

New staff, and more support for centres

OCNSWR has taken on new staff in its Development Team, and will be able to offer greater support to centres.

Mark Baker and Hilary Oates have joined as Development Managers alongside Vickie Bishop, Chris Latham and Peter Oakley.

Niki Whent is providing administrative support to the Development Team in Cheltenham, whilst in Plymouth Sandy Franklin has moved across from Customer Support to Business Development. A replacement for Sandy will be appointed as Customer Support Officer.

Mark and Hilary bring extensive experience to OCNSWR. Mark lives near Bridgwater and has worked for a Sector Skills Council, Ofsted and as a senior manager in a Further Education college. Hilary lives in Plymouth and has worked in adult learning, basic skills, and as a manager in prison education. She has direct experience as a user of N/OCN qualifications.

Niki has previously worked for an educational publisher. She's new to OCN work, but is learning fast!

Result of success

The appointment of extra staff is possible because of OCNSWR's success over the past year or so.

We're looking forward to more success. We're particularly looking forward to being able to provide centres with even better service as we find time to do the things we know we should have been doing, but until now haven't had time to do.

Handover

Over the next few months the existing Development Managers will be handing over some of their centres to Mark and Hilary. There'll also be some movement between Vickie, Chris and Peter. If this affects your centre, your new Development Manager will contact you to introduce him or herself.

Everyone will be working to make the handover as seamless as possible for our centres.

It's good to know ...

It's really encouraging that feedback shows that most of the time centres are pleased with their dealings with OCNSWR.

To keep things that way and even improve them, here are few hints to help things go smoothly and to help you get value for money.

- **Check you're up-to-date**

More and more of our registrations are for NOCN courses, rather than locally developed ones.

All NOCN courses have qualification guides and unit lists. Make sure you're using the latest guide and list by checking on the NOCN website –

<http://www.nocn.org.uk/qualifications/qualifications>

- Check you're using the **correct unit list for your qualification** – for example, some Awards have a more restricted set of units than the companion Certificate or Diploma.
- **Make sure the units are all from one unit list** – many units with the same title and content have more than one

code if they're in more than one qualification.

- Check the **rules of combination** (of units) for the qualification. They're in the qualification guide.
- **Include the qualification name** when you register learners for NOCN qualifications. If you don't you may pay more than you need.

Local (non-NOCN)

qualifications are charged by the intended credit value of the course, and don't have a formal qualification name – just a course title.

- **Use the ULN**

All learners on QCF qualifications must be registered using the ULN (Unique Learner Number).

When learners are being registered for other qualifications, using the ULN ensures the same learner isn't registered twice – as Dan and Daniel, for instance.

- **Check the RAC**

When you get your RAC (Recommendations for Award of Credit) form back after registering learners, check it carefully.

If there are errors – for instance a learner's name spelt wrongly – tell your Customer Support Officer. (01752 831500 if you're not sure of the direct number).

There's no charge for corrections at this stage, but a reissued certificate costs £25.

- **Register on time**

For courses up to and including twelve weeks, registrations must be received within 25 working

days of the start of the course.

For courses over twelve weeks, there are 40 working days from the start of the course.

The charge for a late registration is £15 per learner.

The 25 and 40 days are from the start of the OCN course, which may be different from the time the learners begin at a centre.

- **Nesting is free for 2010-11**

Step-UP and Progression Qualifications can be 'nested'.

This means that learners can count (say) the units already gained in an Award into a Certificate without starting again.

OCNSWR is making this free in 2010-11. You just pay the difference between the registration cost of the smaller and larger qualification.

Functional Skills - value for money and on demand

All NOCN Functional Skills qualifications have now been accredited by Ofqual.

This means English, Maths and ICT, from Entry 1 to Level 2, are now available.

Sample papers are on the NOCN website (<http://www.nocn.org.uk/learning-providers/functional-skills/approved-september-2010-sample-assessments>), along with supporting information.

Assessment on demand

All NOCN assessments can be taken on demand.

Entry level assessments are marked and internally verified by centre staff,

meaning results are available 'instantly' (when direct claim status has been achieved, and subject to verification requirements).

Level 1 and 2 assessments can be taken at any time, but are marked by NOCN in one of eight marking windows throughout the year.

Value for money

NOCN Functional Skills are only £10 per assessment, with resits free at Entry Level.

New and extended NOCN qualifications

NOCN has a new 9-credit **Level 2 Award in Introductory Work in the Outdoors**. It is aimed at those interested in pursuing a career in outdoor activity centres.

Further details will be given in the next Update.

The following courses have had their accreditation dates extended – see the NOCN website for details (www.nocn.org.uk)

NOCN L2 and L3 Awards in **Workplace Learning Champions**

NOCN Entry 3 Award and Certificate in **Media Literacy**

NOCN L1 and L2 Awards and Certificates in **Faith Community Development**

The Qualification Guide and Unit Lists for **Preparing to Teach in the Lifelong Learning Sector** Awards at Level 3 and Level 4, plus the Unit Lists for the Certificate at Level 3 and 4 are now on the NOCN website.

The Qualification Guide for the Level 3 and Level 4 **Certificate in Teaching in the Lifelong Learning Sector** will follow.

Progress – subsidised training until March 2011

Progress is a national training project the National Council for Voluntary Youth Services has been funded to deliver by the Children's Workforce Development Council.

The purpose of the project is to build workforce capacity in the voluntary and community sector by providing skills and training for those working with young people.

The key aim of Progress is to provide nationally 25,000 accredited training opportunities for volunteers and paid staff by subsidising voluntary and community sector training providers. Many of the opportunities involve NOCN units.

Voluntary and community sector training providers who are interested in becoming involved in the project or who want to find out more about it should contact elena@ncvys.org.uk or isabelle@ncvys.org.uk.

For more information contact your Development Manager

Bristol Colleges, Gloucestershire and Wiltshire
Peter Oakley (01242 225517)

Bristol, BANES, Bournemouth and Poole, Dorset and Somerset
Chris Latham (01752 831500)

Devon and Cornwall
Vickie Bishop (01752 831507)

Alternatively, contact OCNSWR Office Manager
Lisa Otter (01752 831500)