OCN London

Centre Handbook 2026/27

Contents

Welcome to OCN London	**1**
Our Products and Services	**2**
Regulated	2
Bespoke	2
Endorsed	3
Micro	3
Staff Training	3
Account Management & Curriculum Development	**4**
Bespoke qualification approval	4
New course/qualification approval	4
Amendments to courses using regulated qualification units	4
Quality Assurance	**5**
Fair Assessment	5
Assessment Practice	5
Internal Quality Assurance	5
Centre Based Standardisation	6
External Quality Assurers (EQA)	6
External Quality Assurance	6
Assured Status	7
External Quality Assurance Engagement Reports	7
OCN London Based Standardisation	7
Administration	**8**
Updating Contacts	8
Learner Registrations	8
Learner Achievement - Submitting results via QuartzWeb	9
Dispatch of Certificates	9
Marketing & Branding	**10**
Marketing Collateral and Social and Digital Media Guidelines	10
Use of logos and Brand Guidelines	10

Welcome to OCN London

This Centre Handbook is your guide to successful course delivery, offering all the essential information you need as an OCN London centre. We are committed to your success, and that is why OCN London will provide dedicated support every step of the way. Each centre enjoys the dedicated support of an Account Manager for expert advice on curriculum matters, including new qualifications and course accreditation.

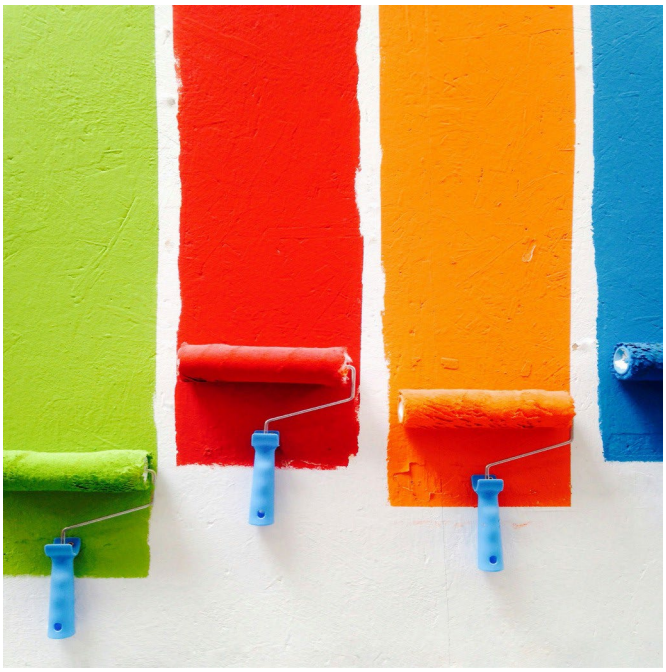
Our Quality Department will expertly guide you through our requirements for assessment and internal moderation, ensuring you meet the highest standards.

Additionally, our Business Support team is always on hand to help with general and administrative needs, from learner registration to daily operations.

With OCN London, you're in great hands!

Our Products and Services

OCN London provides a range of options to give our centre's courses the recognition they deserve:



Regulated

Click here for more details

OCN London Ofqual regulated qualifications are nationally recognised, with some eligible for public funding.

OCN London's Qualification Development Service helps organisations create Ofqual regulated qualifications, ensuring they reflect learners' skills and knowledge.

Key benefits include:

- Potential eligibility for public funding in schools, colleges, and training providers.
- Certificates featuring the Ofqual logo, a mark of quality.
- International recognition if offered in England.
- Listing on the Register of Regulated Qualifications.

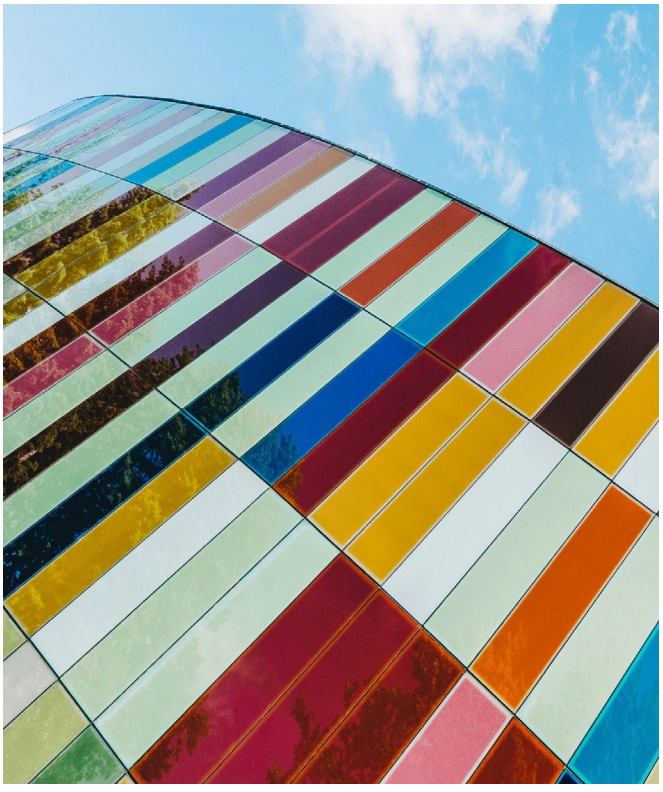
Bespoke

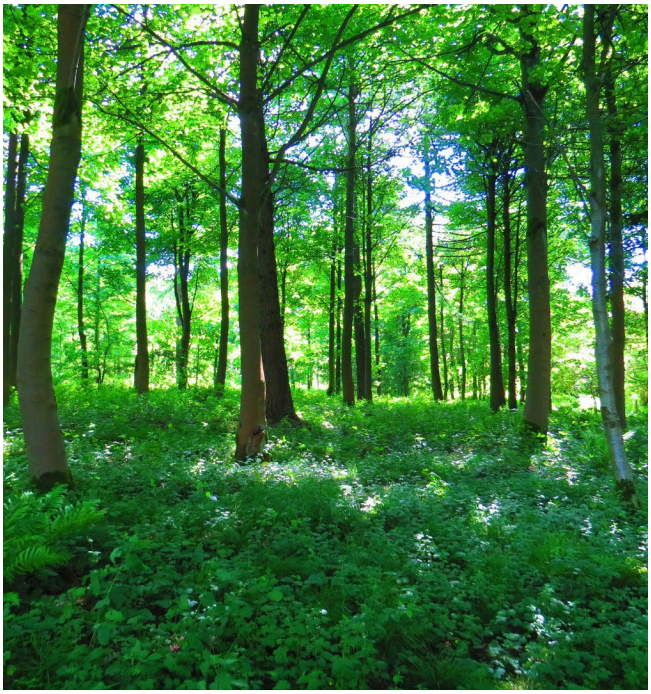
Click here for more details

Bespoke qualifications offer centres the flexibility to design their own certified courses. Developed by your organisation and accredited by OCN London, these non-regulated qualifications are tailored to your specific needs, suitable for face-to-face, blended, or remote learning. OCN London ensures quality assurance for both content and assessment, and provides official records of achievement.

Key benefits include:

- Full retention of your intellectual property.
- Tailor-made courses to meet your requirements and learners' needs.
- Certificates from a respected national Awarding Body.
- Access to expert curriculum and quality assurance support.





Endorsed

Click here for more details

OCN London Endorsed Training Scheme (ETS) provides a trusted quality mark for your in-house training programmes. Unlike other services, ETS focuses on the quality of your training without requiring learner assessments or proof of achievement.

Key benefits include:

- National recognition for the quality of your training.
- Flexibility to design and own tailored programmes, promoted as "OCN London Endorsed."
- Learners receive digital badges or e-certificates of completion, with no formal assessments.
- Offered at no cost as part of our core approved status.

Micro

Click here for more details

OCN London microcredentials are short, verifiable learning experiences aimed at helping individuals gain new skills, advance personally, or switch careers. Often delivered online, they can be quickly adapted to employer needs and offer custom visual designs. These microcredentials can be assessed and used as stand-alone achievements or stacked to form qualifications.

Digital badges represent these microcredentials, are shareable online, and can be embedded in profiles like LinkedIn, offering detailed metadata and links for further information.

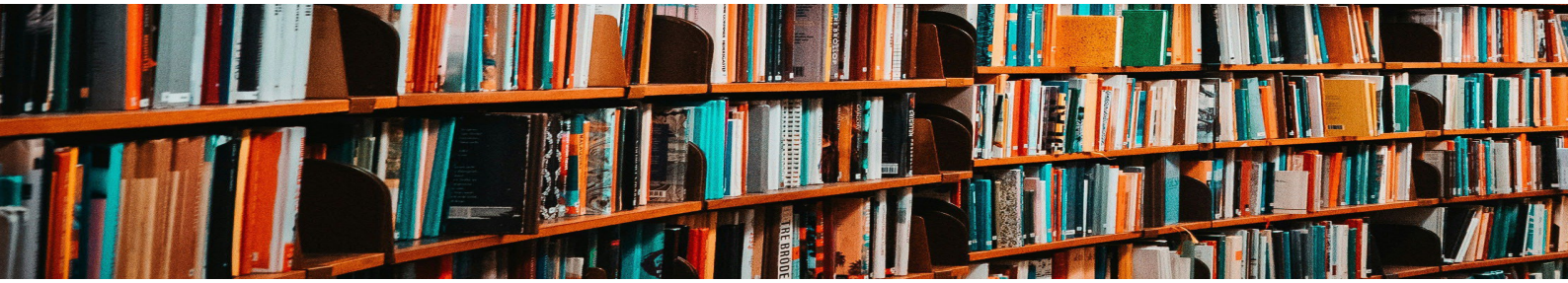
Staff Training

Click here for more details

Boost your team's expertise with OCN London's training events. Our workshops cover assessment, Internal Quality Assurance, learner registration/certification and the regulated Assessor Qualification. Check our website for the full schedule and booking details.

Most events have a small fee, but members can attend some for free. We also offer tailored in-house training for groups of six or more.

Account Management & Curriculum Development



Bespoke qualification approval

If you want to accredit a course you are already delivering or want to develop a new bespoke qualification, please discuss this with your OCN London Account Manager before beginning any development. New bespoke qualifications must be approved by OCN London's Approvals Board and developed with your assigned Account Manager before you start delivering them. Support for the writing of new bespoke qualifications is available. Fees for these services can be found in the OCN London charges booklet.

New course/qualification approval

To add a new regulated qualification, contact your assigned OCN London Account Manager to discuss your plans. They will provide the "Approval to Deliver a Qualification" form, which is also available on our website.

Ensure the proposed qualification passes your internal approval process before submitting the completed form to your Account Manager. The request will undergo a quality assurance review, and additional information may be required. Once approved, you'll receive an email with your updated course list and any relevant support materials.

Approved courses are recorded in our Quartz database and assigned a unique course code. Learners can only be registered once approval and notification are complete.

Amendments to courses using regulated qualification units

If you wish to add or remove units from a course that uses regulated qualification units after it has been entered onto our system, you can do so by completing and submitting a Course Amendment Form to your Account Manager. The form is available to download from the OCN London website.

If you wish to amend the units in a bespoke qualification, please get in touch with your Account Manager.

Quality Assurance

Fair Assessment

OCN London's policy and procedure on fair assessment, including special consideration and reasonable adjustments, explains which variations to standard assessment practice require approval from your External Quality Assurer (EQA). Others are listed that can be used at your discretion, but the EQA must be informed so that we can maintain a central record of the use of these variations.

Assessment Practice

All those involved in assessing learners for OCN London qualifications (except Essential Digital Skills and ESOL) must be trained in developing assessment tasks that meet unit requirements and in preparing portfolios mapped to assessment criteria. We offer training sessions open to all approved centres. The training schedule and booking forms are available on the OCN London website in the Training and Development section.

It's essential to use our Assessment Definitions document, which details 14 assessment methods, their operation at different levels, and the types of evidence expected in learners' portfolios. This guidance is available electronically on the OCN London website.

To ensure fair assessment, the methods used should meet learners' needs while maintaining a consistent approach to support effective standardisation.

Internal Quality Assurance

Click here for more details

Internal Quality Assurance (IQA) ensures that learner evidence meets assessment criteria, identifying gaps early to prevent failures. By allowing learners to provide additional evidence, IQA helps portfolios be ready for External Quality Assurance (EQA) checks. If gaps are found during EQA, learners may fail due to insufficient time for corrections.

Each approved centre must have an experienced or qualified Internal Quality Assurer (IQA) in place to ensure that quality assurance processes are implemented effectively. The EQA relies on the IQA system's integrity. If the IQA process is flawed or malpractice occurs, it could lead to delays, charges, or sanctions, including withholding certificates. IQAs must ensure assessors avoid malpractice and maintain fair assessments, correcting any issues and providing training as needed. IQA records are vital for EQA reviews and should document conclusions and feedback. Centres may create their own templates, but OCN London provides readymade ones for convenience.

Centre Based Standardisation

IQAs should ensure standardisation is taking place so that your learners are assessed by different tutors or assessors are evaluated fairly and consistently. This is easily achieved through standardisation events where assessors review each other's work to identify and address any discrepancies in marking.

For centres using their own assessment tasks, the IQA must ensure these tasks are valid, appropriate, and comparable across different tutors. This prevents learners in one group from having an easier task than those in another. Standardisation events can also be used to align assessment task design and judgement.

This process, sometimes called 'pre-verification,' ensures that any weaknesses in assessment task design are addressed before use with learners.

External Quality Assurers (EQA)

Your centre will be allocated an EQA. EQAs see a broad range of provision that enables them to share and promote good practice across centres and provide support across different types of centre.

EQAs are responsible for carrying out external quality assurance processes (as applicable) and for carrying out periodic centre quality monitoring and review engagements.

External Quality Assurance

EQAs mostly carry out external quality assurance 'remotely', where centres provide a selected sample of learner portfolios and related documentation, such as Internal Quality Assurance reports and learner evaluation data, mostly electronically or by the delivery of paper-based documents and portfolios. These samples are uploaded to the OCN QuartzWeb platform. These remote EQA engagements are undertaken on specified/pre-arranged dates, as agreed with the centre's EQA(s).

Assured Status

Centres with Assured Status (AS) from OCN London can certify learners without waiting for EQA verification. To achieve AS, centres must demonstrate effective quality systems and consult their EQA for a recommendation before applying.

Centres must be considered 'low risk' from three previous EQA engagements and nominate a qualified lead IQA for each course. OCN London will evaluate the IQA's qualifications, which may include relevant moderation awards or completion of their accredited course.

Assured Status is a significant quality endorsement, but centres must retain learner portfolios until a retrospective EQA occurs. If a lead IQA leaves, AS may be revoked until a qualified replacement is approved. It's crucial to notify OCN London of any personnel changes.

External Quality Assurance Engagement Reports

OCN London refers to its quality activities, including internal/external events, remote or centre visits, and monitoring reviews, as EQA engagements.

After each formal EQA engagement, OCN London produces an EQA report summarising key outcomes, good practices, and any required actions for improvement and also reviews progress on previously set actions. This report is uploaded to QuartzWeb for attention of the relevant staff.

If a centre disagrees with the report's content, they can contact the Head of Quality and Assessment to discuss and request amendments if needed.

OCN London Based Standardisation

OCN London is required to conduct its own standardisation activities to ensure comparability of assessments between different centres. To do this, OCN London will borrow assessed portfolios of work and IM records from a wide range of centres. Please co-operate with the EQA / Quality Assurance Manager in identifying appropriate samples of learners' work to review for this activity, should they ask.

Administration

Updating Contacts

Each centre must provide OCN London with named contacts for Quality, Curriculum, Administration, and Finance, as listed on the centre's Application form. It's essential to update us about any changes to these contacts through the Contact Manager on the QuartzWeb portal. If Contact Manager isn't accessible, updates can be sent via an updated Contact Form requested from **enquiries@ocnlondon.org.uk**.

Failing to update contact information can lead to delays and missed communication. Ensure that all staff involved in OCN London provision know these key contacts to avoid confusion and direct communication with us.

Learner Registrations

Centres must register learners at the start of a course: within 25 working days for short courses (under 15 weeks) and 60 working days for all others. Late registrations may result in additional late registration fees, and centres must take steps to avoid delays.

Learner registration is done via OCN London's QuartzWeb system. The centre's Administration Contact receives an account, and additional accounts can be created for other staff. Registration is completed by selecting the relevant course details in QuartzWeb and uploading an e-registration spreadsheet with the learner's details.

User guides and support are available online, and training sessions can be arranged through Simon Endacott, Head of Business Support.

Learner Achievement - Submitting results via QuartzWeb

Centres can claim certificates via the **QuartzWeb system**.

After completing assessments and Internal Quality Assurance, results must be submitted using the Direct Entry of Results (DER) feature on QuartzWeb. A "Direct Entry of Results into QuartzWeb" User Guide, complete with screenshots, showing how to enter, check and confirm the results is available via this link.

Once submitted, results are checked by an External Quality Assurer (EQA) or, for bespoke qualifications only and applicable to only centres with Assured Status (AS), the Approved Internal Moderator (AIM). Certification is issued after successful moderation.

Centres must arrange an EQA engagement in advance. A user guide for DER is available from your Business Support contact. Training sessions on the process are offered via Teams or Zoom. For more information, contact Simon Endacott, Head of Business Support.

Dispatch of Certificates

Once approved by an OCN London EQA, the Business Support team processes learner achievements, releases e-certificates to QuartzWeb (which can be downloaded and emailed to learners) and produces paper certificates and dispatches them to the centre via signed for delivery.

Certificates are sent to the named Administration Contact, who is responsible for ensuring they reach the learners. Please notify OCN London immediately of any postal address changes or delivery restrictions.

Certificates typically arrive within 24-48 hours after EQA approval, though this may take longer during peak periods. For timing estimates, contact the Business Support team, especially if you have a specific deadline.

"OCN London are an essential partner and trusted friend when it comes to ensuring our curriculum is meaningful and relevant to our local communities and beyond."

Dr. Fiona Murray - Morley College, London

"OCN London really do share our ethos when it comes to creating opportunity through education."

Eat that Frog

Marketing & Branding

Marketing Collateral and Social and Digital Media Guidelines

These guidelines outline the proper use of OCN London's marketing collateral, social media, and digital media for approved centres, strategic partners, and customers. Refer to our 'Brand Kit 2026" for detailed branding guidelines.

This document ensures the safe and effective use of OCN London branding to protect its reputation by providing guidelines for social media representation and branding use across websites and other platforms. Applicable to all physical and digital marketing content, as well as digital activity by employees, associates, partners, and customers, the policy states that only authorised individuals may use OCN London marketing materials to meet strategic objectives.

Logos must be used in approved formats, clearly indicating partnership, and unauthorised creation of social media accounts or profiles using OCN London branding, logos, or content is prohibited.

Social media best practices include understanding platform-specific audiences, promptly correcting mistakes, avoiding public escalation of issues, and thoughtful posting to prevent negative impacts.

Goals for social media and digital platforms focus on audience engagement, promotion of products and services, sharing original and relevant third-party content, and interacting with audiences effectively.
Non-compliance with these guidelines may result in contact from the governance team and potential withdrawal of centre approval status, as OCN London reserves the right to monitor branding use across platforms.

For collaborative marketing efforts, questions or further guidance, contact pam@ocnlondon.org.uk

Use of logos and Brand Guidelines

OCN London's logo is our signature mark of quality. These guidelines are designed to be adhered to by organisations associated with applying the OCN London brand identity. The rules are intended to support OCN London and its partners to communicate coherently without restricting creativity.

Royal Blue

White

The story

For more than 40 years, OCN London has championed the belief that everyone deserves the opportunity to learn, achieve and progress.

Founded by a consortium of colleges in the 1970s, we were created to provide alternative pathways for people who had been excluded from traditional routes into education. Today, as a not-for-profit awarding organisation, we work alongside centres, employers and communities to deliver qualifications that change lives, strengthen communities and equip people with the skills to succeed.

Everything we do is driven by a simple ambition: to open doors, widen opportunity and deliver lasting social impact through education.

The logo

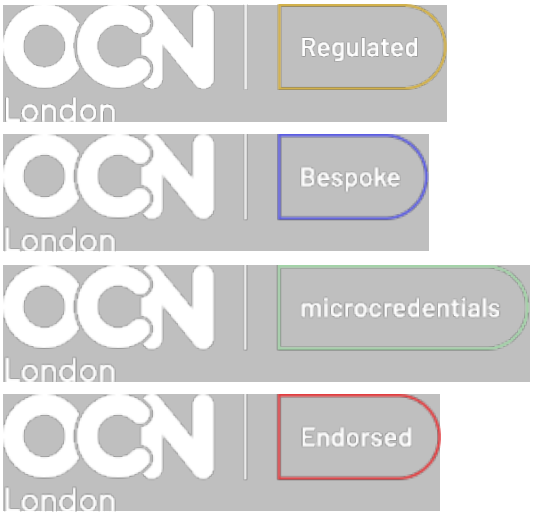
It is essential that you use the original graphic files supplied by OCN London. A complete logo kit is available on request.

The white version of our logo should always be applied to coloured backgrounds.

For optimum visibility our logo should always appear on the top left of a page.

Brand sub logos can be used only if you are receiving the particular product or service from us. They can also be displayed in black or white.

More information can be found in the sub-brand guidelines.



Size

The ideal size for the OCN London logo in a standard A4 document is 45mm wide. The minimum size for the OCN London logo is 22mmwide.

Strapline

'Making learning matter.' is OCN London's official strapline.

Our strapline should be used when the logo is in isolation or when it needs to be referenced as an educational service.

The strapline should not be scaled larger than the text 'London' within the logo and must align with the top of the logo.

The letter 'c' can be used to measure the minimum distance between the logo strapline.

The layout in which the logo is displayed is essential to communicate OCN London's identity. Please follow these essential rules in each of your designs.

Fig 1.

Exclusion zone

The exclusion zone is the clear area around the logo (Fig 1). In the OCN London logo, it is equal to the height of the letter 'C' in OCN. To ensure

the readability and clarity of the brand, do not print within that area or place the logo on a rich content background.

Placement on the page

When you are producing OCN London materials, use the logo either in the top or bottom left corners of the page (Fig 2).

For large promotional items such as posters and

banners, always place our logo in the top left corner as it is the most visible area.

Fig 2.

Colour palette

The OCN London colour palette is built on very few complimenting colours. The recognition of the brand depends on the constant use of the two core colours.

Core palette

Our two main colours are Sky Blue and Royal Blue.

We recommend that you always use one of these colours when you design a piece of artwork for OCN London.

Accent palette

This is made up of muted natural tones that lend themselves to be used as background shades for pages and text boxes. A vibrant 'fuchsia flair' is included when a pop of colour is required.

Colours for print

Whenever you are printing with our colours, you should use the CMYK as reference. This is to ensure best match with our palette.
Always favour uncoated stock to coated to give our prints a professional yet soft finish.

Primary fonts

TT Hoves is a modern sans-serif that has distinct character within the letterforms, giving it a unique style.

Use TT Hoves Bold for Headlines, stats and pull quotes.

It can be downloaded online for free. Barlow is a sans-serif with a slightly rounded appearance. It has simple decenders, giving the feeling space around the letters. It should be used for all body copy. It is a free google font and can be downloaded online.

Alternatives

In situations where Hoves and/or Barlow are not available, they should be replaced with the following standard fonts.

TT Hoves Bold replaced with Arial Bold.

Barlow replaced with Calibri.

TT Hoves Bold

ABCDEFGHIJKLMN
OPQRSTUVWXYZ
abcdefghijklmno
pqrstuvwxyz
1234567890

Barlow Regular

ABCDEFGHIJKLMNO
PQRSTUVWXYZ
abcdefghijklmno
pqrstuvwxyz
1234567890

Document Version Control					
Version Number	Change or Update	Author or Owner	Classification	Date	Review Period (years)
1	New for 2026/2027	Head of Business Development	Public	01.08.26	1
2	Sub-branding updated following rebrand			21.10.26	1

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