

Level 1/2 Technical Awards

V Certs Provider Quality Assurance and Development Team Brochure



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Introduction

Director of Operations Delivery (Sacha Finkle)

This directorate is accountable for ensuring the exceptional delivery of NCFE's services that enable a seamless and supportive provider experience.



Head of Provider Quality Assurance and Development (Sharon Veitch)



Sub-Teams

- Provider Development team
- External Quality Assurance and moderation team

The department support providers from the point of approval, through to delivery, assessment and External Quality Assurance.

Provider Development team

Our purpose enables us to form our objectives and pride ourselves on embracing the NCFE values, behaviours and high-performance culture in everything we do.

Our objectives are to:

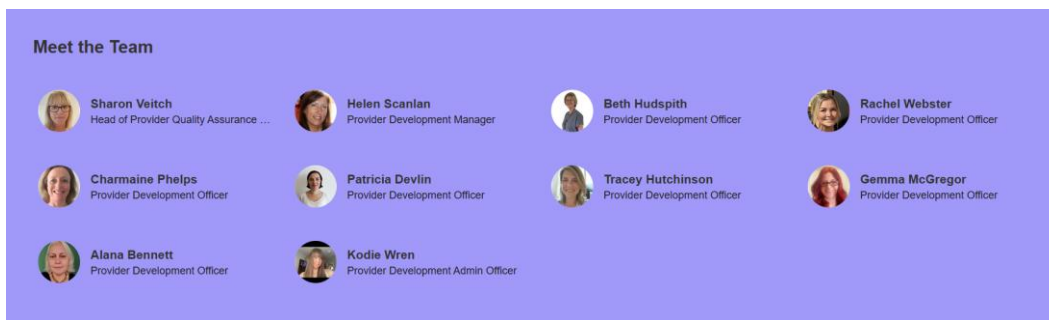
- provide first-class Provider Development services to a range of customers to help shape smarter learning
- identify and implement the most effective and innovative methods of delivery for the range of support we offer
- proactively seek meaningful customer and market insight to support and improve our development offer
- develop and support purposeful people who are resilient and performance-focused to support exceptional teaching and learning
- commission or develop a range of valuable external partnerships to support the development of providers
- operate a range of underpinning support streams to facilitate good governance in a way that is safe, secure and sustainable.

The Provider Development team (PvD) work directly with teachers and assessors of targeted NCFE qualifications, providing a range of support and professional development activities which are tailored to the needs of our centres. We're a small team, made up of teachers from a range of backgrounds, bringing together over 150 years' experience to inform the content and type of support and guidance provided for curriculum planning and delivery, and preparing learners for assessment. Offering a range of support and development opportunities, we:

- meet providers virtually on a 1:1 basis to allow them to ask questions and seek advice
- deliver face-to-face and virtual professional development sessions
- facilitate best practice networks and drop-in clinics
- create on-demand recordings which are published and accessible on our dedicated YouTube channels
- act as an advocate for providers, sharing insight and feedback to our NCFE colleagues in assessment design, production and delivery.

We're supported by an amazing administrator, and work collaboratively in the qual areas of Functional Skills, T Levels and V Certs.

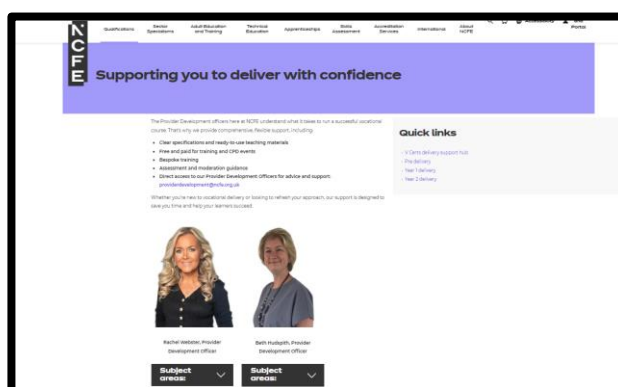
Please reach out to us at provider.development@ncfe.org.uk if you'd like to know more and/or would like to work with us to support centres and have a positive impact on the experiences of our learners!



V Cert Support officers

Within the Provider Development team, we have officers that specialise in V Certs support. These officers are Rachel and Beth, and they have extensive teaching experience in vocational learning and a wealth of knowledge about the challenges of planning and delivering learning! They understand exactly what it takes to teach and assess knowledge and practical skills effectively. They combine their hands-on knowledge with a solid understanding of how people learn, making the Provider Development support both useful and engaging. They're great at helping teachers connect classroom lessons with real-world applications, and they share tips and strategies which meet the needs of a variety of learners. More than just trainers, they're mentors who inspire teachers to bring out the best in their learners, and keep developing their own skills along the way.

Please see them as an extension of your teaching and learning Teams – experienced professionals who will collaborate with you to deliver NCFE qualifications in a way that engages your learners and supports you to get the best possible assessment outcomes for them.



[Meet the Provider Development V Certs team](#)

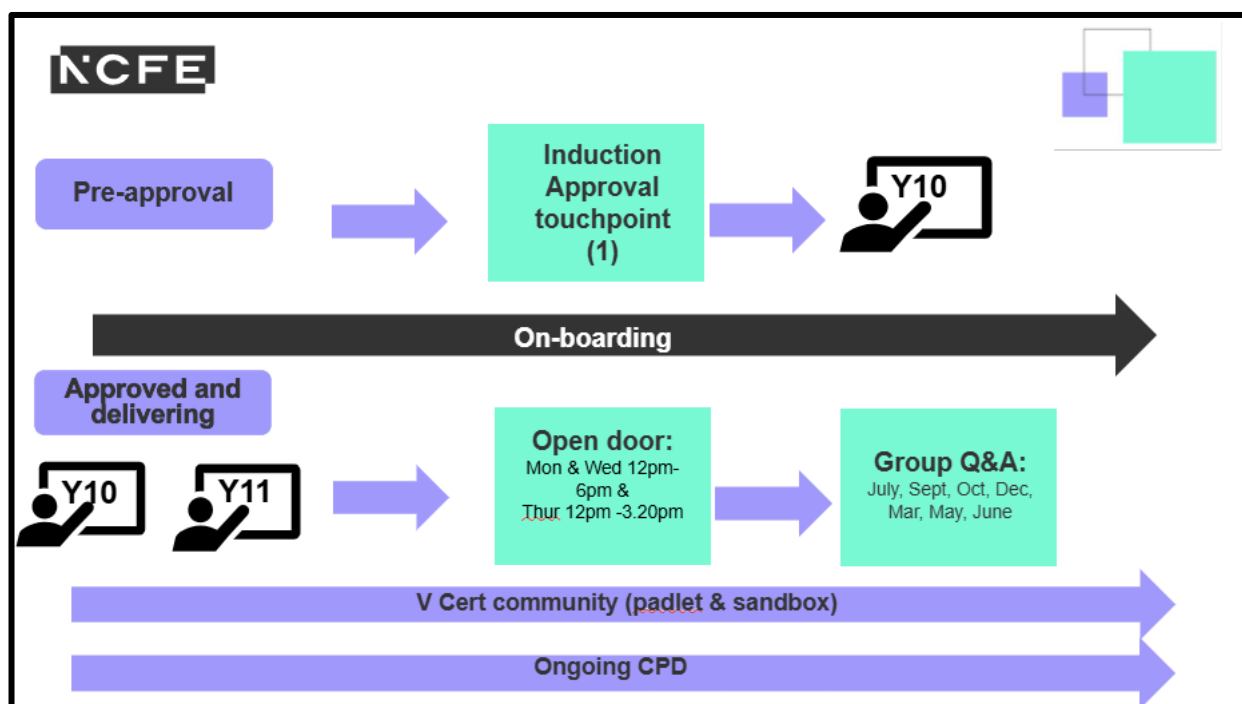
V Certs Centre support offer

On-boarding process

The Provider Development officers are committed to NCFE's core purpose of promoting and advancing learning.

Our free support offer is structured using the three different stages of teaching and learning support, after approval:

1. Pre delivery
2. Year 1 delivery
3. Year 2 delivery



On-boarding offer that is available to schools:

- [On-going CPD](#)
- [Podcasts](#)
- [On demand recordings](#)
- [Padlet](#) and [sandbox](#) community areas
- [Themed group Q&A sessions](#)
- [Touchpoint consultations](#)

Provider Development stage on approval

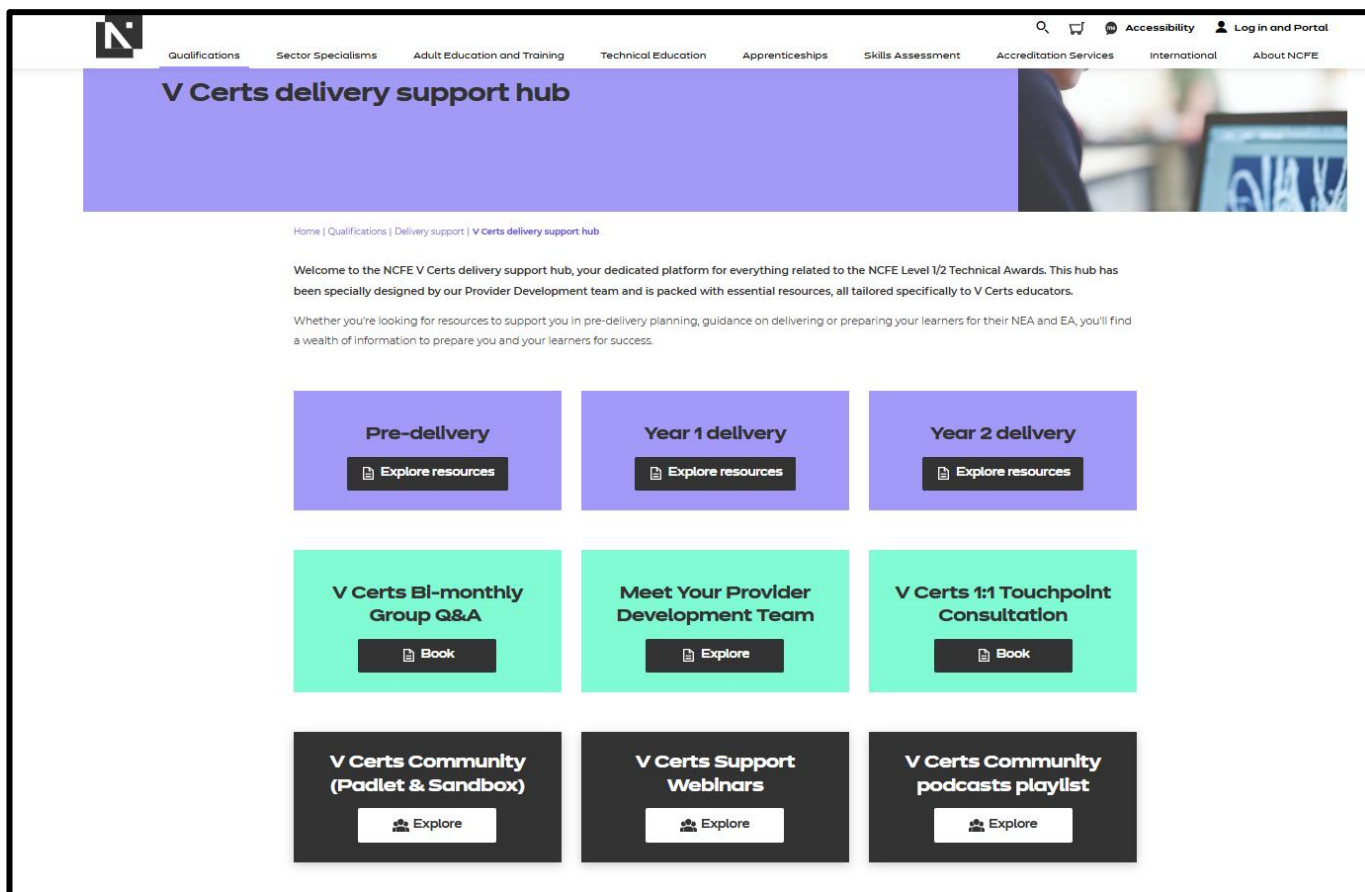
As part of your approval process you are required to have an induction approval touchpoint consultation call (1) where we can direct you to all the important information you will need before you start delivering.

On-boarding

Once you are approved to deliver our qualifications, as part of the on-boarding stage, Beth and Rachel will support teaching staff throughout their first 2 year of delivery with a range of support interventions. We will also reach out at the start of your second year delivery for another touch point check in (2), if required.

V Certs delivery support hub

Our website includes a dedicated support hub, packed with resources to help you at every stage – from planning and teaching to assessment and moderation. You'll find lesson materials, exemplar work, guidance documents, and more. These tools are designed to fit around your schedule, so you can access the support you need, when you need it. Access the above from here: [Provider development delivery support hub](#)



V Cert Support Webinars and Ongoing CPD

On-demand support webinars are available on our [V Cert play list \(YouTube\)](#)

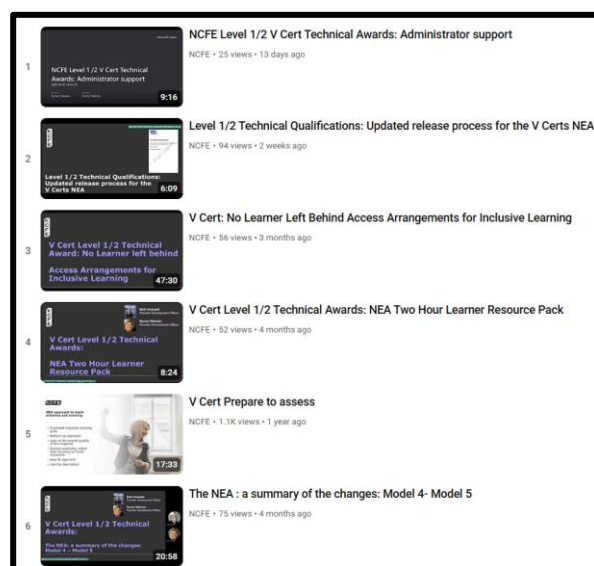
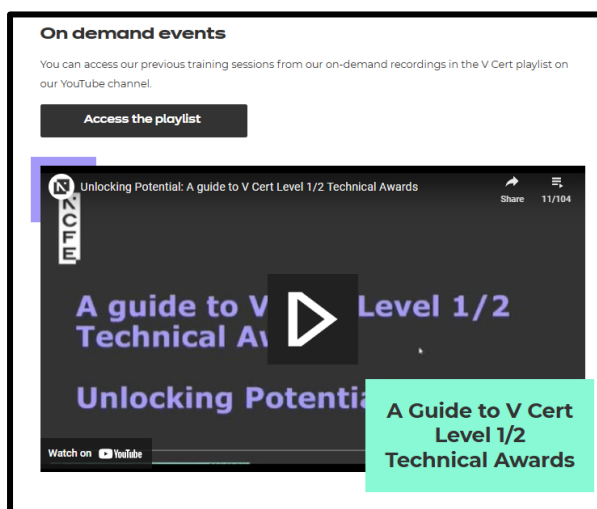
We have a wide range of videos that include a range of topics, such as:

- The two hour resource pack
- Access arrangements
- Supporting SEND learners
- Using V Cert reports
- Understanding marks and grades
- Turning your classroom into real-world experiences – and more!

Our videos are a mix of live session recordings and on-demand studio recorded versions. We develop our CPD offer by using insight and identifying key themes from our providers regarding what support is needed for the best possible teaching, learning and assessment of our V Cert qualifications.

We know how important it is for educators to feel confident and well-supported when delivering V Certs. That's why we offer a range of flexible, practical CPD opportunities to keep them up to date and connected. Please suggest additional topics or themes you might find useful, and we'll take them into consideration for future CPD and support activities.

The Provider Development team have dedicated YouTube playlists for a number of qualifications, and we've included the V Cert specific playlist link above. You may find some of our other playlists useful too; some of the generic and alternative qualification specific session overlap with/are also relevant to V Certs, so please feel free to browse them and/or talk to us about them in your contact with us. Please see our Group Q&A themes Bi-Monthly live Group sessions on page 13 of the brochure.



V Certs Podcast and YouTube playlist

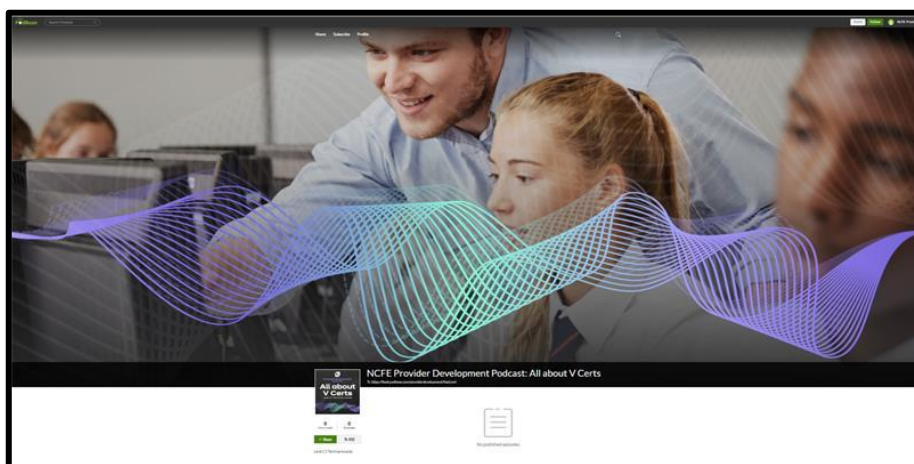
Helping you make the most of your V Certs – one episode at a time.

Our Podcasts **All About V Certs** – are the go to podcast for busy teachers delivering NCFE Level 1/2 Technical Awards. Hosted by our experienced Provider Development team officers Rachel and Beth, each bite-sized episode (around 15–20 minutes long) is packed with practical insights, top tips and expert guidance on all things V Certs.

We will release an episode per month, designed to fit into teachers' packed schedule while sharing the support and answers needed. Whether you're new to these qualifications or looking to get a deeper understanding for delivery and assessment, we're here to help teach with confidence and clarity. Tune in, take what you need, and make V Certs work for you!

We'll publish regular episodes, featuring insights from teachers, examiners, and subject specialists. We'll cover delivery tips, provide assessment guidance, and share the latest updates – ideal for listening *on the go*. These will be available on Podbean platform and stored on our YouTube channel via our webpage.

Link to Podbean: [Link](#)
Link to Playlist: [V Cert play list \(YouTube\)](#)



How to Follow the Provider Development Podcast: All about V Certs (Level 1/2 Technical Awards) on Podbean



Stay up to date with the latest insights, updates, and expert discussions around **V Certs** by following our official **NCFE Provider Development Podcast** on **Podbean**. Here's how you can follow and never miss an episode:

Step-by-Step Instructions

1. Visit Our Podcast Page

Go to our official podcast page on Podbean:

[NCFE Provider Development](#) link Podcast on Podbean

2. Create or Log In to Your Podbean Account

- If you already have a Podbean account, simply log in.
- If not, click **Sign Up** to create a free account.

3. Click "Follow"

Once on our podcast page, click the '**Follow**' button. This ensures you'll be notified whenever a new episode is released.

4. Enable Notifications (Optional)

To receive alerts about new episodes:

- Go to your **Podbean account settings**
- Enable **notifications** for followed podcasts

5. Download the Podbean App (Optional but Recommended)

For the best experience, download the **Podbean app** on your mobile device:

- iOS App Store
- Google Play Store

This allows you to:

- Listen on the go
- Download episodes for offline listening
- Share episodes with colleagues

Padlet and Sandbox

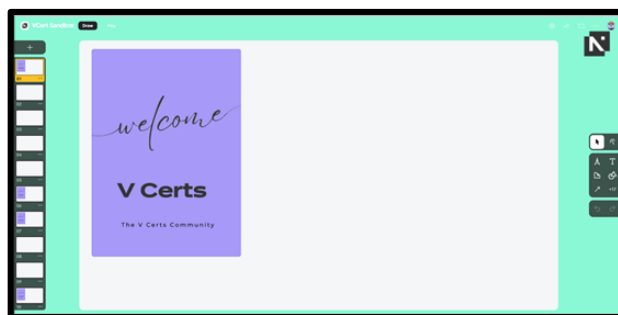
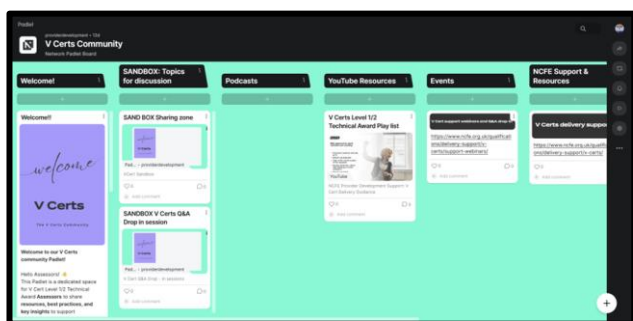
The Provider Development team have created a Padlet and Sandbox V Certs community to support a teachers' best practice network.

We use the **Padlet Notice Board** to share key announcements, our support activities and upcoming events.

Sandbox: this is a dedicated space for teachers to connect, collaborate and share best practice. Find your qualification card in the Sandbox area to explore ideas, ask questions and interact freely with fellow educators. This is your teachers' space to grow, support each other and enhance V Cert teaching – together!

Reminder: no live assessment information or discussion is permitted on the Provider Development Padlet or Sandbox. Please be aware that if any such information is shared or discussed, we would follow Ofqual's regulations and report them to appropriate Provider Assurance or Quality Assurance colleagues at NCFE.

Link to Padlet: [Padlet](#) Link to Sandbox: [Sandbox link](#)



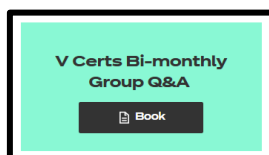
V Certs Bi-Monthly Group themed Q&A

Every other month, the team offer virtual, informal drop-in sessions to allow teachers and assessors to pop in and ask any questions they have about their V Cert delivery, and hear what other teachers are asking us. In these supportive sessions, we encourage you to ask any question related to your V Cert qualification delivery, and if we're unable to answer your question, we'll be able to signpost you to relevant NCFE colleagues.

Every question is a step toward understanding – we might not know what you need until you tell us, so please make the most of this safe space to ask questions, connect with others, and get support in using all the activities and resources from the Provider Development team.

Whether it's clarification, collaboration, or just a confidence boost – we've got you!

V Certs Bi-Monthly Group Q&A: [Booking link](#)



Bi-Monthly Group Q&A session themes

The Q&A drop-in sessions give teachers the chance to connect with our Provider Development team about delivering the V Cert Level 1/2 Technical Awards. Whether you're just starting to deliver or looking for more specific guidance, this session is designed to support. We'll cover a wide range of topics, including: Understanding the Qualification Structure: Gain a clear picture of the V Cert Level 1/2 Technical Awards and the learning journey for students. Assessment Strategies: Explore the mix of examined and non-examined assessments and get tips for effective implementation. Quality Assurance: Learn about the quality assurance process to ensure delivery of the qualifications to the highest standards. Teaching and Learning Resources: Discover a variety of resources available to support in creating engaging and effective lessons. This is a great opportunity to: Get Clear and Concise Answers: Our team is here to address any specific questions about the qualifications. Share and Learn from Colleagues: Discuss challenges and best practices with other educators delivering the V Cert awards. Boosting Confidence: Gain the knowledge and resources needed to feel comfortable and prepared.

Date	Title	Description
Wednesday 15 October 3.30pm – (1-hour slot available on-demand)	V Cert Drop-In Q&A with Rachel and Beth: Timetables, Resource Packs & More	<p>Join Provider Development Officers Rachel and Beth for a relaxed drop-in session focused on practical delivery support for V Cert Level 1/2 Technical Awards. This is your chance to ask questions and get guidance on key areas of planning and classroom management.</p> <p>This session will cover:</p> <ul style="list-style-type: none"> • The Learner 2-Hour Resource Pack How to use it effectively to support learners during the non-exam assessment (NEA) window. • Managing Timetables Tips for scheduling delivery across your centre, including how to approach common challenges. • Schedule of Assessment Understanding the assessment timeline and how to plan around it. • Supporting Absent Learners What to consider when learners miss planned sessions or key parts of delivery. <p>This is an open Q&A format, so bring your questions – big or small. Whether you're looking for clarification or just want to check you're on the right track, we're here to help.</p>
Wednesday 10 December 3.30pm – (1-hour slot available on-demand)	V Cert Drop-In Q&A with Rachel and Beth: Key Dates, Timelines & Moderation Support	<p>Join Provider Development Officers Rachel and Beth for a focused drop-in session covering the key milestones in delivering V Cert Level 1/2 Technical Awards. If you're navigating deadlines or looking for clarity on moderation and support, this session is for you.</p> <p>In this session, we'll explore:</p> <ul style="list-style-type: none"> • Timeline Overview Understand the delivery timeline and how to plan your teaching and assessment accordingly. • Key Dates Stay on top of upcoming deadlines to ensure everything runs smoothly across the academic year. • Moderation Page and Provider Development Support Learn how to use the moderation page effectively and what support your Provider Development Officer can offer. <p>There will be time for questions, so feel free to bring anything you'd like to discuss.</p>

<p>Wednesday 11 March 3.30pm – (1-hour slot available on-demand)</p>	<p>V Cert Drop-In Q&A with Rachel and Beth: Key Information for Year 10 & Year 11 Delivery</p>	<p>Join Provider Development Officers Rachel and Beth for an open Q&A session focused on delivering all V Cert Level 1/2 Technical Awards across both Year 10 and Year 11. Whether you're teaching one Group or managing delivery across both year groups, this session will help you feel more confident about what's expected and how to stay on track.</p> <p>This session will cover:</p> <ul style="list-style-type: none"> • Key Information for Year 10 What to focus on in the first year of delivery, including planning, teaching priorities, and preparing for assessment. • Key Information for Year 11 Guidance on managing assessments, hitting key deadlines, and ensuring learners are ready for moderation. • Cross-Year Planning Tips Advice on delivering V Certs across a two-year model, including where to build in flexibility. <p>There'll be time to ask questions and share any challenges you're facing.</p>
<p>Add to events: May 26 Wednesday 13 May 3.30pm – (1-hour slot available on-demand)</p>	<p>V Cert Drop-In Q&A with Rachel and Beth: Theme TBC</p>	<p>Join Provider Development Officers Rachel and Beth for an informal Q&A session designed to support your delivery of V Cert Level 1/2 Technical Awards. Whether you're new to V Certs or looking for clarification on specific areas, this is a chance to ask questions and get practical advice.</p> <p>The session will include:</p> <ul style="list-style-type: none"> • A short focus on a key delivery theme (to be confirmed) • Open Q&A – bring your questions about planning, delivery, or general support • Guidance tailored to your centre's needs and stage in the academic year <p>All V Cert subject areas welcome. Come along and get the support you need – no question is too small.</p>
<p>Wednesday 10 June 3.30pm – (1-hour slot available on-demand)</p>	<p>V Cert Drop-In Q&A with Rachel and Beth: Preparing for 2026/27 – Key Information for approved Centres</p>	<p>Join Provider Development Officers Rachel and Beth for a focused Q&A session designed for existing centres preparing to deliver V Cert Level 1/2 Technical Awards in 2026/27. If you're continuing with V Certs and want clarity on what's coming up, this is a great opportunity to ask questions and stay informed.</p> <p>This session will cover:</p> <ul style="list-style-type: none"> • Key Information for 2026/27 What centres need to know when planning ahead for future delivery. • Updates and Reminders Get the latest information on timelines, delivery models, and what to expect over the next academic year. • Open Q&A Ask questions and raise any centre-specific queries you may have.

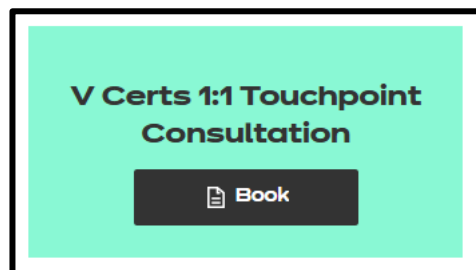
V Certs 1:1 Brand new approved consultation booking

If you are new to delivering or adding an additional product, you will be invited for an approval consultation with the Provider Development team.

To finalise your approval, it is recommended that you engage in a curriculum consultation to support the delivery of your chosen V Cert qualification. This consultation will be remote via Teams and will focus on teaching and learning strategies, key information, curriculum sequencing, making the most out of the NCFE resources, teaching and support in assessment readiness. **Register for your approval consultation [here](#).**

V Certs 1:1 Touchpoint Consultation

Introducing touch point consultations tailored for V Cert educators as part of regular touchpoints. These open door sessions occur every Monday 12-5pm and Thursday 12-3.20pm, with either Beth or Rachel to support teaching and delivery. These sessions offer structured, one-on-one support, addressing specific needs and challenges in V Cert education. Sign up for your 20-minute slot now to secure personalised guidance and contribute to the continuous improvement of V Cert education delivery. Experience efficient use of time with structured time slots optimising session utilisation. Plus, enjoy flexibility with morning and evening sessions accommodating diverse schedules, promoting inclusivity and accessibility. Book some time with us for an appointment.



V Certs 1:1 Touchpoint: [Consultation link](#)

Bespoke training – Provider Development and External Quality Assurance training offer

Bespoke Training Offer: Provider Development for Impacted Learning

At the heart of our Provider Development offer is a commitment to shaping smarter learning through strategic support, innovation, and collaboration. Grounded in NCFE's values, behaviours and high-performance culture, this bespoke training is designed to empower providers to deliver exceptional teaching and learning.

Our Objectives

Through this tailored training experience, we aim to:

- Deliver first-class development services that meet the evolving needs of education providers
- Explore and implement innovative delivery methods to enhance support and engagement
- Use customer and market insight to continuously improve our development offer
- Support the growth of resilient, purposeful, and performance-focused professionals
- Build valuable external partnerships that enrich provider capability
- Ensure safe, secure, and sustainable governance through robust support systems

Customisation Options

This training is fully adaptable to your organisation's context and can be delivered as:

- Workshops (half-day or full-day)
- Strategic consultancy sessions
- Ongoing development programmes
- Blended learning packages (in-person and online)

Let's Build Your Development Journey

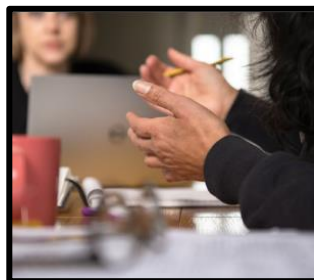
To discuss your needs and receive a tailored proposal, complete this request form [here](#)

Bespoke training forms

[Request training or support visits | NCFE | NCFE](#)

Bespoke training is a chargeable service provided to support centres with the assessment and internal quality assurance of our products.

The generic assessor and/or internal quality assurance training will be delivered by qualified and experienced representatives with expert knowledge of methods of assessment and internal quality assurance. The qualification specific training will also be delivered by experienced representatives, who in addition have expert knowledge of that particular qualification/sector. It is therefore important that if you request qualification specific training, you identify the qualification that you would like the training to focus on so that we can allocate the best person to your request. Please be aware this is training on assessment and IQA rather than planning and delivery. Please ensure that you complete the request in full to avoid any delay in arranging your training request.



Face-to-Face event – York Provider Development and External Quality Assurance team training offer

You're Invited: V Certs Level 1 /2 Technical Awards: Face-to-Face Standardisation Event – 19 November 2025

Please note that due to Ofqual conditions, we're not able to answer any questions relating to the live NEA released on the 1st of October 2025. If you do have any questions or queries, please refer them to our customer support team (customersupport@ncfe.org.uk or 0191 239 8000).

Join us for a full-day, in-person training event focused on **standardisation and best practice in assessment**. This is a fantastic opportunity to meet with the Provider Quality Assurance and Development Team and like-minded practitioners to learn about, or expand your knowledge and understanding of, assessment and our qualifications.

Date: Wednesday, 19 November
Venue: 15 Priory Street, YORK, YO1 6ET
Access for Set-Up: From 9.00 AM

Event Schedule

9.45 AM – Registration & Breakfast

Start the day with a warm welcome and light breakfast while networking with fellow educators.

10.15 AM – Event Begins. The session will explore:

- Standardisation in assessment
- Expectations of assessors

12.15 PM – Lunch Break Enjoy a catered lunch and informal networking. The second session will explore:

- Our paperwork processes

2.00 PM – Light Refreshments A mid-afternoon break to recharge and reflect. The final session will explore:

- Sharing and highlighting best practice
- Opportunities to meet and connect with other teachers

3.30 PM – Event Close & Post-Event Networking -Wrap up the day with relaxed networking and discussion.

4.00 PM – Finish



Who Should Attend?

This training is suitable for anyone assessing our qualifications, whether:

- New to assessment
- Assessing our qualifications for the first time
- An experienced assessor seeking CPD

Please note:

This training is generic across V Cert qualifications and not subject-specific. Colleagues and trainers will be from a wide range of sectors. If you require subject-specific training, please refer to the Training pages.

Each booking is valid for one delegate only, and only the registered delegate will receive a certificate of attendance.

Pricing:

- Early Bird Special – £95: Book by 30 September 2025
- Standard Rate – £145: Book by the closing date, 16 October 2025

Booking Link: <https://www.eventbrite.co.uk/e/v-certs-level-1-2-technical-awards-face-to-face-standardisation-event-tickets-1601301719549?aff=oddtcreator>

External Quality Assurance

The External Quality Assurance team is responsible for maintaining the integrity of our internally assessed qualifications including the approval, monitoring, supporting and quality checking certification claims for our centres. This is achieved in different ways, depending on the type of qualification being delivered.

We recruit, train and performance manage EQAs who are responsible for ensuring that qualifications are delivered in accordance with established processes and procedures for assessment and internal quality assurance. We have quality assurance arrangements in place to ensure that we are meeting our regulatory requirements and that centres are meeting standards of assessment and internal quality assurance.

Centre approval and External Quality Assurance reviews are key processes which check and document the arrangements our customers have in place to meet the expected quality standards we outline in our Centre Agreement and qualification specifications.

For V Cert qualifications, External Quality Assurance is undertaken via moderation. Moderators are recruited as subject specialists and are responsible for reviewing internal assessment decisions to ensure that national standards are upheld.

Moderation

The moderation team is responsible for the delivery of all moderated assessments.

The team is responsible for the recruitment, on-boarding and training of new moderators. They provide support and monitor the ongoing performance of moderators throughout our moderation window to ensure SLAs are met and results are issued timely.

They support providers and the wider business with moderation queries, by providing and maintaining relevant information on our moderation page of the website and developing the delivery and assessment supporting documentation.

To access the moderation page on our website click here: [Moderation](#)

The moderation team also review our processes regularly to ensure continuous improvement of quality assurance activities.

The team is also responsible for the following areas in relation to moderated assessments:

- creation and updating of provider administration training
- creation and monitoring completion of provider standardisation training
- managing reasonable adjustments notifications and special consideration requests
- raising areas of concern in relation to the delivery of qualifications such as, malpractice and maladministration, and adverse effects
- delivery and monitoring of ongoing training and standardisation of moderation teams
- post result services, including review of moderation (ROM)

Administration Training

Administration training is available to support you through the activities associated with the delivery and moderation of internal assessments. By completing this mandatory training you'll fully understand the requirements and key dates associated with the moderation process which will ensure that your learner results are accurate and released in line with published dates.

We've broken the training down into a series of short videos to make it quick and easy to access and complete flexibly around your availability.

This can be accessed here [Administration training](#) and is located in the 'Training' section of the Moderation webpage.

Training

Standardisation



Administration



Completion of administration training will be discussed as part of your Annual Monitoring Review (AMR).

Standardisation

Internal standardisation materials will be available to providers in the 'Support' tab of the individual qualification pages from **October** each session. This CPD package is designed to bring your teams together to align assessment decisions and expectations for externally moderated components.

Completion of internal standardisation activities may be discussed as part of your AMR.

Information on standardisation activities can be found here [Standardisation](#) and is located in the 'Training' section of the Moderation webpage. Customer V Cert queries:

If you have a query related specifically to the NEA brief or moderation process, you should use the resources on the NCFE website first. Many of the queries are answered on our [FAQ's page](#) along with the qualification pages which contain the Tutor Guidance document and the Qualification Specification, in addition or on the Moderation page of the website.

If you are unable to find the answer, please contact Customer Support team customersupport@ncfe.org.uk or call 0191 239 8000

QAA

The team is primarily responsible for three areas of the business which are listed below with a very brief description of each:

Approvals:

- Processing new centre application forms, including International, Customised and Endorsed centres
- Allocating new centre Approval Advisors and monitoring centres through to the new centre approval stage
- Processing additional products requested from our approved centres
- T Level processing and approval

Allocations:

- Allocating EQAs/QRs and moderators to centres.
- Processing additional reviews requested by centres.
- Updating CRM via centre and EQA requests.

IQA and Assessor Events:

- Support the planning, promotion and delivery of generic and Functional Skills Assessor and IQA events with the training team.
- Supporting centres with bespoke training requests.

Details of upcoming events can be found here [IQA and Assessor Events](#). Events are scheduled across the academic year to best support centres.

Bespoke training and Face-to-Face training

Please see the Bespoke Training and Face-to-Face training section

- Provider Development and External Quality Assurance training see page 14 – 15

Year training/events calendar

The Provider Development and Quality Assurance team offer a wide range of training events. Please see our calendar for the academic year 25/26 with dates and links to book.

Month	Event	Booking Link and Date
September		
October	V Certs Drop-In Q&A Support Session for New Educators	Link Wednesday 15 October 2025
November	Face-to-Face Standardisation Session: Face-to-Face event – York Provider Development and External Quality Assurance team training offer	Link to Book Wednesday 19th November
December	V Certs Drop-In Q&A Timetables, Resource Packs & More	Link Wednesday 10 December 2025
January		
February		
March	V Certs Drop-In Q&A Key Dates, Timelines & Moderation Support	Link Wednesday 11 March 2026
April		
May	V Certs Drop-In Q&A Holistic marking	Link Wednesday 13 May 2026
June	V Certs Drop-In Q&A Key Information for approved Centres	Link
July		