

Centre Handbook 2023-2024

Essential Digital Skills qualifications

How to navigate within this document

Navigate from the Contents page overleaf by clicking on the Section headings to go to that Section.

Click on any major heading throughout the document to return to the Contents page and use that page as a 'springboard' to get to other Sections.

You can also scroll through pages in the usual way.

Updates

Please note that this is a working document so is periodically updated. Refer to the version number and date on this document to ensure you are using the latest version of this guidance.

Summary of Changes – December 2023, version 2023/1

- Cache MUST be cleared on all computers prior to their use in assessments (see Annex 1).
- The original five Assessment Papers, for both E3 and L1, have now been streamlined to three Assessment Papers. The qualification syllabus remains the same.
- The table below shows the previous 5-paper versions and the current 3-paper equivalents.

E3	AP1+AP2+AP3=APA	AP4=APB	AP5=APC
L1	AP1+AP2=APA	AP3+AP4=APB	AP5=APC

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General information

Introduction to this document

This document outlines the required processes each OCN London Centre needs to go through, firstly, to be approved to deliver OCN London Essential Digital Skills Qualifications (EDSQs), and secondly, to administer their delivery.

This information in this document is consistent with the general '[OCN London Centre Handbook](#)' but includes additional requirements related specifically to the delivery of the EDSQs.

Please note that information and details on the content of our EDSQs is in the relevant [OCN London Qualification Guide](#) (sometimes referred to as the Qualification Specification). Qualification Guides for each of the EDSQs are available as follows:

- [Entry Level Award in Essential Digital Skills for Everyday Life \(Entry 3\)](#)
- [Level 1 Award in Essential Digital Skills for Everyday Life](#)

Support is always available during office hours by calling the main switchboard on **020 7278 5511** or by calling or emailing one of your designated [OCN London contacts](#) directly. OCN London prides itself on the support we provide to Centres and a measure of that is the allocation of designated staff members to help you with all accreditation matters.

As an OCN London Centre, you will already have been allocated an OCN London curriculum contact and a business support contact. If you are not sure who these people are (they would have been named in the 'welcome email' sent when your Centre was first approved), simply call the main switchboard or email enquiries@ocnlondon.org.uk and we will let you know.

Get in touch with your OCN London curriculum contact for example, if you have any questions regarding EDSQ curriculum matters, or your OCN London business support contact if you have any general or administration related questions, such as the registering of Learners.

If you are not yet an OCN London approved Centre, please visit our [dedicated web page](#) for information on how to gain approval.

For new centres only: updating named contacts

Each Centre is required to provide OCN London with a named contact for:

- i) Quality,
- ii) Curriculum,
- iii) Administration, and
- iv) Finance.

This information was initially provided on the Centre Approval application form. These named contacts are your staff members who liaise with us generally for these four areas, across different subjects and qualifications.

One of the requirements of Centre approval is to keep us informed of any changes relating to the named contacts at your Centre (Quality, Curriculum, Administration and Finance). Please make sure that we are aware of any such changes by using the Contact Manager facility on QuartzWeb or alternatively complete and return an updated Contact Form to us (available via the resources section of QuartzWeb or please request a copy from enquiries@ocnlondon.org.uk).

If we are not informed of staff changes it can cause delays and important information may not be received by those delivering OCN London provision.

All of those involved in OCN London provision within your Centre should be aware of these named contacts. It can cause confusion if individual Tutor/Assessors raise issues about, for example, course development or external moderation directly with OCN London rather than going through the relevant contact person at the Centre.

Approval to deliver OCN London EDSQs

Approval to deliver EDSQs process flowchart



Process for approval

If you want to deliver either or both of OCN London's EDSQs, please contact your allocated OCN London curriculum contact to discuss your plans. They will send you the OCN London 'Approval to Deliver EDSQs' form.

Please complete and return this form to our Centre Approval Manager at pam@ocnlondon.org.uk.

Please refer to the relevant OCN London Qualification Guide (Section 4) for Centre 'eligibility for approval' and for full details regarding Centre requirements. These include the need to have:

- sufficient ICT equipment for each Learner to access their own computer/workstation (laptop or desktop) and other appropriate physical resources, including internet access,

required software, learning materials, teaching rooms to support delivery and assessment;

- staff involved in the assessment process that meet the requirements set out in the Centre staffing requirements section of the Qualification Guide (see section 4.3 of the Qualification Guide);
- systems in place that ensure continuing professional development for staff delivering OCN London qualifications;
- appropriate health and safety policies and procedures relating to the use of equipment by Learners; and
- delivery of OCN London qualifications that complies with current equalities legislation.

Course registration

On approval to deliver EDSQs, Centres will have the relevant OCN London EDSQ courses automatically registered on our central database, Quartz. When the courses are registered Centres can then register Learners and access the formal Assessment Papers, when required.

Centre EDSQ Training

OCN London training for Centre staff who will be delivering and internally moderating OCN London EDSQs is a mandatory requirement.

This will usually take the form of a training session conducted by an OCN London EDSQ specialist to help support your staff in becoming familiar with the assessments, OCN London EDSQ assessment requirements and related procedures. The specialist will also provide general support and answer any questions staff may have.

As well as supporting staff, this process should also ensure Learners are, in turn, well supported and successful in their studies.

Learner registration

Registration of Learners

Learners must be registered at least **three days before** their first formal assessment takes place or within **25 working days** of the start date of the course (whichever is earlier).

These timescales are in place to ensure that we can put appropriate quality assurance mechanisms in place to monitor standards of provision.

If Centres register Learners after these timelines a late registration fee may be charged, and Centres will be required to take action to prevent further late registrations.

Online Learner registration

All Centres are required to register Learners using OCN London's secure online [QuartzWeb](#) system.

Existing Centres will already have access to QuartzWeb set up. A named Administration Contact at your Centre will already have been issued with a user account for access to QuartzWeb to register Learners. If you are a new Centre or are not aware of who your Administration Contact currently is, simply contact OCN London and we will be glad to advise you. Additional accounts can also be created for other administrators, as required.

At the point of qualification approval, an e-registration spreadsheet template will be sent to your Centre's named Administration Contact by their OCN London business support contact and additional copies can be downloaded from QuartzWeb. If the Centre uses a management information system (MIS) it will be possible to export data directly to populate the e-registration template with the details of the Learners.

Course details are selected from drop down menus within QuartzWeb to create a course run, and the completed e-registration template is then uploaded to link the Learners to the course run.

Full instructions on the process are provided upon the creation of a new user account and the OCN London business support team are available by phone, email, or online meeting to help with guidance whenever needed.

A 'step by step' QuartzWeb User Guide, complete with screenshots, detailing how to register Learners is also available from the [Learner Registration and Certification page](#) of the OCN London website.

A free of charge '**Introduction to Learner Registration and Certification**' information session is run on a monthly basis; it provides a real time step-by-step demonstration of the Learner registration and certification process along an overview of QuartzWeb and the facilities it

provides. Meeting online with you and your colleagues, on a date and time to suit, ensures that we can answer any questions you have about your provision and tailor the session to meet your needs.

If you would like further information on QuartzWeb, please contact the [business support team](#).

Assessment and internal moderation

Introduction to EDSQ assessment

From September 2023 onwards OCN London EDSQ assessments at E3 and at L1 will be 'online'. This requires use of the OCN London OPAL platform and Centres need to be familiar with related assessment requirements and how to use the platform.

Learners need to access Assessment Papers during a formal Assessment Events arranged by the Centre. They receive individual 'login' credentials sent to the Learner email address provided at registration by the Centre. The 'login' page for Learners is the same web address as for all other OPAL users - <https://ocn.eportfolio.org.uk/>

OPAL is designed to ensure the Learner interface is sufficiently intuitive and straight forward for them that they do not need a written guide on how to use it. They simply log in and click the 'Assessments' tab to access the Assessment Paper(s) opened by the Centre Admin, complete the Assessment Paper, and log out.

Learners should be given access to the 'sample' assessments – so they can practice and become familiar with the format and style of the Assessment Papers.

In addition, there are three roles Centre staff need to perform, as follows:

OPAL Centre Admin role – to open and close assessments for cohorts and individual Learners at the beginning and end of assessment events

OPAL Centre Tutor/Assessor – to carry out the marking of online Assessment Papers that Learners have completed during formal Assessment Events

OPAL Centre Tutor/Assessor/IQA role – to carry out IQA (internal moderation) to check the Tutor/Assessor's marking and that Learner scores are fair and appropriate, prior to 'signing off' on claims and alerting the EQA (your designated OCN London External Moderator) that EQA is now needed.

Controlled assessment environments

Assessment environments need to be 'controlled'. While full 'exam conditions' are not required, the assessment environment where Learners sit their EDSQ assessment papers must meet the requirements set out in the Qualification Guide (Section 5.5, 'Conduct of controlled assessments') to minimise the likelihood of Learners 'copying', 'cheating', or other forms of malpractice.

Assessment conduct

Inform OCN London about assessment events

It is no longer a requirement for Centres to fill in an online notification form, however, we do ask that Centres inform their External Quality Assurer (EQA) of planned assessment events at least 3 working days prior to the event.

For Centres delivering regular, or high-volume assessment events, alternative notification arrangements may be agreed on request (via email to the Centre's EQA).

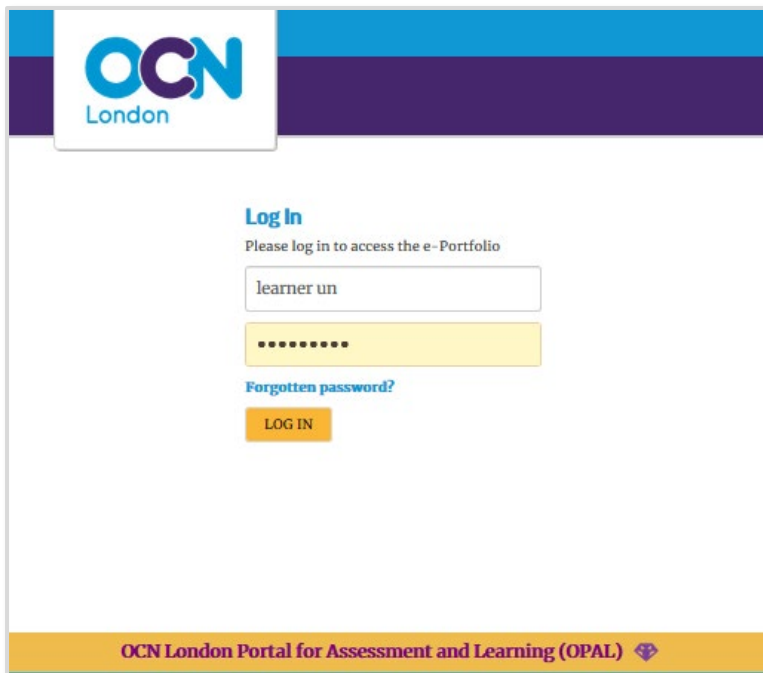
Should a planned assessment event be cancelled or amended, OCN London must be informed at least 24 hrs prior to the event, as 'spot checks' may be made, and a cancelled event could be wasteful of OCN London staff time if no notification is made. A fee may be charged where no notification of a cancelled event is made and an OCN London staff member conducts a spot check. Notification of cancellation may be made by email to enquiries@ocnlondon.org.uk.

Administrative duties

Admin contact's login

Login page is at <https://ocn.eportfolio.org.uk/>

Enter your Username (UN) and Password (PW) supplied or contact OCN London to get an 'admin' login for your Centre.



The screenshot shows the login interface for the OCN London e-Portfolio. At the top left is the OCN London logo. Below it, the text 'Log In' is displayed in blue, followed by the instruction 'Please log in to access the e-Portfolio'. There are two input fields: the first contains the text 'learner un', and the second is a password field with masked characters. Below the password field is a blue link for 'Forgotten password?'. At the bottom of the form is an orange 'LOG IN' button. The footer of the page features a yellow bar with the text 'OCN London Portal for Assessment and Learning (OPAL)' and a small diamond icon.

Admin homepage

When you log in as the OCN London OPAL Centre Admin contact, your homepage will appear as below.

As Admin contact, your key EDSQ role will be to make each EDSQ Assessment Paper (AP) 'open' and available to particular cohorts or individual Learners during specific Assessment Events (i.e., formal exams), and to 'close' them again when the time allowed for completion of the AP(s) has elapsed.

(NB Tutors are now also able to be given the facility to open and close assessments, but this requires formal approval provided to OCN London by the Centre's Admin contact or senior manager. A Centre may not wish its tutors to have this facility if this could make managing assessment security problematic).



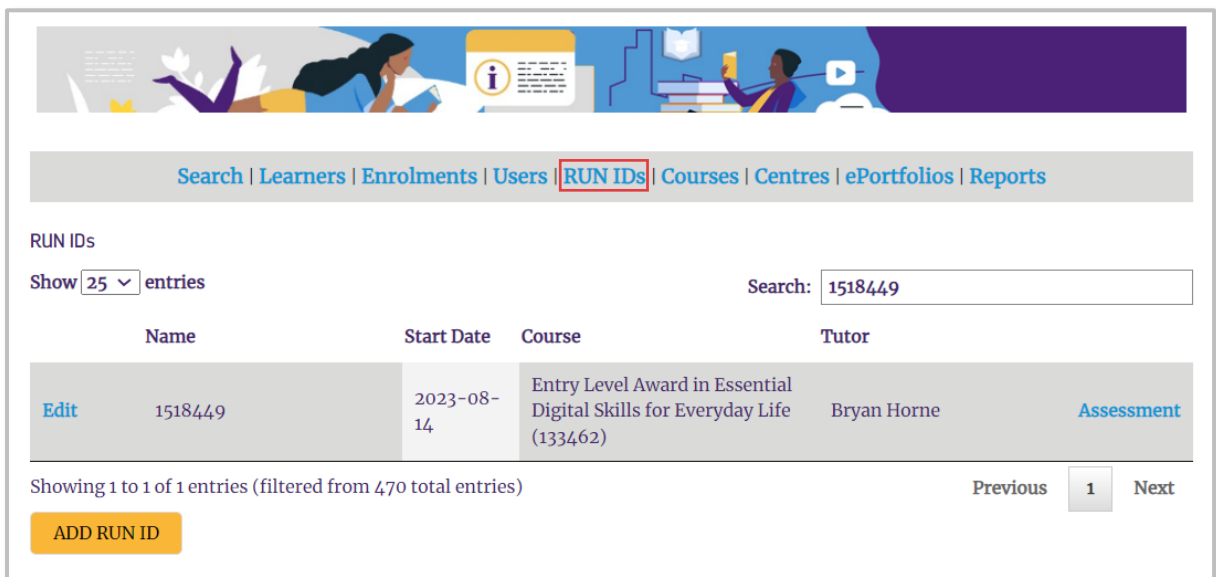
Selecting the correct cohort – to open/close assessment for that cohort

Different cohorts, or course runs, are termed 'RUN_IDS' in OPAL. Your Centre may have only one, or possibly many EDSQ course runs, so you may need to use the search facility to find the correct RUN_ID.

The course Run / RUN ID has a 'name' that is the same as the RUN ID identifier confirmed when you registered Learners via QuartzWeb. This is a 7-digit number usually starting with the numbers **151**.

To find the course run / RUN ID in question, navigate to the 'RUN_IDS' page (as highlighted below), add the 7 digit RUN ID number into the search box, and the correct course run will become visible.

Once you have located the correct cohort, click on the 'Assessment' link (highlighted in the screenshot below).



The screenshot shows the 'RUN_IDS' page in the OPAL system. At the top, there is a navigation menu with links: Search | Learners | Enrolments | Users | **RUN_IDS** | Courses | Centres | ePortfolios | Reports. Below the menu, the page title is 'RUN_IDS'. There is a search bar with the text '1518449' and a dropdown menu showing '25' entries. Below the search bar is a table with the following data:

Name	Start Date	Course	Tutor
Edit 1518449	2023-08-14	Entry Level Award in Essential Digital Skills for Everyday Life (133462)	Bryan Horne

Below the table, it says 'Showing 1 to 1 of 1 entries (filtered from 470 total entries)'. There are 'Previous' and 'Next' buttons, with '1' in the middle. At the bottom left, there is an 'ADD RUN ID' button.

Click to open open/close the correct assessments

In the now displayed AP dashboard screen – click the ‘View’ link to view the AP you wish to ‘open’ or to ‘close’.

For example:

- to access the default **APA** paper available to learners, you would click on the View link circled 1 in the screenshot below,
- to access the default **APB** paper available, you would click on the View link circled 2, and
- to access the default **APC** paper, you would click the View link circled 3.

The same process would apply if you were making papers available to Learners in this cohort about to take an AP as a resit, but the resit papers are not shown in the screenshot above. You would simply click the corresponding View link in line with the ‘Resit’ label for that AP paper.

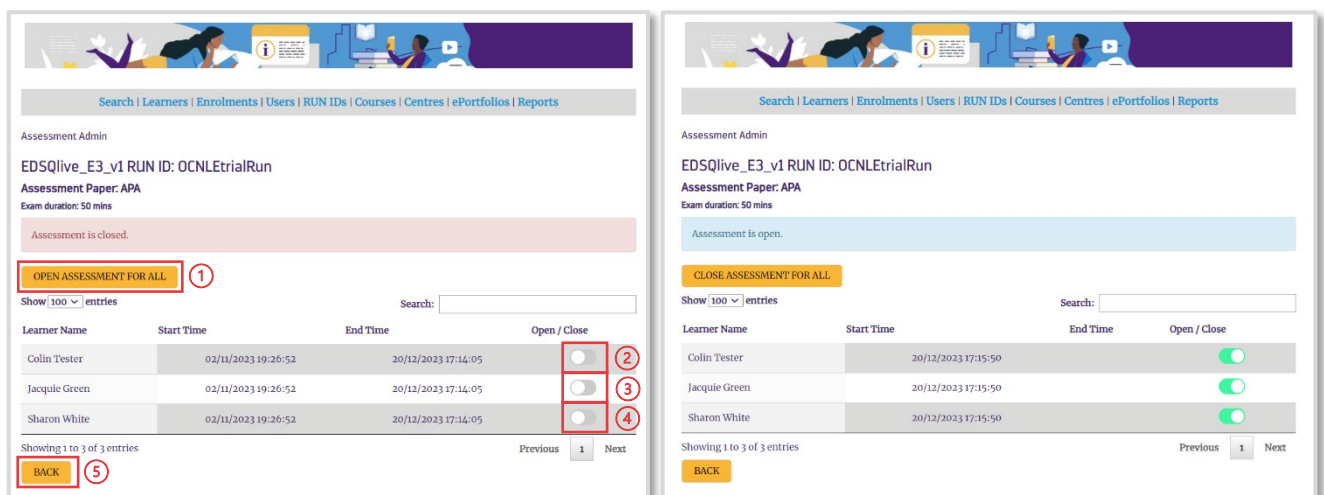
The screenshot shows the 'Assessment Admin' interface. At the top, there is a navigation bar with links: Search | Learners | Enrolments | Users | RUN IDs | Courses | Centres | ePortfolios | Reports. Below this, the page title is 'Assessment Admin' and the specific run ID is 'RUN ID: OCNLEtrialRun'. A table lists three assessment papers, each with a 'View' link circled in red and numbered 1, 2, and 3 respectively.

Assessment Paper	Date Completed	Duration (mins)	Status	View
APA - Set 4 x3 E3		50	Open	View ①
APB - Set 4 x3 E3		75	Open	View ②
APC - Set 4 x3 E3		75	Open	View ③

Open/close assessments for individual Learners

In this screen, all Learners registered to this cohort / RUN ID are listed with their names down the lefthand side. As Admin contact you can make this AP 'open' to the full cohort or to individual Learners – depending on which Learners from that cohort / RUN ID are about to take the Assessment Paper(s).

In the screenshots below, there are three Learners on this Course Run. The top screenshot shows assessments closed – the bottom image shows assessments 'open'. 'Open' assessments by clicking either the 'OPEN ASSESSMENTS FOR ALL' button – at 1 below – which opens/closes assessments for **all** learners listed, or by clicking the individual switches – at 2,3 and 4 below – to open the assessment just for the individual learner, or learners of interest. When done, click the 'BACK' button, at 5 below.



As Admin contact, you can toggle or open and close any combination of APs by clicking the large button 'OPEN / CLOSE ASSESSMENT FOR ALL' or using the individual switches for individual Learners. When a learner's assessment is open, the switch is green. (Click on the switch again to close it.) Learners with green switches currently have this Assessment Paper 'open' and so available to them when they are logged in to OPAL.

When you have opened the correct assessments, click the yellow 'BACK' button to ensure your actions have been saved. This also returns you to the previous screen – where you may wish to open or close other APs for Learners in this cohort.

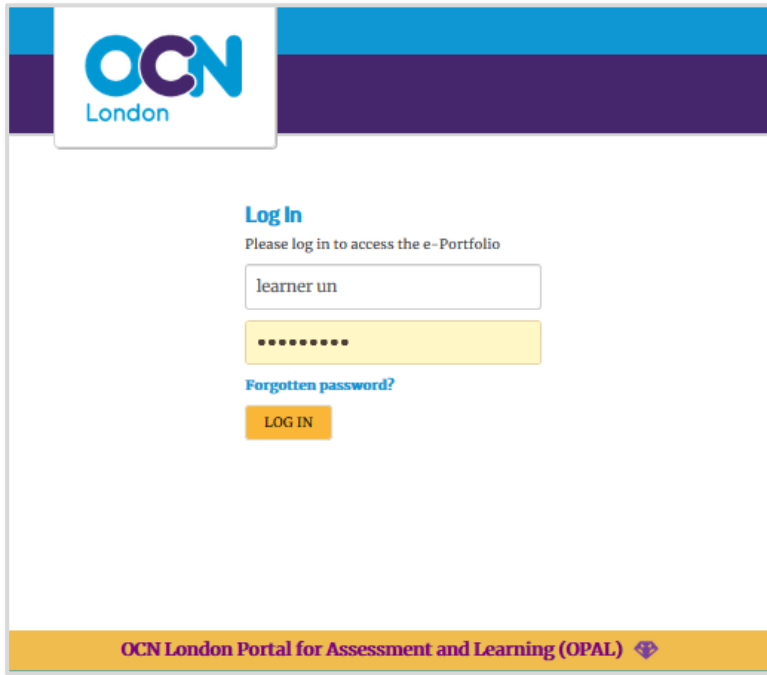
Be sure to close all assessments for the cohort when their allotted time for their assessment(s) has expired.

Tutor/Assessor duties

Tutor/Assessor's Login

Login page is at <https://ocn.eportfolio.org.uk/>

Enter your Username (un) and Password (PW) supplied or contact OCN London to get an 'Tutor' login for your Centre.



Tutor/Assessor's homepage

When you log in as the OCN London OPAL Tutor (i.e., Tutor/Assessor) contact, your homepage will appear as below.

As Tutor contact, your key EDSQ OPAL role will be to assess EDSQ Assessment Papers (APs) completed by Learners in the course runs you are responsible for at your Centre.

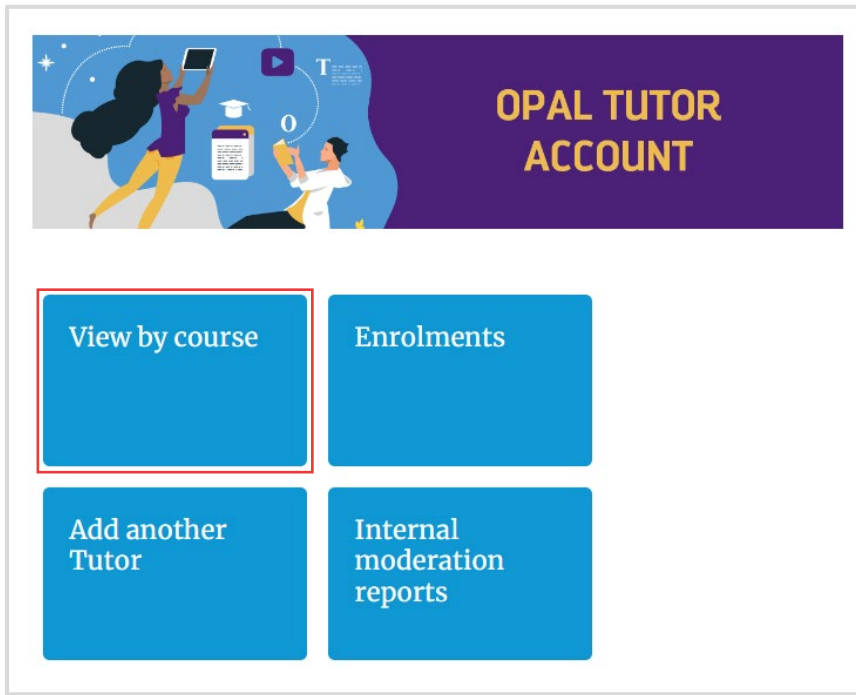
Learners complete EDSQ assessments at controlled Assessment Events within the Centre, online and using the OCN London online OPAL platform. It is **important** that the cache is cleared on all computers prior to its use in assessments (see Annex 1). Also, you must ensure that autofill payment methods and addresses on the browser running the APs are turned off.

Using Chrome as an example for autofill, this can be done by:

- Settings > Autofill and passwords > Payment methods > Save and fill payment methods OFF + Allow sites to check if you have payment methods saved OFF
- Addresses and more > Save and fill addresses OFF

To mark the completed and waiting assessments, you first need to access the correct cohort of Learners, or course RUN ID. Course runs are termed RUN IDs in OPAL.

To access a course RUN ID's completed Learner assessments, click on the 'View by course' button, highlighted in the screenshot below.



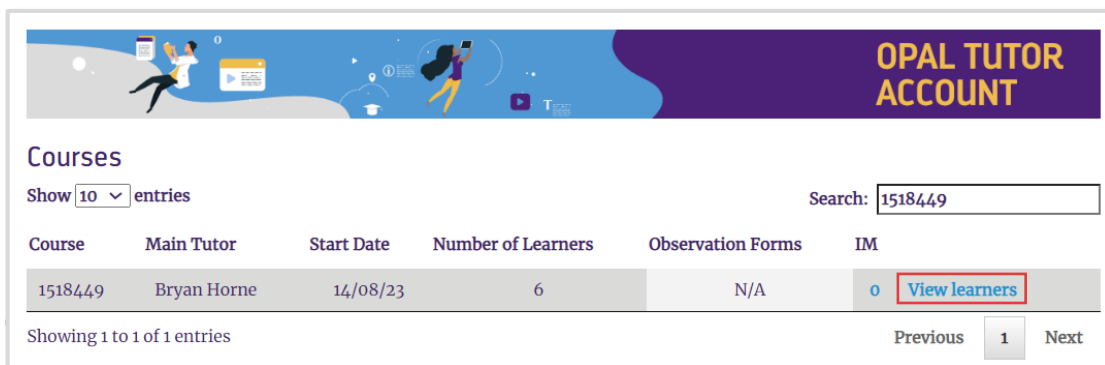
Find the correct cohort

Your Centre may have only one, or possibly many EDSQ course RUN IDs so you may need to use the search facility to find the correct RUN_ID.

The course run / RUN ID has a 'name' that is the same as the RUN ID identifier confirmed when you registered Learners. This is a 7-digit number usually starting with the numbers 151.

To find the course run in question, add the 7 digit RUN ID number into the search box, and the correct course run will become displayed as a single row.

Click on the 'View Learner' link (highlighted below).



Open an AP to mark it

The screen below shows Learners registered on this course run / RUN ID with their names listed in the left most column.

Also shown – as column headings – are the three APs or Assessment Papers for this cohort / RUN ID of Learners.

Under each AP column heading, for each Learner, there is a link to the default assessment paper. ('Default' just means this is the current main assessment paper. When another paper is made available for a 'resit', this paper will also show but be labelled 'Resit' instead of 'Default'.)

Scores are shown but will show as '0' until assessments have taken place. Even when assessments have taken place, the marks will only include 'auto marked' totals. For an AP that has been completed by the Learner but not yet marked by the Tutor / Assessor, marks shown here will only include the marks from 'auto marked' tasks and questions, until you add the 'manual marking' also required.

To go ahead and mark a Learner's assessment paper, click on that paper. In the example shown below, the Tutor/Assessor is going to click on the Learner Colin Tester's APB Default paper. (Default in this context just means the first paper taken, rather than a Resit paper).

So far...in the screenshot...OPAL is showing only 8 marks out of a possible 24 for APB for that Learner highlighted.

Clicking the corresponding link will open the marking page for that AP.

Example 1

OPAL TUTOR ACCOUNT

EDSQlive_E3_v1 Marking required: 🟡

RUN ID: OCNLEtrialRun Marking completed: 🟢

Default assessment: Set 4 x3 E3

Show 10 entries Search:

Learner Name	APA	APB	APC	Total Marks
LOG IN AS USER Sharon White	Default: 0 / 18	Default: 0 / 24 🟡	Default: 0 / 18	0
LOG IN AS USER Jacquie Green	Default: 11 / 18 🟢	Default: 0 / 24	Default: 4 / 18	15
LOG IN AS USER Colin Tester	Default: 17 / 18 🟢	Default: 8 / 24 🟡	Default: 4 / 18 🟡	29

Showing 1 to 3 of 3 entries Previous 1 Next

Marking an Assessment Paper (AP)

The screenshot below shows all the items in a particular completed AP – APA in this case. This includes:

- the ‘auto marking’ identified by the term ‘Auto’ in the column headed ‘Auto / Manual Marking’
- the dropdown buttons where ‘manual marking’ is needed. These buttons highlighted as 2 in the screenshot below.

The Tutor/Assessor therefore only needs to enter a mark for the rows marked ‘Manual’ in the column headed “Auto/Manual Marking” (i.e. those rows which include a drop-down for marks to be input) – items 1.6, 1.7 and 3.3 in this AP.

The column headed “Answer Given” records the actual text entered by the Learner in their answers (highlighted as 1 in the screenshot). Quoting the Learner answers verbatim here – together with the marking guidance in the column headed “Correct Answer”, enables the Tutor/Assessor to make an informed judgment and award the Learner an appropriate mark for each of the assessment items via the ‘drop down’ highlighted at 2 below, for just the items listed requiring a manual assessment.

In the AP shown in the screenshot, the Tutor/Assessor’s marking needs to add marks to just three of the items being assessed.

Essential Digital Skill - AP
 RUN ID: Sept23_EDSQ_Set2_RUN_ID
 Learner: v4 Sept23_EDSQ_Set2_E3_n_L1
 Assessment Paper: AP2

Taks / Item	Auto / Manual Marking	Correct Answer	Answer Given	Marks Available	Marks Achieved	IQA Sampled
1.1	Auto	Clicked 'Register an account'		1	1	
1.2	Auto	Added first name as 'Dina' in correct space		1	1	
1.3	Auto	Added last name as 'Patel' in correct space		1	1	
1.4	Auto	Added correct club card number		1	0	
1.5	Auto	Added correct phone number		1	0	
1.6	Manual	Added full address, including post code	,kuhluh	1	0	No
1.7	Manual	Strong password added meeting set criteria	lkjlkjlkj	1	0	No
1.8	Auto	Checked only the 'Tesco mobile' tick box		1	1	
2.1	Auto	Clicked on 'Home Delivery		1	1	
2.2	Auto	Chose correct date (Jan 18th)		1	1	
2.3	Auto	Chose one of the two correct options (after 5pm)		1	1	
3.1	Auto	Clicked 'sign in'		1	1	
3.2	Auto	Clicked 'I've forgotten my password' link		1	0	
3.3	Manual	Set new strong password (i.e. meets criteria set)	12345678	1	0	No
3.4	Auto	Slicked save		1	1	
4.1	Auto	Clicked on 'add photo' hot spot		1	1	
4.2	Auto	Successfully uploading an image		1	1	
4.3	Auto	Uploaded the <50KB file, as instructed		1	1	

MARKING COMPLETED

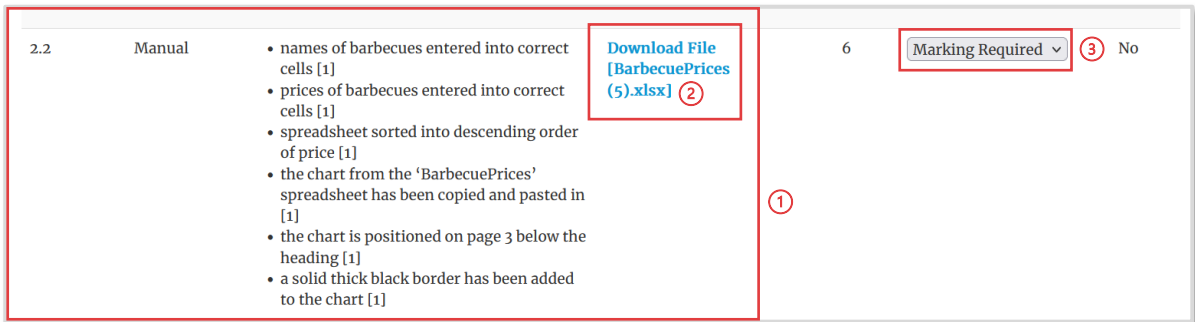
On completion of the marking, the Tutor/Assessor needs to click the 'MARKING COMPLETED' button in the bottom left of the screen. This marking is then saved, recorded and the Learner's own dashboard is updated to show them their total marks for this AP.

A second example follows below to show another type of assessment the Tutor/Assessor will need to carry out in some other APs.

Example 2 – APB – Downloading documents edited by the Learner

In the example shown in the screenshot below, another type of 'Manual Marking' is needed. In this case there is a link provided that opens a document edited by the Learner. This could be a word processor file, or a spreadsheet file. In this screenshot example, the Tutor/Assessor would click on the link (highlighted at 2 in the screenshot below), to download and open that file.

According to the corresponding guidance provided – highlighted at 1 in the screenshot below – the Tutor/Assessor – having viewed the edited file in question – uses the dropdown 'Marking Required' buttons – highlighted at 3 below – to enter the appropriate mark for that item.

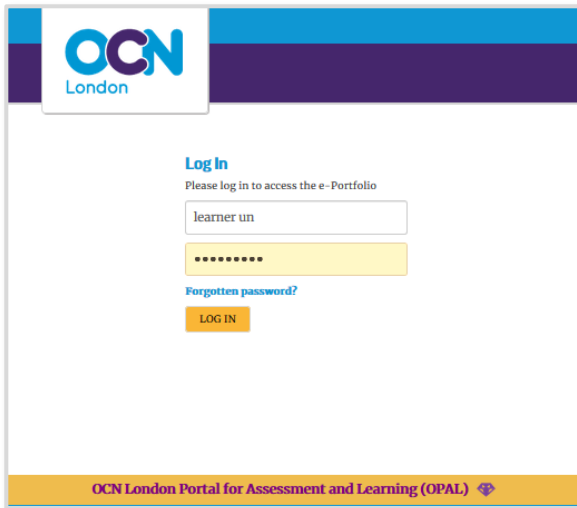


IQA duties

IQA Contact's Login

Login page is at <https://ocn.eportfolio.org.uk/>

Enter your Username (UN) and Password (PW) supplied or contact OCN London to get an 'IQA' login for your Centre.



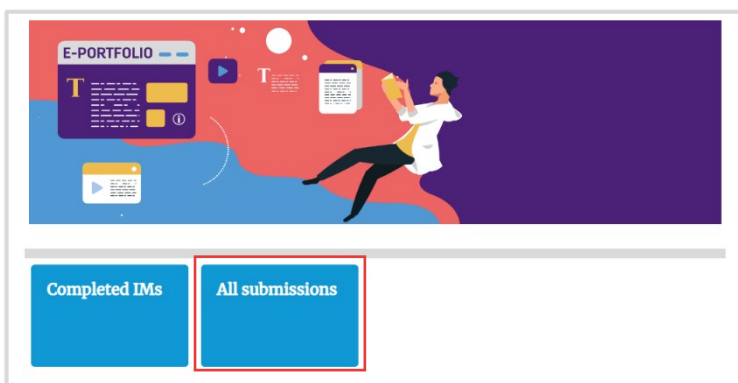
IQA's homepage

When you log in as the OCN London OPAL IQA contact, your homepage will appear as below.

As IQA contact, your key EDSQ role will be to check marking has been carried out effectively and fairly, to provide feedback to Assessors on their marking, and provided you are happy with the standard of assessment evident, to 'sign off' the assessments and alert your OCN London EQA that External Quality Assurance (External Moderation) is now needed – prior to the award of qualifications for successful Learners.

To do this you first need to view the related Learner's work and the marks awarded by Tutor/Assessor/Assessors for the EDSQ 'manually marked' items.

To access a course run's / RUN ID's Learner assessments, click on the 'All submissions' button, ringed in red in the screenshot below.



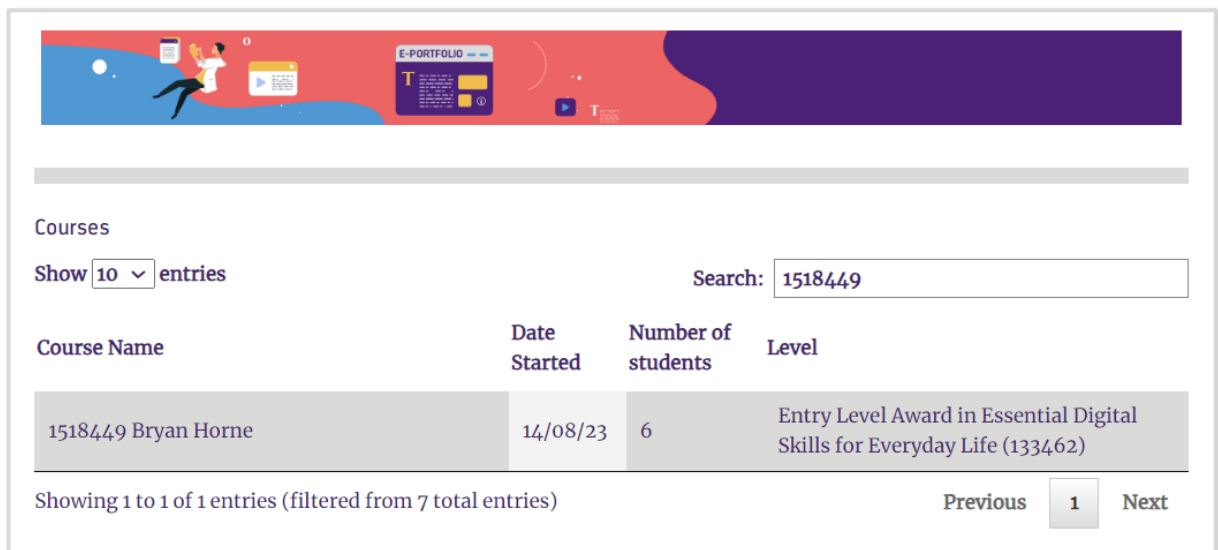
Finding the correct cohort

Different cohorts, or course runs, are termed 'RUN_IDs' in OPAL. Your Centre may have only one, or possibly many EDSQ course runs, so you may need to use the search facility to find the correct RUN_ID.

The course run / RUN ID has a 'name' that is the same as the RUN ID identifier confirmed when you registered Learners. This is a 7-digit number usually starting with 151.

To find the course run in question, add the 7 digit RUN ID number into the search box, and the correct course run will become displayed as a single row.

Click anywhere along the row.



The screenshot shows a search interface with a search box containing '1518449'. Below the search box is a table with the following data:

Course Name	Date Started	Number of students	Level
1518449 Bryan Horne	14/08/23	6	Entry Level Award in Essential Digital Skills for Everyday Life (133462)

Below the table, it says "Showing 1 to 1 of 1 entries (filtered from 7 total entries)". Navigation buttons for "Previous", "1", and "Next" are visible.

Choose a sample


The screen shown below opens with a list of the Learners registered on this course RUN ID. You need to sample assessments, so you need to choose a Learner, by clicking on the related row.

Show entries Search:

Name	Surname	Course Name (RUN ID)	Course Level	IQA Sampling
Jacque	Green	OCNLEtrialRun	EDSQlive_E3_v1	Sampled on 15/12/23 10:13
Colin	Tasker	OCNLEtrialRun	EDSQlive_E3_v1	Not Sampled
Colin	Tester	OCNLEtrialRun	EDSQlive_E3_v1	Not Sampled
Sharon	White	OCNLEtrialRun	EDSQlive_E3_v1	Not Sampled

Showing 1 to 4 of 4 entries Previous Next

Clicking a particular Learner’s row opens a new screen that lists the Learner’s assessments – APA to APC. To sample one of the APs, click on the eye icon for that AP. (In the screenshot below the APB eye icon has been highlighted below.)



EDSQlive_E3_v1
RUN ID: OCNLEtrialRun
 Learner: Colin Tester [BACK](#)

AP ID	Score	View	IQA	Date
APA - Set 4 x3 E3	17/18		Not Sampled	
APB - Set 4 x3 E3	Awaiting Marking		Not Sampled	
APC - Set 4 x3 E3	Awaiting Marking		Not Sampled	

A new screen opens showing the assessment for that AP and that Learner. See screenshot below. In this AP, shown in the screenshot below, there are just three 'manually marked' items. The IQA can now compare the 'Correct Answer' column guidance with the 'Answer Given' column, and check that the mark given by the Tutor/Assessor, shown in the 'Marks Achieved' column, is appropriate.

Essential Digital Skill - AP
 RUN ID: Sept23_EDSQ_Set2_RUN_ID
 Learner: v1 Sept23_EDSQ_Set2_E3_n_L1
 Assessment Paper: AP2

BACK

Tasks Item	Auto / Manual Marking	Correct Answer	Answer Given	Marks Available	Marks Achieved	IQA Sampled	Comments
1.1	Auto	Used the three vertical dots link		1	1		
1.2	Auto	Used the History link		1	1		
1.3	Auto	Used the BBC Good Food link		1	1		
1.4	Manual	Search Term Entered A search terms was used, including: <ul style="list-style-type: none"> A reference to chocolate fudge cake (accept chocolate cake) = 1 mark A recipe or similar (e.g. how to make a... etc.) = 1 mark 	easy chocolate fudge cake	2	2	Not Sampled	ADD
2.1	Auto	Red email icon for correct recipe clicked or pressed		1	1		
2.2	Auto	Kerry's email address accurately added to the To field kerry673@myemail.co.uk		1	1		
2.3	Manual	Subject content A sensible subject is added. It must refer to content of email = 1 mark		1	1	Not Sampled	ADD
2.4	Manual	Email body content <ul style="list-style-type: none"> The purpose of email message clear to native English speaker = 1 mark The message must include reference to chocolate cake or fudge cake or similar = 1 mark A name (pretend or real accepted) is added at the end of the message for sign off = 1 mark 	H Kerry, blah blah C	3	3	Not Sampled	ADD

If the IQA wishes to leave a comment relating to this item's mark, they can do so by clicking the 'ADD' yellow button to open the dialogue box shown below.

Comment X

Leave feedback notes for the tutor assessor here...

SAVE

Fair assessments and reasonable adjustments

Our policy and procedure on fair assessment, including special consideration and reasonable adjustments (available [here](#)), explains which variations to standard assessment practice require approval from OCN London through the Centre's EDSQ specialist moderator (see Section 6 below), before they can be used. Other variations are listed that can be used at your discretion, but the EDSQ specialist moderator must be informed so that we can maintain a central record of the use of such variations. Further information about Accessibility and Reasonable Adjustments is available in the Qualification Guide (Section 5.6). If in doubt, do contact OCN London.

Assessment good practice and training

To ensure integrity in the delivery and assessment of OCN London EDSQs, relevant Centre staff are required to be trained in essential requirements and good practice prior to first delivery.

Usually, such training will take the form of an online meeting facilitated by an OCN London EDSQ specialist. This event will be arranged towards the end of the process of approving the Centre to deliver EDSQs and will be scheduled at your convenience.

Internal Moderation

The Internal Moderator (IM) is responsible for ensuring all assessment evidence and related records are ready when presented for external moderation.

Internal moderation is key to verifying the Centre's claims for Learner achievement, since it is their responsibility to confirm, or otherwise, the Assessor's grasp of key assessment concepts, and that they have made appropriate judgements when marking Learner work against the related mark scheme. The IM should pick up shortcomings in the Assessor's marking in time to address them, and not claim Learners as having achieved when they have concerns about the Assessor's judgement and marking in relation to individual Learners or cohorts of Learners.

IMs usually need to only sample assessments to ensure their Assessors are marking correctly. However, the 'sampling strategy' needs to ensure it covers appropriate 'risk factors', such as, sampling across all the different Assessors, and across the mark range. If Tutor/Assessors are new, or new to EDSQs, or new to assessing, their 'higher risk' should be reflected in the proportion of assessments sampled by the IM.

The IM should also check that any other documents, such as their own internal moderation record and Learner evaluations, if asked for, are effectively labelled, and fully ready for the External Moderator to consider.

The IM must check the administration of marks, to ensure the correct marks are being moderated against.

Once the moderator has all three of a Learner's assessments (or more, including assessments which have been resat), a certification claim may be submitted to OCN London, which will trigger the external moderation process (detailed in Section 5 below).

The External Moderator (EM) relies on the effectiveness and integrity of the internal moderation system to not put forward Learners who have not achieved. If the EM feels the internal moderation process is ineffective and / or performed without absolute integrity, for example putting forward Learners for an award whose work does not justify this, then they will be obliged to sample a greater number of Learners' evidence of achievement for themselves. If they are concerned that they cannot rely on the IM's judgement or practice, they may not sign off the entire cohort or cohorts.

In addition, considering more Learners is time consuming for the EM and will cause delay. The Centre may be charged for any additional time needed.

Internal moderation records are therefore important since the EM is obliged to check that they are being kept and because they indicate the effectiveness of the process. For example, if a Tutor is not assessing correctly and/or fairly, the IM needs to both pick this up and then address the situation. This might be done by amending the assessment decision for affected Learners and arranging further training for the Assessor. The records should include the IM's conclusions - after having sampled Learners' work and considered the Assessor's assessing - and include the feedback then provided to the Assessor.

Ready-to-use templates for internal moderation records and reports are provided to Centres upon approval to deliver EDSQs.

Internal moderation records are also important in providing evidence that an effective and robust assessment system is in operation. This is useful for various reasons, including cases where Learners dispute their assessment results, as the internal moderation report provides evidence that 'due process' has been followed by the Centre regarding formal assessments.

Centre-based standardisation

IMs also need to ensure there is 'standardisation' in place so that Learners assessed by one Tutor/Assessor are not awarded credits more easily than when assessed by another Tutor/Assessor. The IM needs to do whatever is necessary to ensure fairness and comparability between different EDSQ Assessors. This is often done by conducting standardisation events where different Assessors sample each other's assessments and any variations in marking are highlighted, discussed and addressed.

Learner claims and external moderation

Completing and uploading the ERAC

Following the registration of a cohort (course run) of Learners, Centre staff can download the Electronic Recommendation for the Award of Credit (ERAC) form for that particular course run from [QuartzWeb](#). The ERAC form is an Excel spreadsheet that has the registered Learners listed adjacent to columns headed by titles of the units or components that make up that course. (The EDSQs have just a single component.)

After all three EDSQ assessments are completed, marked and internally moderated for a particular cohort, the Centre can download and complete the ERAC form to identify which Learners they are claiming as having achieved the qualification. This completed ERAC form is then uploaded via [QuartzWeb](#).

Completing and uploading the ERAC form submits the Centre's claims of achievement for the Learners that OCN London then needs to check and confirm through external moderation. It is only after successful external moderation that we can then dispatch certificates. When the ERAC is uploaded to [QuartzWeb](#), the Centre's designated OCN London EDSQ specialist moderator is notified that the ERAC is 'now awaiting' moderation.

A step-by-step QuartzWeb User Guide, complete with screenshots, showing how to download, complete and submit an ERAC is available from the [Learner Registration and Certification section](#) of the OCN London website.

A real-time demonstration of how to download, complete and submit an ERAC can be arranged as an online training session with a member of our business support team.

Quality engagements and external moderation

EDSQ specialist moderators

Please note all EDSQ external moderation will be carried out remotely in this way by EDSQ specialist moderators – there is no Direct Claims Status facility for EDSQs.

Centre review

Centre reviews are periodically carried out across all OCN London Centres to meet OCN London responsibilities in relation to Learners and regulators. We will review the Centre's systems of control for ensuring Learners are provided with a positive experience in relation to the OCN London accredited course or qualification they are studying, including EDSQ provision.

Centre reviews are necessary to meet validity requirements and a failure by the Centre to comply with OCN London's Centre review requirements may result in sanctions, including the withdrawal of Centre approval.

When the Centre first applied for OCN London Centre approval, it had to provide particular policies and show that particular safeguards were in place to provide reassurance that it was ready-to-responsibly deliver accredited courses / qualifications. The periodic Centre review has a similar purpose but provides a continuing review to ensure such systems of control are maintained and developed.

Prior to conducting a Centre review, the OCN London Centre moderator will send a list of the documentation they would like to see, and any other requirements, such as staff they may like to be present, in time for the Centre to prepare for the review.

Quality engagement report

The collective name OCN London uses for external moderation events, remote moderations, Centre visit-based moderations, Centre reviews and Centre support visits, is 'Quality Engagements', or QE.

Following any formal Quality Engagement, OCN London staff will record the key outcomes of that engagement by producing a QE report, and a copy of the report will be sent to the designated Centre staff by email.

The report aims to record key aspects relating to what was considered, the conclusions that were reached by the external moderator, aspects of good practice found, formal 'actions' that the Centre should take to improve their practice in relation to the aspects considered, and reference to the progress made against any previously set 'actions'.

Centres that receive a report and have an issue with its contents, whether simple errors or areas of contention, can contact the Quality and Standards Coordinator at OCN London and

discuss the matter. If agreed, and as necessary and right to do so, the report can be amended and re-dispatched.

Award of qualification

Dispatch of certificates

Once approved by an OCN London EDSQ specialist moderator, the OCN London business support team can process EDSQ Learner claims, produce certificates and arrange for their dispatch to the Centre.

The certificates will be posted by recorded delivery and addressed to the named Administration Contact at the Centre. It is the responsibility of the Centre to ensure that the certificates reach their Learners. There is also the facility to download e-certificates from QuartzWeb.

Under normal circumstances, Centres should expect to receive their certificates within 24-48 hours of the results being approved by the EDSQ specialist moderator.

Should you need to clarify the timing, please get in touch with your business support contact for an estimate of how long the certification will take. At particularly busy times of the year there may be a longer turnaround time. If you have a particular deadline, such as an awards ceremony, please do let us know in advance and we will endeavour to get the certificates to you in time.

Additional support

Website – for related information

The OCN London website is a dynamic resource we are adding to all the time. It holds useful information including key policies and resource materials – see below. We hope the placement of particular documents and information is logical and easy to access, but if you are having trouble finding what you want, do call or email us.

Here are a few useful links to get you started...

EDSQ page – starting point for all EDSQ resources and information.

Malpractice and Maladministration – identifies how to best avoid assessment cheating by Learners but also by Assessors, and what to do if it occurs.

External Moderation – what it is and how to prepare for it. Slightly more detailed information than provided in this document.

Internal Moderation – this is the key process that ensures Learners get the assessment they genuinely deserve and needs to be effective. If nothing else, read the information on the website and in this document relating to internal moderation to make sure this essential activity is conducted rigorously and effectively at your Centre.

Please tell us what would be useful to you to have accessible on our website, especially related to EDSQs, and we'll see what we can do.

Training opportunities

We offer a range of training events for Centre staff. We have scheduled dates throughout the year for workshops on assessment, internal moderation and Learner registration and certification. The training schedule and booking forms are located on the **Training and Events section** of the OCN London website.

For most events there is a small fee, but some are free to approved Centres.

All training opportunities are also available for tailored in-house delivery at your Centre if you have a number of staff that you wish to have trained. The minimum number of people for in-house training is normally six, but please contact OCN London for further information.

Annex 1

Clearing the CACHE

Clearing the cache in various internet browsers helps improve browsing performance and resolves certain issues related to stored data. Here are instructions for clearing the cache in some of the main types of internet browsers:

Google Chrome:

1. Open Google Chrome.
2. Click on the three-dot menu icon in the top-right corner.
3. Hover over "More tools" and select "Clear browsing data."
4. In the "Clear browsing data" window, select the time range for which you want to clear data (e.g., "Last hour," "Last 24 hours," "All time").
5. Check the box next to "Cached images and files."
6. Click the "Clear data" button.

Mozilla Firefox:

1. Open Mozilla Firefox.
2. Click on the three-line menu icon in the top-right corner.
3. Select "Options."
4. In the left sidebar, click on "Privacy & Security."
5. Under the "Cookies and Site Data" Section, click the "Clear Data" button.
6. Check the box next to "Cached Web Content."
7. Click the "Clear" button.

Microsoft Edge:

1. Open Microsoft Edge.
2. Click on the three-dot menu icon in the top-right corner.
3. Select "Settings."
4. Under "Privacy, search, and services," click on "Choose what to clear" under "Clear browsing data."
5. Check the box next to "Cached images and files."
6. Click the "Clear" button.

Safari (macOS):

1. Open Safari.
2. Click "Safari" in the top menu bar.
3. Select "Preferences."
4. Go to the "Privacy" tab.
5. Click the "Manage Website Data" button.
6. Click "Remove All" to clear all cached data or select specific sites and click "Remove" for individual sites.
7. Confirm your choice by clicking "Remove Now."

Opera:

1. Open Opera.
2. Click on the Opera icon in the top-left corner.
3. Select "Settings."
4. In the left sidebar, click "Privacy & security."
5. Under the "Privacy" Section, click the "Clear browsing data" button.
6. Select the time range you want to clear.
7. Check the box next to "Cached images and files."
8. Click the "Clear data" button.

Internet Explorer (for legacy purposes, not recommended):

1. Open Internet Explorer.
2. Click the gear icon in the top-right corner.
3. Select "Internet options."
4. In the "General" tab, under "Browsing history," click the "Delete" button.
5. Check the box next to "Temporary Internet files."
6. Click the "Delete" button.


These instructions should help you clear the cache in the most common internet browsers. Keep in mind that the location of these settings may vary slightly depending on the browser version. Always be cautious when clearing your browser's cache, as it will remove stored website data, including login information and website preferences.




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