



# Teacher Assessed Grade Portal User Guide

Version 3 | August 2021

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## Introduction

### The Portal

The Portal is a secure website that allows you to administer your learners on NCFE qualifications, and can be found at the following address – <https://portal.ncfe.org.uk>.

This year we have worked to ensure that you will be able to submit Teacher Assessed Grades (TAGs) using the existing functionality in the Portal that you are familiar with, using the **submit grades and make a claim** screen.

The purpose of this user guide is to take you through the step-by-step process for submitting TAGs so you can submit grades at a component level and claim certificates. We have used existing functionality where possible to allow you to complete this process as efficiently as possible. You can find information on all other areas of the Portal, including functionality that is not required for the submission of TAGs, in our existing [Portal User Guide](#).

### Awarding arrangements in 2020–21

Following the outcome of the Ofqual consultation on '[Alternative arrangements for the award of VTQs and other general qualifications in 2021](#)', qualifications awarded this year have been categorised as those that can be awarded through Teacher Assessed Grades (TAGs) and those that can not.

## Which qualifications can not be awarded through a Teacher Assessed Grade?

### Category A qualifications

Ofqual's expectation is that Teacher Assessed Grades (TAGs) should not be used to award qualifications where it is not possible to award safely, reliably, and validly if the knowledge, skills, and behaviours have not been demonstrated and assessed. This includes most occupational, licence to practise, professional and continuing professional development qualifications, and some other Ofqual-regulated vocational and technical qualifications (VTQs) that are not typically used to support progression.

## Which qualifications can be awarded through a Teacher Assessed Grade?

### Category B1 qualifications

Ofqual's expectation is that Teacher Assessed Grades (TAGs) should be used to award qualifications that are primarily taught alongside or instead of GCSEs, AS and A Levels – including vocational qualifications that are important for progression to further study or employment.

### Category B2 qualifications

Qualifications that are not like GCSE or A Levels in their structure, such as Functional Skills and Skills for Life, will continue remotely. They can be awarded through a Teacher Assessed Grade (TAG) only where assessments can not take place on public health grounds or remotely. For Functional Skills qualifications, we have worked closely with Ofqual and the Federation of Awarding Bodies (FAB) to develop a common approach to determine when a learner can be awarded through a TAG and more information can be found on the Functional Skills page of our [website here](#).

## Determining whether a qualification can be awarded through a Teacher Assessed Grade

We have reviewed our portfolio of qualifications against the criteria which Ofqual has set out, and you can find out which qualifications can and can not be awarded through a Teacher Assessed Grade (TAG) using [Ofqual's qualification explainer tool here](#).

### Teacher Assessed Grade guidance

For general guidance around how to approach Teacher Assessed Grades (TAGs) and the process you should go through when awarding a grade, please take a look at our [approach to awarding for 2020–21](#).

For qualification-specific information about adaptations and TAG evidence requirements, please go to the qualification addenda available on [QualHub](#).

### Mid-flight learners

Teacher Assessed Grades (TAGs) can be submitted for any learners completing only a part of a qualification this session, who plan to fully certificate in 2021–22 (mid-flight/non-certificating learners). You can submit any components as standard or through TAGs on our portal, and your allocated External Quality Assurer (EQA) will review these alongside any other completed qualifications in your EQA review.

## Bookings on cancelled external assessments in 2020–21

It has been confirmed that where a qualification can be awarded through a Teacher Assessed Grade (TAG), and the qualification is most similar to a GCSE or A Level (B1 categorisation), external assessments will not go ahead for the rest of the 2020–21 session. Our external assessment timetable has been amended to reflect the updated status of previously [timetabled external assessments in the remainder of the 2020–21 session, and this can be found here](#).

Where an external assessment has been cancelled that you intended your learners to complete, we **still require a booking** in advance of a TAG being submitted for that cancelled external assessment component.

For each qualification with a cancelled external assessment, there is a summer 2021 awarding opportunity, which will be clearly identifiable by the naming convention of '**Summer 2021 Awarding – [Qual/Assessment Abbreviation]**', nominally set for **15 July 2021**. For example, for the Level 1/2 Technical Award in Health and Fitness, the relevant opportunity to book onto will be titled '**Summer 2021 Awarding – TAHF**'.

Where future bookings for external assessments in this session have already been made, these will also appear against the summer 2021 awarding windows. Please ensure that those bookings still reflect an accurate version of your original plans for the rest of the year. Please check all qualifications with multiple external assessments, or where an external assessment has multiple themes or variations of the same assessment.

Where a qualification requires a booking to be made on registration, and the assessments are categorised by date, please select the assessment showing as **July 2021**.

The details for how to make a booking, and how to check existing bookings, can be found in our standard [Portal User Guide](#).

**Please note** – for those qualifications that can be awarded through a TAG but are smaller and taken for a mixed purpose (B2 categorisation), such as Functional Skills, external assessments will continue to be made available to be completed remotely, online, and in line with public health measures. Where this is not possible, a learner may be eligible for a TAG, and details on our approach to TAGs for Functional Skills can be found on our website. Where the qualification can not be awarded through a TAG (A categorisation), external assessments (if applicable) will continue to be made available.

## How to submit Teacher Assessed Grades

Teacher Assessed Grades (TAGs) can be submitted using the same Portal functionality and screens as used for submitting internally assessed grades, with some small changes to allow you to submit grades for externally assessed components, and to differentiate between TAGs and non-TAGs.

## Submit grades

Navigate to the **Submit Grades** option on the menu ribbon when you are logged in to the Portal.

The screenshot shows the 'Submit unit grades' interface. At the top, the 'ncfe. | cache' logo is visible. A navigation menu includes 'Search', 'Registration', 'My Learners', 'Bookings', 'Results', 'Submit Grades' (highlighted), 'Certification', 'Support', 'My Account', and 'Our Websites'. The main heading is 'Submit unit grades' with a sub-note: 'You can search for your learners using the criteria below:'. Below this are five input fields: 'Batch number', 'First Name', 'Surname', 'Centre Learner Ref', and 'Learner Number'. To the right of these fields are 'Clear' and 'Search' buttons. At the bottom, a table header is shown with columns: 'Code', 'Name', 'Version', 'First Name', 'Surname', 'D.O.B', 'Batch', and 'UEM'. A 'Next' button is located at the bottom left of the table area.

On this screen you can search for the learners you wish to submit grades for, using batch number, learner name, or other reference numbers. To appear in this search your learners must have an active registration on the qualification, and not be fully certificated.

## Submit unit grades

You can search for your learners using the criteria below:

Batch number	First Name	Surname	Centre Learner Ref	Learner Number
<input type="text" value="805577668"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

<input type="checkbox"/>	Code	Name	Version	First Name	Surname	D.O.B	Batch	ULN
<input type="checkbox"/>	601/3998/5	NCFE CACHE Level 3 Award in Childcare and Education	2020/2021	LEARNER	ONE_01	01/01/1991	805577668	
<input type="checkbox"/>	601/3998/5	NCFE CACHE Level 3 Award in Childcare and Education	2020/2021	LEARNER	THREE_03	01/01/1991	805577668	
<input type="checkbox"/>	601/3998/5	NCFE CACHE Level 3 Award in Childcare and Education	2020/2021	LEARNER	TWO_02	01/01/1991	805577668	

Once found, select the relevant learners using the check box to the left of their name and press **Next**. This will then take you to a screen showing the qualification-specific details, allowing you to view existing achievement and to submit grades for each unit or external component where required.

When selecting a unit, you will be presented with the option to select a grade for each learner. If the submitted grade is a TAG, then tick the **TAG** box for each applicable grade. The **TAG** box is unavailable to select until a grade has been selected.

### Submit unit grades

TAGs submitted for exam units that are normally numerically marked and converted to UMS will attract a UMS score based on a mid-point in the available range for the relevant grade. Centres submitting TAGs in respect of the Core Component of the T Level Technical Qualification in Education and Childcare should refer to specific guidance outlining the TAG-specific aggregation arrangements for this qualification.

Unit	Learner	DOB	B	A*	A	B	C	D	NYA	TAG	
F/506/5384 Child Development from Concept...	LEARNER ONE_01	01/01/1991	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	LEARNER THREE_03	01/01/1991	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
J/506/5385 Children's Health and Well-Bei...	LEARNER TWO_02	01/01/1991	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

I declare that the Internal Quality Assurer (IQA) has confirmed that the learners' grades submitted above are correct:

Internal Quality Assurer (IQA) full name:

[Previous](#) [Submit](#)

Existing banked achievement will also be shown, where relevant, for each learner under the column beside DOB; heading **B**, for banked.

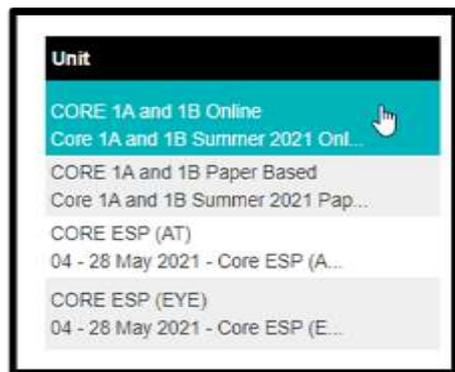
For reference, if a grade was submitted as a Centre Assessed Grade (CAG) last year, this will also be referenced, as per the below.

B	P	M	D	NYA	TAG
D (CAG)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

## Important note regarding T Level TAG submissions

All four of the different Core assessment options will be displayed to select from.

You must select the assessment option(s) that match your learner bookings, in order to successfully submit a TAG for a T Level learner.



For example, if a learner has an existing booking on the Core Summer 2021 - Assisting Teaching (Paper Based) series, the user would be required to select the 'Core 1A and Core 1B Paper Based' and the 'Core ESP (AT)' options, in order to submit a TAG.

Core 1A and 1B Paper Based:

A screenshot of the TAG submission form. The form has a table with columns for 'Unit', 'Learner', 'DOB', 'B', 'A\*', 'A', 'B', 'C', 'D', 'E', 'U', and 'TAG'. The 'Learner' column contains 'TEST LEARNER 5' and the 'DOB' column contains '01/02/2000'. The 'C' column has a radio button selected. Below the table, there is a checkbox for 'I declare that the Internal Quality Assurer (IQA) has confirmed that the learners' grades submitted above are correct:' and a text input field for 'Internal Quality Assurer (IQA) full name:'. At the bottom right, there are 'Previous' and 'Submit' buttons.

Unit	Learner	DOB	B	A*	A	B	C	D	E	U	TAG
CORE 1A and 1B Online Core 1A and 1B Summer 2021 Onl...	TEST LEARNER 5	01/02/2000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I declare that the Internal Quality Assurer (IQA) has confirmed that the learners' grades submitted above are correct:

Internal Quality Assurer (IQA) full name:

Core ESP (AT):

Unit	Learner	DOB	B	A*	A	B	C	D	E	U	TAG
CORE 1A and 1B Online Core 1A and 1B Summer 2021 Ont...	TEST LEARNER 5	01/02/2000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>				
CORE 1A and 1B Paper Based Core 1A and 1B Summer 2021 Pap...											
CORE ESP (AT) 04 - 28 May 2021 - Core ESP (A...											
CORE ESP (EYE) 04 - 28 May 2021 - Core ESP (E...											

I declare that the Internal Quality Assurer (IQA) has confirmed that the learners' grades submitted above are correct:

Internal Quality Assurer (IQA) full name:

In this example, the 'Core 1A and 1B Online' and 'Core ESP (EYE)' options would be locked for editing and a message would be displayed confirming that the learner does not have an active booking for the assessment the user is trying to submit a TAG for.

### External assessment Teacher Assessed Grades

If you are submitting a Teacher Assessed Grade (TAG) for an external assessment, you must first have a booking for your learner on the relevant summer 2021 awarding window before this can be done. The external component will be locked, and no submission accepted until a booking is made.

## Submit unit grades

Unit	Learner	DOB	B	A*	A	B	C	D	Not Yet Achieved	TAG
A/504/2542 An Introduction to Working wit...	DEMO LEARNER_06	29/11/1974	B (TAG)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
F/504/2543 Development and Well-Being 0-5...	DEMO LEARNER_07	29/11/1974		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
J/504/2544/1 TACDC - Summer 2021 Awarding -...	DEMO LEARNER_08	29/11/1974		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Some learners don't have an active booking for the assessments that you are adding a Teacher Assessed Grade (TAG) for. Please book your learners onto a 'Summer 2021 Awarding' assessment by clicking [here](#), then return and submit your TAGs.

I declare that the Internal Quality Assurer (IQA) has confirmed that the learners' grades submitted above are correct:

Internal Quality Assurer (IQA) full name:

[Previous](#) [Submit](#)

If you have not made a booking, this can be done by following the link within the notification on screen. Once a booking has been made, you can then complete your TAG submission for this external component. All submissions for external components must be a TAG; you will not be able to proceed unless the TAG box is also ticked and will see the following notification until that has been actioned.

**Submitting grades for external assessed units** X

Please mark any externally assessed units as a Teacher Assessed Grade (TAG) before submitting your grades.

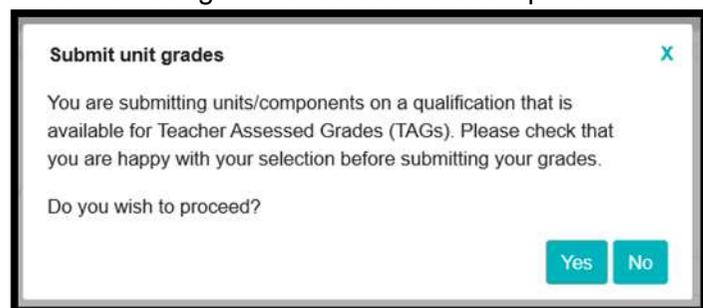
[OK](#)

## Declaration and submission

Once all grades have been entered, enter the full name of the relevant Internal Quality Assurer (IQA), tick the declaration, and hit **submit**.

At this point, if you have entered grades and not marked them as a Teacher Assessed Grade (TAG), you will be presented with the below message. If you are submitting grades that are not TAGs, select Yes. If you need to make any amendments, select No before proceeding.

**All** results and certificates for B1 qualifications will be released on results release days even if internal units and external components have been achieved through the business as usual process and not a TAG, [see our website](#) for further information on these dates.



Confirmation of successful grade submission will show; please print a copy of this screen for your records. Any grades that have been submitted as a TAG will be displayed.

**Submission successful**

Your submission has been successful and has been sent to your External Quality Assurer (EQA) to review.

Once your grades have been banked please claim your certificates in the certification tab.

Please see a summary of the learners and unit grades that have been submitted. Please print a copy of this screen for your records.

**Product:** 601/3998/5 - NCFE CACHE Level 3 Award in Childcare and Education

Learner	D.O.B	Grade
<b>F/606/6384 - Child Development from Conception to Seven Years</b>		
LEARNER ONE_01	01 Jan 1991	A* (TAG)
LEARNER THREE_03	01 Jan 1991	A (TAG)
LEARNER TWO_02	01 Jan 1991	B (TAG)

[Leave your feedback here](#)

If you want to view what you have submitted, please search for your learners again and submitted grades will be displayed.

Internal components submitted as a TAG or in the usual way will be signed off by your External Quality Assurer (EQA). You can find more information in our [QA policy for awarding for 2020–21](#).

External component results and any UMS calculation required will happen **up to 15 mins** from submitting your external component grades.

TAGs submitted for external assessments that are normally numerically marked and converted to UMS will attract a UMS score based on a mid-point in the available range for the relevant grade. Centres submitting TAGs in respect of the Core Component of the T Level Technical Qualification in Education and Childcare should refer to specific guidance outlining the TAG [specific aggregation arrangements](#) for this qualification.

## How to make a claim for a certificate

Once your submitted internal unit Teacher Assessed Grades (TAGs) have been banked by your External Quality Assurer (EQA), you can claim a certificate.

You will be able to see which learners have sufficient banked internal units and external components to achieve a full certificate, and which (such as mid-flight learners) do not yet have enough to achieve a full certificate. For those learners who are mid-flight or non-certificating this session, there is no need to attempt to claim for them at this point. You can return once they have completed all outstanding internal units and external components to claim their certificate.

To make a claim for a certificate, either click on **Certification** on the menu ribbon, and then **Make a Claim**, or select **Claim my Certificates** from the home screen.

You can search for your learners using the several search criteria options; you can search on one or more of these options.

The screenshot shows a 'Learner search' form with the following fields and controls:

- Batch**: Text input field
- Product Code**: Text input field
- Product Name**: Text input field
- Learner Forename**: Text input field
- Learner Surname**: Text input field
- Learner Date of Birth**: Three separate input fields for 'dd', 'mm', and 'yyyy'.
- Centre Learner Number**: Text input field
- NCFE Learner Number**: Text input field
- Unique Learner Number (ULN)**: Text input field
- Centre Reference Number**: Text input field
- Learner Status**: Dropdown menu
- Session**: Dropdown menu

At the bottom of the form, there are three buttons: 'Basic', 'Clear', and 'Search'.

Your search results will show as below. Select the learners that you would like to claim certificates for using the check box on the left and click **Submit**. Please be aware that you can only claim for one qualification at a time. You can also view the Apprenticeship Certificate England (ACE) report detailing your learner's achievement from this page once your learners have been certificated. This is acceptable evidence for your apprenticeship claims.

[< Refine Search](#)      Search criteria used: Batch 805538546.

<input type="checkbox"/>	Batch	ULN	Session	Name ▲	DOB	Product Code	Product Name	Current Status	Certificate Date	ACE Report
<input type="checkbox"/>	805538546		2020/2021	LEARNER ONE_01	01/01/1991	601/7566/7	NCFE CACHE Level 2 Certificate in t...	Registered		
<input type="checkbox"/>	805538546		2020/2021	LEARNER TWO_02	01/01/1991	601/7566/7	NCFE CACHE Level 2 Certificate in t...	Registered		

Your search returned 2 learner(s). Displaying page 1 of 1.

[Submit](#)

## Claiming certificates for graded qualifications

For graded qualifications, once searched your learners will show as below, and each one will have a **New Claim Status** depending on any previously submitted and banked components. This is automatically calculated and will show as **Full** (meaning they have sufficient to claim a full certificate), or **Partial** (meaning they do not have sufficient to achieve a full certificate) depending on which internal units and external components have had grades banked for them.

The grade shown is the overall grade you can claim for, based on their current achievement.

External component results and any UMS calculation required will happen **up to 15 mins** from submitting your external component grades. Please remember this before submitting your claim.

The screenshot displays a web interface for claiming certificates. At the top left, there is a button labeled '< Search Results'. On the top right, the following details are shown: Product Name: NCFE CACHE Level 3 Award in Childcare and Education, Product Code: 601/3998/5, and Session: 2020/2021. Below this is a section titled 'Select Learners' with a checkbox for 'Select all learners' and a 'Selected: 0' indicator. A table lists two learners with their 'New Claim Status' and 'Grade'. The first learner, 'LEARNER ONE\_01', has a 'Full' status and a grade of 'A'. The second learner, 'LEARNER TWO\_02', has a 'Partial' status. Each learner row includes a 'Select' checkbox and two icons (a pencil and a trash can). At the bottom right of the table area, there is a 'View units' button.

Select	New Claim Status	Name	Grade	
<input type="checkbox"/>	Full	LEARNER ONE_01	A	
<input type="checkbox"/>	Partial	LEARNER TWO_02		

You can view banked internal units or external components by selecting the learner and clicking on **view units**. You can also see if any were derived from a Centre Assessed Grade (CAG, 2020) or a Teacher Assessed Grade (TAG, 2021).

For information on how to achieve this qualification please refer to the qualification specification on the website.

Select all units Selected: 0

Select	Mandatory	Results	TAG	Unit Code	Unit Name	Unit Level
<b>Group 1</b>						
<input type="checkbox"/>	Yes	B (TAG)	<input checked="" type="checkbox"/>	A/504/2542	An Introduction to Working with Children Aged 0-5 Years	Level 2
<input type="checkbox"/>	Yes	A (CAG)	<input checked="" type="checkbox"/>	F/504/2543	Development and Well-Being 0-5 Years	Level 2
<input type="checkbox"/>	Yes	A	<input type="checkbox"/>	J/504/2544/1	Child Care and Development 0-5 Years	Level 2

The final step is to select the address where you would like to receive the certificates, and then select **Claim**. If you would like a Purchase Order Number to show on any certification orders, you can also complete this here.

### Choose Address

**Select the address you want to use:**

(Main Address) Test Q6, Quorum Business Park, Benton Lane, NEWCASTLE UPON TYNE, Tyne and Wear, NE12 8BT

**Purchase Order Number:**

You can review your claim before it is finalised. It is worth checking that you have claimed all the internal units and external components the learner has achieved, and the expected status is showing correctly. You can view this by selecting **Learner Units**. If you need to make any amendments, select **Return to claim** before proceeding.

## Review your claim

[< Return to claim](#)

**Product Name:** NCFE CACHE Level 3 Award in Childcare and Education  
**Product Code:** 601/3998/5  
**Session:** 2020/2021

The learners below will be included on your claim:

Batch	ULN	Name	DOB	New Claim Status	Learner Units
1	805576277	LEARNER ONE_01	01/01/1991	Full	
2	805576277	LEARNER TWO_02	01/01/1991	Partial	

[Claim Certificates](#)

### Learner Units

**Batch:** 805436211  
**Name:** XERIKA XBLAKE  
**New claim status:** Full

Result	Unit Code	Unit Name	Unit Level
B (TAG)	A/504/2542	An Introduction to Working with Children Aged 0-5 Years	Level 2
A (CAG)	F/504/2543	Development and Well-Being 0-5 Years	Level 2
A	J/504/2544/1	Child Care and Development 0-5 Years	Level 2

[Close](#)

Your confirmation page will include reports detailing what has been claimed.

Thank you for your claim

You've now submitted your learner statuses, we will issue learner certificates based on this information.

You can download your claim report if needed.

- [Download claim report \(Excel\)](#)
- [Download claim report \(PDF\)](#)
- [Download candidate status report \(Excel\)](#)
- [Download candidate status report \(PDF\)](#)

[Leave your feedback here](#) [Make another claim](#)

Internal components will be signed off by your EQA. You can find more information in our [QA policy for awarding for 2020–21](#).

## Claiming certificates for V Cert products

For graded qualifications, once searched your learners will show as below, and each one will have a **New Claim Status** depending on any previously submitted and banked internal units or external components. This is automatically calculated and will show as **Full** (meaning they have sufficient to claim a full certificate), or **Partial** (meaning they do not have sufficient to achieve a full certificate).

Select Learners			
New Claim Status	Name	Grade	
Full	XCARMEN XADAMS	Level 2 Pass	

Mandatory	Grade	Unit Code	Unit Name
Yes	Level 2 Pass (CAG)	H/616/8937	Introduction to Business and Enterprise
Yes	Level 2 Pass (TAG)	K/616/8938	Understanding Resources for Business and Enterprise Planning

You now just need to select the address that you would like to send certificates to and then select **Claim**. If you would like a Purchase Order Number to show on any certification orders, you can complete this here.

### Choose Address

Select the address you want to use:

(Main Address) Test Q6, Quorum Business Park, Benton Lane, NEWCASTLE UPON TYNE, Tyne and Wear, NE23 6HN United Kingdom ▼

Purchase Order Number:

[Claim](#)

You can review your claim before it is finalised. It is worth checking that you have claimed all the internal units and external components the learner has achieved, and the expected status is showing correctly. You can view this by selecting **Learner Units**. If you need to make any amendments, select **Return to claim** before proceeding.

## Review your claim

[< Return to claim](#)

**Product Name:** NCFE Level 1/2 Technical Award in Business and Enterprise  
**Product Code:** 603/2955/5  
**Session:** 2019/2020

The learners below will be included on your claim:

	Batch	ULN	Name	DOB	New Claim Status	Learner Units
1	805481177	4836803119	XCARMEN XADAMS	13/10/2005	Full	

[Claim Certificates](#)

**Learner Units** X

Batch: 805481177  
Name: XCARMEN XADAMS  
New claim status: Full

Result	Unit Code	Unit Name	Unit Level
Level 2 Pass (CAG)	H/616/8937	Introduction to Business and Enterprise	Level 1/2
Level 2 Pass (TAG)	K/616/8938	Understanding Resources for Business and Enterprise Planning	Level 1/2

[Close](#)

Your confirmation page will include reports detailing what has been claimed.

**Thank you for your claim**

In most cases the learner statuses have been calculated, we'll continue to check a small amount of claims for products with complex Rules of Combination (ROC).

You can download your claim report if needed.

- [Download claim report \(Excel\)](#)
- [Download claim report \(PDF\)](#)
- [Download learner status report \(Excel\)](#)
- [Download learner status report \(PDF\)](#)

## Claiming certificates for non-graded products

Your selected learners will show as below; each one will have a **New Claim Status** depending on any previous certification history. You will need to select which learners you would like to mark the internal units for. You can select more than one learner at a time, but only if you are claiming the same units. You will be able to mark units as a Teacher Assessed Grade (TAG) and will also be able to view any units that were marked as a Centre Assessed Grade last year.

[Search Results](#)

Product Name: NCFE CACHE Level 3 Diploma in Counselling Skills  
Product Code: 600/0727/6  
Session: 2020/2021

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### Select Learners

Select all learners Selected: 0

Select	New Claim Status	Name	ULN	Current Learner Status	
<input type="checkbox"/>	<input type="text"/>	LEARNER ONE_01		Registered	 
<input type="checkbox"/>	<input type="text"/>	LEARNER TWO_02		Registered	 

[Mark Units](#)

When you have selected your learners, go to **Mark Units**. All units for this product will show and you will need to mark the units that you would like to claim. You can do this by clicking in the select box, clicking on the row or in the results column. For products that have credit, you can also add achieved units as being Credit Transfer, Equivalence or Exemption by selecting the relevant type of achievement. If the achievement is a TAG, then tick the TAG box for each applicable unit as well. The TAG box is unavailable to select until an achievement has been selected.

**Mark learner units**

All learners selected will have the chosen units added to their record, if you do not wish to update some of the learners please return to claim learner certificates screen and remove the learners.  
Please be aware that some units may have already been marked and claimed in our database; these units won't be affected.

[Back](#)

For information on how to achieve this qualification please refer to the qualification specification on the website.

Select all units Selected: 0

Select	Mandatory	Results	TAG	Unit Code	Unit Name	Unit Level	Credit Value
<b>Group 1</b>							
<input checked="" type="checkbox"/>	Yes	A	<input checked="" type="checkbox"/>	T/502/8235	Developing Counselling Skills	Level 3	12
<input type="checkbox"/>	Yes	CT	<input type="checkbox"/>	L/502/8239	Theoretical Approaches in the Use of Counselling Skills	Level 3	10
<input type="checkbox"/>	Yes	Eq	<input type="checkbox"/>	K/502/8233	Working Ethically With Counselling Skills	Level 3	6
<input type="checkbox"/>	Yes		<input type="checkbox"/>	L/502/8225	Counselling Skills and Diversity	Level 3	6
<input type="checkbox"/>	Yes		<input type="checkbox"/>	L/502/8242	Counselling Skills and Personal Development	Level 3	6

When you have completed all the units for your learners select **Save Units** and you will be taken back to the Claim Learner Certificates screen.

Units will be saved even if you don't make your claim at this point; please remember to always **make your claim** so your certificate can be despatched.

If you have selected achievements, and not marked them as a TAG, you will be presented with this message. If you are submitting achievements that are not TAGs, select **Yes**. If you need to make any amendments, select **No** before proceeding.

### Submit unit grades

You are submitting units/components on a qualification that is available for Teacher Assessed Grades (TAGs). Please check that you are happy with your selection before submitting your grades.

Do you wish to proceed?

The New Claim Status field will now be populated for each learner. The system will calculate this for you. Any learners that are not ready for certification yet can be deleted from the claim by selecting the **remove learner from claim** icon. You can also amend the learner's name here.

Now select the address that you would like the certificates delivering to, complete the Internal Quality Assurer (IQA) name in full, tick the declaration box and submit. If you would like a Purchase Order Number to show on any certification orders, you can complete this here. Click **Submit** when you are ready.

### Select Learners

Select all learners Selected: 1

Select	New Claim Status	Name	ULN	Current Learner Status	
<input type="checkbox"/>	Full	LEARNER ONE_01		Registered	 
<input checked="" type="checkbox"/>	Partial	LEARNER TWO_02		Registered	 

### Choose Address and Internal Quality Assurer (IQA)

Select your delivery address:

Internal Quality Assurer (IQA) name in full:

Purchase Order Number:

I declare that the Internal Quality Assurer (IQA) has confirmed that the learners' claims listed above are correct:

You can review your claim before it is finalised. You must check that you have claimed all the components the learner has achieved, and the expected status is showing correctly. You can view the claimed units by selecting **Learner Units**. If you need to make any amendments, select **Return to claim** before proceeding.

## Review your claim

[< Return to claim](#)

**Product Name:** NCFE CACHE Level 3 Diploma in Counselling Skills  
**Product Code:** 600/0727/8  
**Session:** 2020/2021

The learners below will be included on your claim:

Batch	ULN	Name	DOB	New Claim Status	Learner Units
1	805577619	LEARNER ONE_01	01/01/1991	Full	
2	805577619	LEARNER TWO_02	01/01/1991	Partial	

[Claim Certificates](#)

To view the learner's claimed units, select **Learner Units**. Units marked as a Teacher Assessed Grade, or a Centre Assessed Grade will show here.

**Learner Units** X

Batch: 805577619  
Name: LEARNER ONE\_01  
New claim status: Full

Result	Unit Code	Unit Name	Unit Level	Credit Value
Achieved (TAG)	T/502/8235	Developing Counselling Skills	Level 3	12
Credit Transfer	L/502/8239	Theoretical Approaches in the Use of Counselling Skills	Level 3	10
Equivalence	K/502/8233	Working Ethically With Counselling Skills	Level 3	6
Achieved (TAG)	L/502/8225	Counselling Skills and Diversity	Level 3	6
Achieved (TAG)	L/502/8242	Counselling Skills and Personal Development	Level 3	6

Your confirmation page will include reports detailing what has been claimed.

Thank you for your claim

You've now submitted your learner statuses, we will issue learner certificates based on this information.

You can download your claim report if needed.

- [Download claim report \(Excel\)](#)
- [Download claim report \(PDF\)](#)
- [Download learner status report \(Excel\)](#)
- [Download learner status report \(PDF\)](#)

[Leave your feedback here](#) [Make another claim](#)

## Submitting Teacher Assessed Grades for Functional Skills

To submit Teacher Assessed Grades (TAGs) for Functional Skills Reform, or for Legacy, a booking will need to be made. TAGs are available to be submitted for all qualifications with external assessment. You can search for your learners in the normal way, using the **Book External Assessment** screen.

## External Assessment Bookings

You can search, create and view bookings for external assessments.  
Information on fees and pricing can be found on our website.

External Assessments

Controlled Assessments

	Batch	Forename	Surname	DOB	NCFE Learner Number	Product Code	Product Name	Session	
<a href="#">Select all</a>	<input type="text" value="805577690"/>	<input type="text" value="Forename"/>	<input type="text" value="Surname"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Product code"/>	<input type="text" value="Product name"/>	<input type="text"/>	<input type="button" value="Search"/>
<input type="checkbox"/>	805577690	LEARNER	ONE_01	01/01/1991	105797381	603/5054/4	NCFE Level 2 Functional Skills Qualification in English	2020/2021	
<input type="checkbox"/>	805577690	LEARNER	TWO_02	01/01/1991	105797382	603/5054/4	NCFE Level 2 Functional Skills Qualification in English	2020/2021	

You will be able to select which learners you would like to submit a TAG for once you have selected the assessment. If your learners are sitting the assessment in the standard way, you do not need to select the TAG.

New booking: NCFE Level 2 Functional Skills Qualification in English

Product code	Product name	Centre contact	
603/5054/4	NCFE Level 2 Functional Skills Qualification in English	Glyn Walker	<a href="mailto:glynwalker@ncfe.org.uk">glynwalker@ncfe.org.uk</a>
<input type="button" value="Add additional contact"/>			

Batch	Forename	Surname	NCFE Learner Number	ULN	Assessments	TAG	Exam paper language
					<input type="button" value="Manage selection"/>		
805577690	LEARNER	ONE_01	105797381		<input checked="" type="checkbox"/> 603/5054/4 Level 2 English - Reading	<input checked="" type="checkbox"/>	English <input type="button" value="v"/>
					<input checked="" type="checkbox"/> 603/5054/4 Level 2 English - Writing	<input checked="" type="checkbox"/>	
805577690	LEARNER	TWO_02	105797382		<input type="checkbox"/> 603/5054/4 Level 2 English - Reading	<input type="checkbox"/>	English <input type="button" value="v"/>
					<input type="checkbox"/> 603/5054/4 Level 2 English - Writing	<input type="checkbox"/>	

Select assessment window and time as standard, go to **Book Entries**. If you have not selected any TAGs, you will see this message. You can edit your entries if you need to add a TAG.

## Confirm entry details

You are about to book the following assessments. Please check the assessment details before confirming.

You are making a booking on a qualification which accepts Teacher Assessed Grades (TAG): if you do not flag this as a TAG, exam papers will be despatched.

Assessments information:

Product Code	Product Name	Assessment Component	Assessment Window	Location	Delivery Address
603/5054/4	NCFE Level 2 Functional Skills Qualification in English	603/5054/4 Level 2 English - Reading	Reform on Demand 2nd Test (English Reading Level 2)	Learning and Skills Service, Northumberland County Council, Northumbria House, Manor Walks, CRAMLINGTON, NE23 6UR	Learning and Skills Service, Northumberland County Council, Northumbria House, Manor Walks, CRAMLINGTON, NE23 6UR

Your booking will then be confirmed. If you have selected a TAG for any bookings, papers will not be despatched, and you will not require any assessment paperwork. If any of your learners will not be doing the assessment as a TAG, papers will be issued as standard.

## Entries for Assessment Complete

Thank you, your learner(s) have been entered for the assessment.

**Please note:** where the booking relates to a cancelled assessment in the 2020/21 session, and made on a representative Summer 2021 awarding window, no papers will be dispatched, and no assessment paperwork is required

External assessment papers will be dispatched at least **3 working days** before the assessment date/start of assessment window.

Please download the report(s) below including your order confirmation. An invoice will be sent to your Finance team for payment (if applicable).

• **805577690**

[Order Summary](#)

**603/5054/4 Level 2 English - Reading**

- [External Assessment Bookings Confirmation Report Multiple Assessment - 603/5054/4 Level 2 English - Reading](#)
- [Invigilators Register of Learners \(FS Reform\) - 603/5054/4 Level 2 English - Reading](#)

**603/5054/4 Level 2 English - Writing**

- [External Assessment Bookings Confirmation Report Multiple Assessment - 603/5054/4 Level 2 English - Writing](#)
- [Invigilators Register of Learners \(FS Reform\) - 603/5054/4 Level 2 English - Writing](#)

If you need to request a reasonable adjustment for any of the learners you have booked for an assessment, please use the form available on the NCFE website [here](#).

## Claiming certificates for Functional Skills

Your selected learners will show as below; each one will have a **New Claim Status** depending on any previous certification history. You will need to select which learners you would like to mark the components for. You can select more than one learner at a time, but only if you are claiming the

same component. You will be able to mark components as a TAG and will also be able to view any components that were marked as a Centre Assessed Grade last year.

### Select Learners

Select all learners Selected: 2

Select	New Claim Status	Name	ULN	Current Learner Status	
<input checked="" type="checkbox"/>	<input type="text"/>	LEARNER ONE_01		Registered	 
<input checked="" type="checkbox"/>	<input type="text"/>	LEARNER TWO_02		Registered	 

[Mark Components](#)

When you have selected your learners, go to **Mark Components**. All components for this product will show and you will need to mark the components that you would like to claim. You can do this by clicking in the select box, clicking on the row or in the results column. You will only be able to select Speaking, Listening and Communicating for Functional Skills English at this stage if a booking hasn't been made.

You need to make a booking in order to mark the component as a TAG. If the achievement is a TAG, then tick the TAG box for each applicable component as well. The TAG box is unavailable to select until an achievement has been selected.

For information on how to pass this qualification please refer to the qualification specification on the website.

Select all components Selected: 0

Select	Mandatory	Results	TAG	Component Code	Component Name	Component Level
<b>Group 1</b>						
<input type="checkbox"/>	Yes	<input type="text" value=""/>	<input type="checkbox"/>	FS/L2/SLC	Speaking, Listening and Communicating	Level 2
<input type="checkbox"/>	Yes			FS/L2/R	Reading	Level 2
<input type="checkbox"/>	Yes			FS/L2/W	Writing	Level 2

Some learners don't have an active booking for the assessments that you are adding a Teacher Assessed Grade (TAG) for. Please book your learners onto an assessment by clicking [here](#), then return and submit your TAGs.

You will be able to mark the TAG as Pass or Fail.

Grades will now also be saved even if you don't make your claim at this point; please remember to always make your claim so your certificate can be despatched.

Select all components
Selected: 0

Select	Mandatory	Results	TAG	Component Code	Component Name	Component Level
<b>Group 1</b>						
<input type="checkbox"/>	Yes	P	<input checked="" type="checkbox"/>	FS/L2/SLC	Speaking, Listening and Communicating	Level 2
<input type="checkbox"/>	Yes	P	<input checked="" type="checkbox"/>	FS/L2/R	Reading	Level 2
<input type="checkbox"/>	Yes	F	<input checked="" type="checkbox"/>	FS/L2/W	Writing	Level 2

Pass
Fail
Clear

Save Components
Cancel

When you have completed all the components for your learners, select **Save Components** and you will be taken back to the Claim Learner Certificates screen.

If you have selected achievements and not marked them as a TAG, you will be presented with this message. If you are submitting achievements that are not TAGs, select **Yes**. If you need to make any amendments, select **No** before proceeding.

**Submit unit grades**
×

You are submitting units/components on a qualification that is available for Teacher Assessed Grades (TAGs). Please check that you are happy with your selection before submitting your grades.

Do you wish to proceed?

Yes
No

The New Claim Status field will now be populated for each learner. The system will calculate this for you. Any learners that are not ready for certification yet can be deleted from the claim by selecting the remove learner from claim icon. You can also amend the learner's name here.

Now select the address that you would like the certificates delivering to, complete the Internal Quality Assurer (IQA) name in full, tick the declaration box and submit. If you would like a Purchase Order Number to show on any certification orders, you can complete this here. Click **submit** when you are ready.

Select Learners

Select all learners Selected: 1

Select	New Claim Status	Name	ULN	Current Learner Status
<input type="checkbox"/>	Full	LEARNER ONE_01		Registered
<input checked="" type="checkbox"/>	Partial	LEARNER TWO_02		Registered

[Mark Units](#)

Choose Address and Internal Quality Assurer (IQA)

Select your delivery address:  
(Main Address) Test Q6, Quorum Business Park, Benton Lane, NEWCASTLE UPON TYNE, Tyne and Wear, NE12 8BT

Internal Quality Assurer (IQA) name in full:

Purchase Order Number:

I declare that the Internal Quality Assurer (IQA) has confirmed that the learners' claims listed above are correct:

[Submit](#)

You can review your claim before it is finalised. You must check that you have claimed all the components the learner has achieved, and the expected status is showing correctly. You can view the claimed components by selecting learner components. If you need to make any amendments, select **Return to claim** before proceeding.

Result	Component Code	Component Name	Component Level
Pass (TAG)	FS/L2/SLC	Speaking, Listening and Communicating	Level 2
Pass (TAG)	FS/L2/R	Reading	Level 2
Pass (TAG)	FS/L2/W	Writing	Level 2

Your confirmation page will include reports detailing what has been claimed.

Thank you for your claim

You've now submitted your learner statuses, we will issue learner certificates based on this information.

You can download your claim report if needed:

- Download claim report (Excel)
- Download claim report (PDF)
- Download learner status report (Excel)
- Download learner status report (PDF)

Leave your feedback here

Make another claim

The claim report will show what has been claimed as a Teacher Assessed Grade (TAG).



## Claim Report

Centre Number: 002709	Purchase order number:
Centre Name: Northumberland County Council Adult Learning Service	Internal Quality Assurer: gw
Claimed By: Glyn Walker (GlynW)	
Product Name: NCFE Level 2 Functional Skills Qualification in English	Date submitted: 13 April 2021
Product Number: 603/5054/4	Date claim confirmed:
Session: 2020/2021	External Quality Assurer: Mr Qman Mod1

Batch Number	Learner Name	Learner Number	ULN	Claim Status	Accepted/Rejected
805577890	LEARNER ONE_01	105797381		Full	
FS/L2/SLC	Speaking, Listening and Communicating			Pass (TAG)	
FS/L2/R	Reading			Pass (TAG)	
FS/L2/W	Writing			Pass (TAG)	

### Viewing previous claims for certificates

You can view your certificate claim history by selecting **Previous Claims** from the Certification drop-down menu. You can search by Batch, Session, Product Code, Learner Forename or Learner Surname.

### Search Claims

You can search for your previous claims by entering one or more of the criteria below:

**Batch**                      **Session**                      **Product Code**                      **Learner Forename**                      **Learner Surname**

The results of your search will be displayed below.

On completion of your search, you can access the claim report by downloading it from the results section.

### Search Claims

You can search for your previous claims by entering one or more of the criteria below:

**Batch**                      **Session**                      **Product Code**                      **Learner Forename**                      **Learner Surname**

Your search returned 1 result(s).

Session	Product Code	Product Name	Date claim submitted	Date claim confirmed	Download
2020/2021	601/7566/7	NCFE CACHE Level 2 Certificate in the Principles of Care Planning	16 Oct 2020		

This will enable you to see what you have submitted claims for before results and certificates are issued.



# Claim Report

Centre Number: 003092      Purchase order number:

Centre Name: NCFE Test Centre      Internal Quality Assurer: gw

Claimed By: Glyn Walker (GlynW)

Product Name: NCFE CACHE Level 2 Award in Nutrition and Health      Date submitted: 12 April 2021

Product Number: 501/0038/5      Date claim confirmed:

Session: 2020/2021      External Quality Assurer: Mr Qman Mod1

Batch Number	Learner Name	Learner Number	ULN	Claim Status	Accepted/Rejected
805577314	LEARNER ONE_01	105795745		Full	
K/601/2530	Explore Principles of Healthy Eating			Achieved (TAG)	
J/601/2535	Consider Nutritional Needs of a Variety of Individuals			Equivalence	
M/601/2545	Use Food and Nutrition Information to Plan a Healthy Diet			CreditTransfer	
805577314	LEARNER TWO_02	105795746		Partial	
K/601/2530	Explore Principles of Healthy Eating			Achieved (TAG)	

### Results report

If you want to view your learner results at qualification level, you can do that by going to the Portal results screen and download a summary report that will show 3 years of data. This will be downloaded as a CSV file.

## Portal search

Products

Visit Reports

Batches

Learners

Bookings

Results

Bundles

You can download summary reports by using the product search field below.

601/6779/8 - NCFE Level 3 Applied General Certificate in Music Technology



Download summary report

You can download all learners' results for a session or search for results by using the search fields below.  
Downloading all learner results can take a few minutes, please be patient.

2020/2021



Download learner results

## eCertificates

You will be able to view and download electronic versions of your learner’s certificates on the Portal once they have been issued.

Please remember to [see our website](#) for further information on results release dates for category B1 qualifications. eCertificates will be issued after this date.

To do this, you will need the eCertificates permission to be active on your user account, which can be requested by contacting your Portal admin.

To access eCertificates, select **eCertificates** from the Certification drop-down menu.



You can search by Batch, Learner Forename, Learner Surname, NCFE Learner Number or Product Code.

	Batch	Forename	Surname	DOB	NCFE Learner Number	Product Code	Product Name	Learner Status	Award Date	
	<input type="text" value="805538546"/>	<input type="text" value="Forename"/>	<input type="text" value="Surname"/>	<input type="text"/>	<input type="text" value="NCFE Learr"/>	<input type="text" value="Product Coc"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>
<input type="checkbox"/>	805538546	LEARNER	ONE_01	01 Jan 1991	105565238	601/7566/7	NCFE CACHE LEVEL 2 CERTIFICATE IN THE PRINCIPLES OF CARE PLANNING	Full	16 Oct 2020	<input type="button" value="View Certificate"/>

On completion of your search, you can view your eCertificate by selecting View Certificate next to the learner you require. The eCertificate will be available to view as a PDF.

You can also download multiple eCertificates at once. To do this, select the learners you require, or you can select all certificates on the page (the amount shown here will depend on how your permissions are set up). If the number of learners searched on results is more than one page, you can select all certificates.



Once you have selected your learners, select **Request Multiple eCertificates**.



You will receive an email when the multiple eCertificates are available. Go to **Download eCertificates** from the Certification drop-down menu.



You will see your file on this page. Select Download Certificates and your requests will be there. These are only available for **4 hours** after you have made the request.

## Certification Downloads

Download your requested Certificates here. Downloads only stay active for 4 hours after the point of request

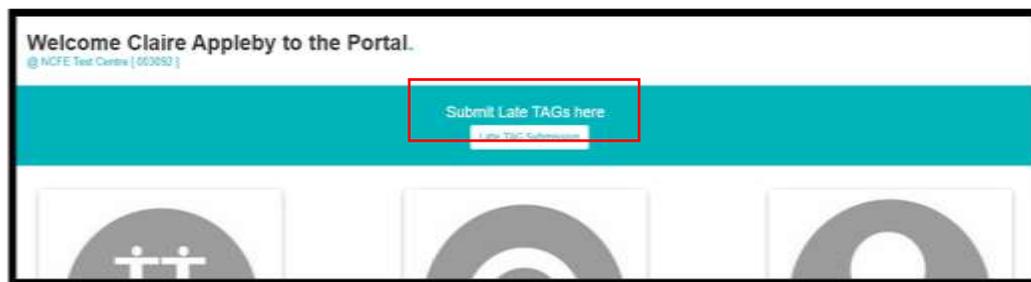
Requested date and time	Username	Download
16 Oct 2020 12:54	GlynW	<a href="#">Download</a>

## Submitting late TAGs from 01 September 2021

From 01 September 2021 the functionality to submit a TAG in the Portal will be disabled, to allow us to return to our standard operating model for the new session.

However, we understand that there may be some rare instances after that date where you identify a learner who you intended to submit a TAG for but didn't do so within the published dates. We have, therefore introduced a process for the late submission of TAGs where required. This will involve providing details of the TAG you wish to submit, the qualification and number of learners, and the root cause of why they have not been submitted.

From 01 September on the Portal home screen you will see a banner, where you can submit a request to submit late TAGs.



After clicking this, you will be asked to confirm that your TAG strategy has been approved, and (where relevant for Functional Skills qualifications), asked to confirm your Functional Skills Eligibility is also confirmed or not applicable.

A screenshot of a dialog box titled "Late TAG Strategy Check". It asks the question "Has your TAG strategy been approved?". Below the question are three buttons: "Yes", "No", and "Cancel".A screenshot of a dialog box titled "Functional Skills Eligibility Check". It asks the question "Has your functional skills eligibility been confirmed?". Below the question are three buttons: "Yes/Not appropriate", "No", and "Cancel".

If you select **No** for either of these questions, you'll be directed to the relevant form to complete first, as both are required before submitting a TAG.

If you select **Yes**, you will be taken to the **Create the Late TAG Request** screen where you can select the qualification for which you wish to submit a late TAGs. Please select one qualification at a time, providing the number of learners and a rational as to why they are late. **You do not need to tell us the learner names or TAG grades at this point.** Once your request has been approved, you will be able to submit TAGs for your learners in the usual way in the Portal.

**Create the Late TAG request**

Please select the Product by using the product search field below

500/0053/2 - NCFE Level 1 Certificate in Interactive Media

Number of Learners

Please enter the Reason for Late TAGs by using the text field below

+ Add Qualification

If you need to submit a late TAG for more than one qualification, you can add additional qualifications by clicking the add qualification button and completing the relevant details.

**Create the Late TAG request**

Please select the Product by using the product search field below

500/0454/9 - NCFE Level 1 Award in Graphic Design

Number of Learners

2

Please enter the Reason for Late TAGs by using the text field below

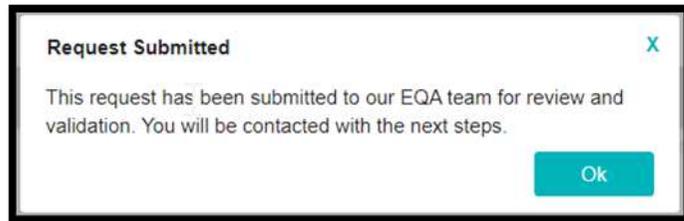
We have identified 5 learners who need late TAGs submitted for the following reasons. Please state your reasons here.

+ Add Qualification

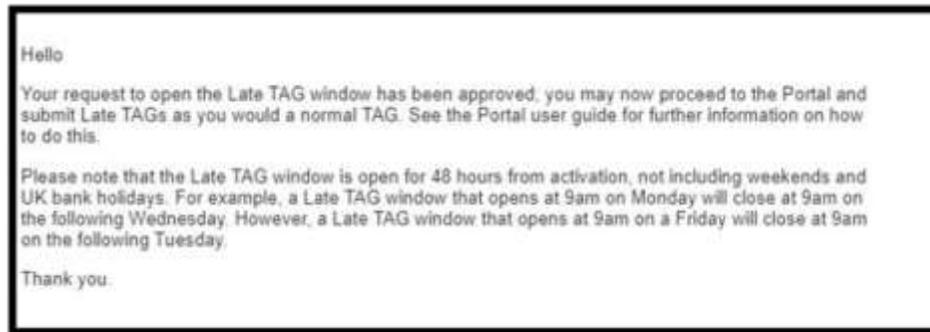
Product	Number of Learners	Reason
500/0053/2 - NCFE Level 1 Certificate in Interactive Media	5	We have identified 5 learners who need late TAGs submitted for the following reasons. Please state your reasons here.

Submit

Once you have added all required details and qualifications, click the **submit** button. Your request will be sent to the External Quality Assurance (EQA) team for review.



Once approved, an email will be sent to the user who made the request, confirming the next steps in submitting the late TAGs.



If your request is approved, you'll be given the functionality for a limited time to submit your learner grades following the TAG submission process, [as outlined as above in this document](#).



## Contact us

If you have further questions, you can:

- subscribe to our weekly newsletter
- visit our [Covid hub](#) on our website
- contact our customer support team, on 0191 239 8000, [customersupport@ncfe.org.uk](mailto:customersupport@ncfe.org.uk), or via the website
- contact your account manager or External Quality Assurer (EQA).