

**NCFE**

# A cut above the rest

**Switching to NCFE -  
sales support toolkit**

**This toolkit outlines key unique selling points that can help differentiate NCFE to prospective customers considering switching Awarding Organisations.**

**The document features unique selling points (USPs) covering NCFE's general offer, as well as product-specific benefits that can help identify why NCFE goes further for customers than anyone else.**



## Common USPs

### Communication

To communicate effectively, we'll:

- Offer a webchat service from both the website and Portal
- Provide our publications and assessment materials in the Welsh or Irish language, or in an alternative format, where appropriate and on request.


### Efficiency

To help you to progress your learners from registration to certification as easily as possible, we'll:

- Confirm approval for any additional qualifications or awards you want to deliver within 1 working day of receiving your completed application form
- Allocate an External Quality Assurer (EQA) within 7 working days of learner registration
- Provide on-demand online assessment for suitable qualifications
- Send you Functional Skills assessment results within 6 working days
- Send you multiple choice external assessment results within 10 working days
- Award Direct Claim Status (DCS) for certificates if you meet our published quality criteria (please note if you have DCS and switch to NCFE, we'll generally aim to honour your DCS like-for-like and will confirm our decision at approval stage)
- Process your certification claims within 24 hours.

## Support and information

To support you to deliver our qualifications effectively, we'll:

- Allocate you a dedicated colleague who can talk to you about your curriculum needs
- Publish our fees in a clear format with no hidden charges 
- Send you our regular newsletter and news updates
- Provide an informative and accessible website
- Provide a range of training and networking events throughout the year
- Allocate an EQA when you register learners for each qualification or award you offer, who'll visit at least once a year to provide support and sample learners' portfolios
- Provide a breath of integrated solutions such as:
  - FAST (Functional Assessment and Skills Together)
  - Integrated End Point Assessment offer.

## Our service level agreements

- **Additional product approval** – processed within 1 working day
- **New centre approval** – processed within 5 working days
- **External Quality Assurer (EQA)** – allocated within 7 working days of candidate registration
- **Entries for external assessment** – papers issued 7 working days before assessment
- **Results for external assessments with multiple choice question papers** – issued within 10 working days of assessment date
- **Results for Functional Skills external assessments** – issued within 6 working days of receiving assessment papers
- **Certificates** – we will process your certification claim within 24 hours
- **Email responses** – within 48 hours



# Functional Skills

- We have the fastest online results release in the sector. You'll receive your learners' results in **6 working days\***, helping to keep them engaged in their learning.
- Flexible and on-demand paper, online and remotely invigilated assessments that allow learners to sit at a time that suits them.
- Support for teachers to aid delivery – we offer free curriculum support from our Provider Development team, **with 3 free consultations with subject specialists** in the first 12 months. We also provide onboarding and ongoing CPD support throughout your delivery. Engagement with the support from the team is **proven to increase achievement by up to 6%**.
- High-quality suite of free teaching and learning resources that can be delivered face-to-face, remotely or independently by the learner. Our ready-to-use teaching packs are ideal for those who aren't English and maths specialists.
- No matter how large or small your learner cohorts, you'll receive the same level of high-quality service from us with a response to your queries within 24 hours. We also have **no minimum registration** requirements and no restricted access to our resources.
- Our One Assessment tool can deliver an accurate **initial assessment for both English and maths in 30 minutes**, so you can identify your learners' levels and skills gaps in a single assessment.



*\*In the event that we do not meet 6 working days is when a paper must undergo regulatory awarding - we publish all dates 12 months in advance when this will happen to allow you to plan your assessments around this.*



# EPA

- **Complete EPAs within 8 weeks of your Gateway acceptance date\*** - we're more efficient than other EPAOs as we move from the review stage straight to booking to ensure you progress through the Gateway process smoothly.
- Feedback and results on each assessment component within **5 working days** - we're proud to be the only EPAO that provides this after each assessment.
- No upfront fees until apprentices reach Gateway and no withdrawal fees.
- A holistic support package which ranges from an in depth onboarding process to a dedicated Relationship Manager. Your Relationship Manager will be your trusted partner every step of the way, providing proactive support and guidance whenever you need it.
- Our initial assessment and diagnostic tools complement your apprenticeship delivery and improve apprentice outcomes through accurate assessment of their starting points.
- We directly employ our Independent End-Point Assessors (IEPAs), to ensure we have complete control over the quality and service of your EPA. These sector experts provide fair, consistent and high-quality assessments.

*\*Where you give 8 weeks' notice, with some exceptions where EPA plans outline specific timelines.*

## Product level USPs with certain standards

- **Data technician** - we deliver the professional discussion (Assessment method 2) first and then the scenario assessment (Assessment method 1) so that we can allocate a scenario relevant to the industry the apprentice works within. In addition, assessments do not need to be conducted on the same day.
- **Data Analyst** - we do not need to sign off the project at the gateway stage. This allows the SLA time to be within the 12 weeks (within the 12wks SLA - wks 4-5 for Professional Discussion and week 11 Project and presentation)
- **Teaching Assessor** - we can do the invigilation of assessment remotely saving you time
- **Accountancy Payroll and Tax standards** - we offer a roll-on-roll-off EPA model so apprentices aren't restricted to a particular assessment window. This means apprentices don't need to wait for a set EPA window to carry out a resit.



# V Certs

- Our V Certs are approved for 2024 and 2025 KS4 performance tables and carry performance points, which count within the open group of Progress 8.
- V Certs are structured in a very similar way to GCSEs, specifically designed this way so that they fit easily within the rest of your curriculum.
- Our V Certs are structured with just one mandatory unit - competitor Tech Awards have 2 or 3 units).
- We have just two assessments: one internal and one external - competitor Tech Awards have 2 internal, 1 external assessments. This alleviates unnecessary administrative burden.
- There are no summative assessments until the final year of study - competitor Tech Awards have one internal assessment in the first year of study. This means you can focus purely on teaching in the first year. This also means you'll never have to juggle assessments of two cohorts at the same time. For example, year 10 will never be doing an assessment at the same time as year 11.
- You will still be assessed using a synoptic project (60%) (now called the NEA), but this will need to be done in the same year as the examination. The external examination (40%)\* will now happen at the end of the programme, and can only be taken once the synoptic project is complete. This was stipulated by DfE and will be the same for all Tech Awards approved for 2024 and 2025 performance tables.
- We support you every step of the way throughout your delivery of our V Certs. Our range of free tools include free teaching and learning resources, "prep to teach" events led by our Provider Development team, and regular subject-specific teacher CPD sessions.



# Skills Assessment

## Common USPs that go across all Skills Assessment products

- On going staff training provided to ensure centres maximise the benefits - usability and adoption of the platform – free of charge
- Accessibility across the platform allowing you to change font size, language, and background colour

## Skills Builder USP's

- Integrations to support Accessibility requirements.
- Dyslexia and Dyscalculia Screening.
- RAG status results.
- Individual resources assigned to the learners.
- Repeat assessments to track proficiency.
- Interactive Quality Dashboard.
- Comprehensive report library.
- One Assessment (FS/FS GCSE).

## Skills Work USP's

- British Confederation of Industry authorised.
- Psychometric Employability Assessment.
- Comprehensive resources that explain all topics.

## Skills Review USP's

- Self-Assessed Skills Gap Analysis Tool
- Obtains and displays prior knowledge of the learner.
- Professional discussion to justify ILP.
- Make appropriate changes to funding allocations.
- Repeat process to track readiness for EPA.



