outcomes.

Instructions for submitting marks in the Portal:

- **Login to the Portal** and navigate to the **Portal menu**.
- Select **'Moderation'**, then click on **'Submit Marks'**.
- Use the **search fields** to find the learners for whom you want to submit marks.
- Select the learners you wish to submit marks for.
- Once all learners are selected, click **'Next'**.
- For each learner, click on **'Add/Edit Marks'**.
- A list of tasks will appear. For each task:
- Use the **dropdown** to select the appropriate number of marks.
- If the learner has attempted the task but has no awardable marks, select **'0' marks**.

- If the learner did not attempt the task, select '**DNA**' (Did Not Attempt).
- Ensure **no task is marked as N/A**. All tasks should either have a numerical mark or be marked as DNA.
- **Agree to the Declaration** by clicking the checkbox.
- **Save** the changes.

Important: the marks will remain editable until the window closes on **Wednesday 30 April**. After this date, if you need to amend marks, you'll need to complete the [incorrect mark or grade submission form](#).

Sampling plan list

Please remember that your sampling plan indicating list learners selected for remote moderation will be generated on **Thursday 1 May**, provided that **all** marks for the cohort are submitted by **Wednesday 30 April**. **You'll then have 3 working days to upload evidence for all learners in the sample list.** The timely submission of your learners' marks is critical to avoid delays in the moderation process.

Your sampling plan list will only generate when all the marks for the cohort are submitted on the Portal.

How to view your sampling plan list:

- Log in to the Portal.
- Navigate to the 'Bookings' menu then select 'Upload learner submissions'.
- Search for your learners by entering the batch number.
- Filter by the correct assessment window to narrow down the list.
- On the left side of the black ribbon at the top of the screen, you'll see a dropdown box labelled 'All learners'
- Click the dropdown arrow to expand the list.
- Look for 'Sampling Plan' in the expanded list. A number in brackets will show how many learners have been selected for remote moderation.
- For each learner on the sampling plan list, there will be a bold upload icon next to their details. This icon indicates that evidence is expected from them.

How to upload evidence:

Once you've found your learners on the sample plan list, you'll then be able to upload evidence.

- Click on the upload icon next to the learner details.
- Click browse.
- Search for the learner files to be uploaded.
- You can only upload 15 files at a time.

For more information on how to upload evidence please see the 'Digital Learner Evidence' section of the [Portal user guide](#).

Administration support

Stay on track with upcoming tasks and deadlines using our visual timeline, which outlines key dates, submission requirements, and actions. Access it on our [moderation webpage](#) under 'Planning your delivery'.

Also, don't forget to check out the admin training available on the same page to ensure tasks are completed correctly and efficiently. This training will guide you through the admin duties required and help ensure everything is completed correctly and efficiently.



Here are a few key things to keep in mind:

- **Up-to-date contact information:** ensure we have the correct information for staff at your centre (exams, programme contact, and head of centre) and update any changes via this [form](#).
- **Ensure name accuracy:** the names on evidence submissions must match the name used to register the learner with NCFE.
- **Reasonable adjustments:** any learner selected for moderation who has had a reasonable adjustment applied, must be added to the evidence upload checklist in the assessment materials pack. This ensures that adjustments are accurately documented and accounted for. **Please ensure to upload a checklist per learner with their associated evidence.**
- **Upload limits:** be mindful of the upload limits for evidence. Make sure that files meet the specified size requirements to avoid any issues when submitting. Here is a [guide](#) to support you.
- **Watch our support videos:** [How to Access Assessment Materials](#) , [How to submit provider marks for moderation](#) , and [View students selected for moderation and upload evidence](#) .

Understanding our approach to moderation

We're committed to maintaining consistent marking standards across all centres, year on year. To help you stay informed, visit our [moderation webpage](#) for important information on:

- sample sizes
- moderating centre-assessed work and how marks are applied
- the regression process - how adjustments are made
- results.

During the moderation process, please ensure to keep checking for any emails from us, as timely responses will help ensure your learners get their results on time and that there aren't any delays.

Moderation stages 1 and 2

During moderation, a tolerance level is applied to account for natural differences in assessment judgements. If the difference between your marks and the moderator's is within tolerance for all learners in the sub-sample, no further moderation is needed, and your centre marks will be taken forward.

If the difference exceeds the tolerance, moderation moves to stage 2. **No additional samples will be requested.**

Stage 2: adjustment process

If the difference between your marks and the moderator's marks exceeds the tolerance for any learners, an adjustment will be made to align your marking with the agreed standard. Additional learners will be moderated, and if a consistent pattern is found, a fair adjustment will be made using the regression process. An adjusted mark will be taken forward.

If the marking pattern is inconsistent, moderation will move to stage 3. **No additional samples will be requested.**

Understanding stage 3 and stage 4 moderation samples

As part of our moderation process, the stage 3 sample of work is typically sufficient to determine the size and scale of any necessary adjustments. However, if the marks are inconsistent across the sample and a fair adjustment cannot be made for the entire cohort, moderation will progress to **stage 4**.

Stage 4: additional samples

In these cases, we may need to request additional samples, sometimes from all learners in the cohort, to ensure fairness and accuracy in the adjustment process. If this happens, we'll contact you with regards to submitting the required additional work.

External assessment and supporting process deadlines

We'd like to remind you of some key deadlines for your submission of supporting information relating to the upcoming external assessments in the summer 2025 V Cert series.

Paper modifications

In accordance with the deadlines published in our [Guidance on Applying Access Arrangements and Reasonable Adjustments](#), please notify us of enlarged or coloured paper requirements at least 15 working days prior to the assessment, and of Braille paper requirements at least 30 working days prior to the assessment.

This can be done either through the 'my learners' screen in the Portal or by contacting our Customer Support team via email at customersupport@ncfe.org.uk.

[Take a look at all the assessment dates for the upcoming summer series.](#) Please ensure you are aware of these dates and deadlines to ensure that your learners receive the modifications required.

If you miss these deadlines, it may still be possible for your learner to receive the necessary modification, but you'll need to submit a [late paper modification request](#).

And remember, in cases where a learner requires a very specific colour of paper outside of the range offered, please use the PDF of the assessment that will be available on the Portal from the 'view assessments' screen on the morning of the assessment, to print onto the desired colour.

Other reasonable adjustments

Please ensure that any other reasonable adjustment requirements are submitted through the 'my learners' screen in the Portal no later than the day before the assessment. This will ensure that there are no delays to the marking of learners' work, following receipt of assessment documentation from invigilators and centre staff.

Timetable clashes

Although we make every effort to avoid timetable clashes, particularly with higher volume and popular GCSE qualifications, occasionally these are inevitable.

Take a look at our [assessment timetable](#), where you'll find confirmed dates for all our set date and timed V Cert external assessments, and to signpost you to two associated processes, in case there are any clashes for your learners:

- Section 7 of our [Regulations for the Conduct of External Assessment](#) document – information on steps you should take if you identify a timetable clash, to mitigate the impact on learners. This includes guidance on options such as supervised rest breaks and options available to you for scheduling around on the day clashes.

- If this clash can't be accommodated in the same calendar day, or for any other reason for which a variation may be offered, please see our [Assessment Variation Request](#) process – the deadline for a submission is 20 working days prior to the relevant external assessment.

Invigilator's Register: attendance best practice

We wanted to remind you that when completing the Invigilator's Register to confirm learner attendance, please ensure that the circle is filled in in full, and that no marks go outside the intended box.

With the volume of external assessments that are delivered across NCFE qualifications, a correctly completed Invigilator's Register helps us to ensure attendance is recorded accurately, and papers are processed and ready to be marked as quickly as possible, reducing queries that may delay results.

As an example of how the attendance column **should** be filled in, please see the below image:

Attended Assessment	
Yes	No
<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>

Here, the attended option is clearly selected, with other options for ticks or crosses on top being contained within the box. These examples are clearly and unambiguously showing the learner attendance status

However, here you can see an example of how an attendance column **should not** be filled in:

Attended Assessment	
Yes	No
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>

The circles are not completed, the ticks are outside of the box, and in some cases the learner attendance status is ambiguous.

Please share this information with your invigilators, and ensure this is within your relevant training packs, to help reduce any queries after the exams this summer.

Recording learners who are no longer on programme

If you have a learner who is no longer on programme, but you have missed the deadline to withdraw, they will still appear on the Invigilator's Register, and you'll still receive an assessment paper for them (if sitting paper-based).

No further action is needed beyond marking them as **did not attend** on the Invigilator's Register, and there is no need to return their unused paper, this can be stored securely or destroyed.

Accurately recording this information is essential, as it reduces queries and errors, and ensures that marking can begin swiftly.

Supporting your delivery

Standardisation training

We've extended the availability of our standardisation materials **until 30 April**, giving you more time to complete the process. Our standardisation packs, available in the booking section of the Portal, will help your staff mark the NEA consistently and accurately.

Preparing for online assessments

In preparation for your learners' assessments taking place online through our Surpass platform, it's vitally important that some elements are checked by you **before** the assessment is due to take place.

1. Confirm booking

Please ensure your learners have the correct booking by visiting the Portal and selecting the Bookings > View external assessment and then enter your batch number(s).

Here, you can see whether bookings are online or paper based. If you have booked the incorrect method, please contact our Customer Support team **no later than two weeks before the date of the external assessment**.

If you've booked an online assessment, your booking will appear in the Surpass platform, on the Invigilation tab, 120 hours (5 days) before the assessment start date and time.

2. Support and guidance

It's important that you read through the guidance documents we have in place to support you with delivering the online assessment to your pupils on Surpass. [Our guidance documents](#), will take you through how to set your devices up in advance of the assessment so it runs smoothly on the day. You can also contact our Customer Support team to support you with this.

Learner interface installation and testing

You must have installed and opened the learner interface (SecureClient) on each device ahead of the assessment; guidance on this can be found on the above support page. You should do this ahead of the assessment date, should any issues arise, or you need further support. Doing this well in advance will also allow for any important updates to take place on the software.

On the morning of the assessment, please have SecureClient already opened on the devices, before the learner arrives, so they can be ready to just enter the key codes and start their assessment.



3. Additional time

You may need additional time for your learner to sit their assessment, and this should have been requested at the point that they were booked in for the assessment, on the Portal.

To check and confirm that your learner has had their additional time added in Surpass, once the booking appears on Surpass 120 hours (5 days) before the assessment you will need to go to the 'Invigilate' screen and check the duration column. The standard duration for most assessments is 90 minutes, therefore if you have requested up to 25% extra time for your learner, the duration will show as 112 minutes, or if up to 50%, the duration will show as 135 minutes.

If your additional time hasn't been added on, you will need to add it directly into Surpass. To do this, highlight the learner's assessment, and click the 'modify duration' button at the bottom of the screen. This will bring up the edit exam duration box where you can apply the additional time.

4. Technical support

If you experience any difficulties or technical issues when preparing your devices before the assessment, or during the assessment, we have troubleshooting on the [support pages](#), or you can contact our Customer Support team. However, you should also ensure the availability of technical support on site to respond to issues arising during online assessments, in line with our [Regulations for the Conduct of Assessment](#).

Upcoming events

Sign up to [delivery support events](#) for V Certs from our Provider Development team, which provide opportunities for networking, and explore topics such as preparing to teach and preparing to assess.

Q&A drop ins and open-door sessions

Connect with our Provider Development team and get support to deliver the V Cert Level 1/2 Technical Awards. These sessions will help both new and experienced educators to:

- get a clear picture of the qualification structure and learner journey
- master assessment strategies for the different types of assessments
- learn about the quality assurance process
- discover teaching and learning resources to create engaging and effective lessons.

[Bi-monthly V Cert Q&A drop-in: get your questions answered](#), Wednesday 9

April at 3:30pm (one hour slots available on demand)

[Bi-monthly V Cert educator: open-door sessions](#), from Tuesday 6 May, 15-minute slots available on demand – select the month, day and time) 15-minute slots available on demand – select the month, day and time).

No learner left behind: access arrangements for inclusive learning

This informative webinar equips educators with the knowledge and strategies to create a truly inclusive learning environment. [Watch the recording](#) to:

- become comfortable with the different types of access arrangements available and how to implement them effectively
- learn how to identify reasonable adjustments that can support individual student needs without compromising the integrity of assessments
- discover best practices for handling special considerations, ensuring all students can demonstrate their knowledge and skills fairly.

Have your say

Our Provider Development team is carrying out research on CPD for our V Cert qualifications. We'd like to hear from you to help us to improve our CPD offer and ensure this meets your needs. [Share your experiences now.](#)



VTQ timely delivery of results

Thank you to everyone who completed your second term-time checkpoint. We appreciate your support to ensure students receive timely results this summer.

A message from Ofqual

Please ensure to read the message from Ofqual's [Chief Regulator to school and college leaders](#), which contains important information about the summer exam season. It includes messages about maintaining security and integrity of exams and assessments, the importance of reviewing contingency plans, and Technical Awards and the terminal rule.

Moderation

Submitting marks and uploading evidence – deadline has now passed

The deadline to submit marks for the NEA assessment was Wednesday 30 April and the deadline to upload evidence was Tuesday 6 May. If you haven't yet submitted marks or uploaded evidence here are a few key things to consider:

1. **Up-to-date contact information:** ensure we have the correct information for staff at your centre (exams, programme contact, and head of centre) and update any changes via this [form](#).
1. **Ensure name accuracy:** the names on evidence submissions must match the name used to register the learner with NCFE.
1. **Reasonable adjustments:** any learner selected for moderation who has had a reasonable adjustment applied, should have their [JCQ VQ/IA](#) form uploaded with their evidence and details should be documented on the evidence upload checklist which can be found in the assessment materials pack. This ensures that adjustments are accurately documented and accounted for. **Please ensure to upload a checklist per learner with their associated evidence.**
1. **Upload limits:** be mindful of the upload limits for evidence. Make sure that files meet the specified size requirements to avoid any issues when submitting. Here is an upload [guide](#) to support you with all the information you need, including maximum file sizes and formats. **Important: we recommend files are no larger than 1GB: however, you must ensure the maximum file size that you're uploading doesn't exceed 2GB!**

To support with this, please watch our support videos:

- [how to access assessment materials](#)
- [how to submit provider marks for moderation](#)
- [view learners selected for moderation and upload evidence.](#)

Viewing learners selected for remote moderation

Your sampling plan list will only generate when all the marks for the cohort are submitted on the Portal, including any DNAs.

How to view your sampling plan list:

- Log in to the Portal.

- Navigate to the 'Bookings' menu then select 'Upload learner submissions'.
- Search for your learners by entering the assessment name.
- Filter by the correct assessment window to narrow down the list.
- At the top of the screen on the left side of the black ribbon, you'll see a dropdown box labelled 'All learners'
- Click the dropdown arrow to expand the list.
- Look for 'Sampling Plan' in the expanded list. A number in brackets will indicate how many learners have been selected for remote moderation.
- For each learner on the sampling plan list, there will be a bold upload icon next to their details. This icon indicates that evidence is expected from them.
- If you have bookings for multiple batches on the same qualification and assessment series, learners selected for remote moderation may be split across the batches.

How to upload evidence:

Once you've found your learners on the sample plan list, you'll then be able to upload evidence.

- Click on the upload icon next to the learner details.
- Click browse.
- Search for the learner files to be uploaded.
- You can only upload 15 files at a time.
- Files must be no larger than 1GB. The maximum file size that you're able to upload is 2GB.
- Once all learner evidence has been uploaded, locate the purple banner at the top of the screen, which contains the batch number and qualification details.
- Click the 'Submit for Marking' button in this banner.
- Complete the declaration as prompted.

For more information on how to upload evidence please see the 'Digital Learner Evidence' section of the [Portal user guide](#).

Late submissions of marks or evidence

Please be advised that late submissions of marks or evidence, without prior agreement with NCFE, may be subject to investigation by our Provider Assurance Team.

Depending on the circumstances, this could be considered a breach of our centre agreement, and appropriate actions or sanctions may be applied. Timely submissions will help avoid any delays in processing learners' results.

Understanding our approach to moderation

Visit our [moderation webpage](#) for information on:

- sample sizes
- moderating centre-assessed work and how marks are applied
- the regression process - how adjustments are made
- results.



During the moderation process, please ensure to keep checking for any emails from us, as timely responses will help ensure your learners get their results on time and that there aren't any delays.

Reminder of assessment dates

[Remember to take a look at all the assessment dates for this summer series.](#) Please ensure that any other reasonable adjustment requirements are submitted through the 'my learners' screen in the Portal no later than the day before the assessment. This will ensure that there are no delays to the marking of learners' work, following receipt of assessment documentation from invigilators and centre staff.

Preparing for online assessments

In preparation for your learners' assessments taking place online through our Surpass platform, it's vitally important that some elements are checked by you **before** the assessment is due to take place. We also want to remind you to familiarise yourself with the new [AI rules and guidance document from JCQ](#).

1. Confirm booking

Please ensure your learners have the correct booking by visiting the Portal and selecting the Bookings > View external assessment and then enter your batch number(s).

Here, you can see whether bookings are online or paper based. If you have booked the incorrect method, please contact our Customer Support team **no later than two weeks before the date of the external assessment**.

If you've booked an online assessment, your booking will appear in the Surpass platform, on the Invigilation tab, 120 hours (5 days) before the assessment start date and time.

2. Support and guidance

It's important that you read through the guidance documents we have in place to support you with delivering the online assessment to your pupils on Surpass. [Our guidance documents](#), will take you through how to set your devices up in advance of the assessment so it runs smoothly on the day. You can also contact our Customer Support team to support you with this.

3. Learner interface installation and testing

You must have installed and opened the learner interface (SecureClient) on each device ahead of the assessment; guidance on this can be found on the above support page. You should do this ahead of the assessment date, should any issues arise, or you need further support. Doing this well in advance will also allow for any important updates to take place on the software.

On the morning of the assessment, please have SecureClient already opened on the devices, before the learner arrives, so they can be ready to just enter the key codes and start their assessment.

4. Additional time

You may need additional time for your learner to sit their assessment, and this should have been requested at the point that they were booked in for the assessment, on the Portal.

To check and confirm that your learner has had their additional time added in Surpass, once the booking appears on Surpass 120 hours (5 days) before the assessment you will need to go to the 'Invigilate' screen and check the duration column. The standard duration for most assessments is 90 minutes, therefore if you have requested up to 25% extra time for your learner, the duration will show as 112 minutes, or if up to 50%, the duration will show as 135 minutes.

If your additional time hasn't been added on, you will need to add it directly into Surpass. To do this, highlight the learner's assessment, and click the 'modify duration' button at the bottom of the screen. This will bring up the edit exam duration box where you can apply the additional time.

5. Technical support

If you experience any difficulties or technical issues when preparing your devices before the assessment, or during the assessment, we have troubleshooting on the [support pages](#), or you can contact our Customer Support team. However, you should also ensure the availability of technical support on site to respond to issues arising during online assessments, in line with our [Regulations for the Conduct of Assessment](#).

Supporting your delivery

A summary of the changes to the NEA from the previous model

We wanted to share a quick reminder about how the non-examined assessment (NEA) has changed. When the new model 5 technical qualifications were launched in 2023, the regulations for delivery and assessment of the NEA changed. The role of the teacher and assessor aren't the same as they were for the previous technical qualifications. For example, when feedback can be given to learners, the resources learners can use during the NEA, and the introduction of the terminal rule. If you would like a reminder on the new regulations, [watch our short video](#).

If you have any queries, please contact our Provider Development team or your Customer Relationship Executive.

Upcoming events

Sign up to [delivery support events](#) for V Certs from our Provider Development team. These sessions will help both new and experienced educators to:

- get a clear picture of the qualification structure and learner journey
- master assessment strategies for the different types of assessments
- learn about the quality assurance process
- discover teaching and learning resources to create engaging and effective lessons.

V Cert Q&A drop in, Wednesday 14 May at 3:30pm



This live Q&A session will help to answer any of your questions about preparing for and delivering the V Certs in:

- Business and Enterprise
- Child Development and Care in the Early Years
- Health and Fitness
- Health and Social Care
- Sport Studies

[Sign up now.](#)

Bi-monthly V Cert educator open-door sessions

These 15-minute sessions offer structured, one-on-one support to address your specific V Cert education needs. Get personalised guidance at a time that suits you on any of the following dates:

[Register here](#) and choose a slot that works for you

June 2025 – no update

July 2025

Updates to our V Cert FAQs

We've updated our V Cert FAQs so you can get answers to your top queries. Visit our webpage to read more.

#SkillsMatter – share your learners' stories with us on results days

Results days are pivotal moments for young people, their families, and educators. We want to ensure vocational and technical qualifications (VTQs) are celebrated during this time of year.

Our #SkillsMatter campaign aims to showcase the value of these qualifications - empowering individuals, strengthening industries, and driving economic growth.

Help us raise the profile of VTQs and the value they bring as part of an accessible learner-led school curriculum. Use #SkillsMatter on results day in August so we can fill social media with real-life examples, sharing success stories from learners who have built thriving careers through vocational and technical qualifications. We're here to highlight the life-changing potential of these qualifications and ensure they get the

recognition they deserve, and we want to provide guidance, encouragement and reassurance to young people exploring their next steps.

Let's make this results day a turning point. Let's make skills count. Let's show that #SkillsMatter.

Late registration fees for V Cert qualifications

From Friday 1 August 2025, we're introducing new V Cert late and very late registration fees for registrations made past 31 January 2026. This will help us to ensure we have the resources to quality assure your learners' work in a timely manner. We'll share more information when we publish our fees and pricing guide this month. In the meantime, you can find answers to FAQs on our fees webpage.

Amended dates for the release of draft non-exam assessment (NEA) for 2025-26 and new clarification window

Earlier this year, we let you know that in September we'll be releasing watermarked drafts of our NEAs ahead of publishing the final versions. We're taking this approach to enable you time to review the content, and to ask for clarification before delivery to learners begins. We've now updated the timelines to bring forward the date that you can access the final NEA and begin delivery to learners.

Please remember that you must not share draft NEAs with learners as this would be deemed as a breach of the assessment.

Please add the dates below to your diary:

Tuesday 2 September – release of draft NEA on our website and clarification window opens,

Tuesday 16 September – clarification window closes,

Wednesday 1 October – release of the final NEA and delivery to learners can begin.

You'll be able to ask a clarification question on the draft NEA through a webform. Once the clarification window has closed, we'll review all the questions we've received and respond before publishing the final versions. Please note, there may be instances where queries can't be answered, due to regulatory requirements.

For more information, watch our on-demand recording where we explain the new NEA release process. This video provides an overview of the work we've done to collect your feedback on the new process, how it will work and the key dates related to the new clarification period and delivery of the NEA.



You can also join our webinar on Wednesday 27 August at 3:30-5.00pm. In this session we'll go through a live version of the content in the webinar above and you'll have the opportunity to ask questions to our team. You can also read our NEA release FAQs.

Hachette Learning resources

We've partnered with Hachette Learning, previously known as Hodder Education, to provide high-quality teaching and learning textbooks for V Certs. We've endorsed Hachette Learning's suite of resources for the following qualifications:

603/7004/X NCFE Level 1/2 Technical Award in Business and Enterprise

603/7007/5 NCFE Level 1/2 Technical Award in Health and Fitness

603/7012/9 NCFE CACHE Level 1/2 Technical Award in Child Development and Care in the Early Years

603/7014/2 NCFE Level 1/2 Tech Award in Food and Cookery

The range includes textbooks in paperback and digital formats.

For more information about these qualifications, please visit our relevant V Cert qualification pages under the teaching materials tab.

Find out more about Hachette Learning and their recent rebrand from Hodder Education through their FAQ page.