NLTC QUALIFICATIONS

Qualification Specification

NLTC Level 2 Award in Driving Assessment

Syllabus & Centre Operational Procedure v 4

NLTC QUALIFICATIONS

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Qualification Overview

1. Objective

This qualification is designed and intended to provide evidence that the holder of the qualification has been assessed and provided evidential proof of the ability to undertake an accurate and thorough assessment of their candidates' driving skills and ability.

The holder of the qualification will have demonstrated and proven the ability to prepare, conduct and result an assessment of another person's driving performance.

The holder of the qualification will have been assessed to confirm that they have the knowledge and ability to provide a driving assessment which will include all appropriate and necessary evaluations required to arrive at a result that is accurate and comparable with any other professional driver assessor who would have carried out the assessment.

Who is it designed for?

The qualification has been developed for persons who carry out assessments of personnel who are required to drive company vehicles. Typically, this would be to ascertain a driver's suitability for employment, post incident assessment or development of a continued employment training needs analysis.

The qualification is designed to assess the candidates driving. It is generic for road vehicles. It is not designated or intended for any particular type of vehicle, such as large goods or public carriage vehicles. Holders of the qualification are not limited to a particular type of vehicle.

2. Pre-requisites

Skill, Knowledge, Qualifications or Units, which will be required prior to undertaking the qualification.

Learners are required to hold or to have held, at least a full category B drivers' licence, or non-EU equivalent, for a period exceeding three years.

3. Total Qualification Time (TQT)

Total Qualification Time	Guided Learning Time	Credits
24	18	3

4. Level

Level 2

5. Optional Routes

None

6. Method of the Qualification

Teaching and assessment is carried out by approved NLTC teachers and assessors at approved NLTC centres, under the terms of the approved centre agreement for this qualification, set out in the centre operational procedure.

The qualification requires successful completion of two assessments, as set out in section 10, following completion of the required learning time as set out in section 3.

7. Requirements for teaching

All learners must have completed the syllabus points listed in part 9 of this qualification specification.

Only centres and teachers who are approved by NLTC for this qualification may advertise and carry out teaching and assessment of this qualification.

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8. Duration of certification

Following successful completion of both assessments, the candidate will receive a certificate of achievement which will be valid for a period of five years following the date of receipt.

9. Syllabus

The following pages set out the syllabus for the qualification.

Column 1	Syllabus Learning Outcomes
Column 2	Syllabus Reference Number
Column 3	Syllabus sub-section

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Assessment A Syllabus

Syllabus	Syllabus Reference	Item
1 Knowledge of rules for driving	1.1	Knowledge of various speed limits, including: 1.1.1. The maximum speed limits per vehicle type on various roads 1.1.2. National speed limits per road type: Single carriage, Dual carriageways and Motorways 1.1.3. 20 mph zones and 20 mph limits
	1.2	Recognition and knowledge of signage, including: 1.2.1. Warning signs 1.2.2. Regulatory signs 1.2.3. Informational signage This will also include: 1.2.4. Line and lane markings 1.2.4. Colours and positioning of reflective road studs.

	1.3	Knowledge and safe usage of vehicle lighting, including: 1.3.1. When to use dipped beam and head lights 1.3.2. Appropriate use of headlights, including ‘dipped’ and ‘main beam’ 1.3.3. Appropriate use of front and rear fog lights 1.3.4. Appropriate timing and use of direction indicators 1.3.5. Appropriate and correct use of hazard warning lights
	1.4	Rules for various types of roads 1.4.1. Single carriageways 1.4.2. Multilane carriageways 1.4.3. Motorways 1.4.4. Use of climbing and crawler lanes 1.4.5. Cycle lanes & Cycle tracks 1.4.6. Bus lanes 1.4.7. High occupancy lanes / designated vehicle lanes 1.4.8. One-way streets

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	1.5	Rules regarding use of in-vehicle technology 1.5.1. Mobile phones 1.5.2. Satellite navigation 1.5.3. Other devices 1.5.4. What constitutes distracted driving.

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2 Candidate suitability	2.1	The knowledge of how to conduct a thorough and precise check of the candidate's identity 2.1.1 The necessity to preform identity checks 2.1.2. Methods of confirming identity 2.1.3 Knowledge of how the licence number is generated. 2.1.4. How to determine the candidate's gender and date of birth using the details in the driving licence 2.1.6. Knowledge of licence categories and restrictions
	2.2	The knowledge to confirm that the candidate is legally entitled to drive the vehicle and is in a suitable physical and mental state to undertake the assessment. 2.2.1. Knowledge of how to conduct a suitable eyesight test 2.2.2 Knowledge of how to ascertain that the candidate holds a current and valid driving Licence, which is suitable for the type of vehicle intended for use during the assessment 2.2.3. Physical condition of the candidate is suitable for the assessment, including the necessity and ability to check for: a) Sobriety b) Use of medication c) Illness, or disability

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		2.2.4. The mental condition of the candidate is suitable for them to undertake the Assessment, including the ability to check for: a) Signs of mental issues, including anxiety, stress, depression, and mental illness b) Attitude issues c) Distraction

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3 Vehicle suitability	3.1	The knowledge to confirm the suitability of the vehicle for the assessment and compliance with regulations regarding the legality and condition of the vehicle. 3.1.1. Vehicle regulatory compliance, including MOT, insurance, and licence requirements. 3.1.2. The knowledge to confirm that the vehicle is in a legal and road worthy state and that it is in a suitable condition to carry out the assessment. 3.1.3 The ability to ascertain that the vehicle is suitable for the intended assessment route.

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4 Vehicle checking	4.1	The knowledge to confirm that the candidate has the understanding and ability to undertake a thorough and precise check of the vehicle. 4.1.1. Understanding of the essential need for confirming that the vehicle is in a safe and legal condition prior to taking charge of the vehicle. 4.1.2 Understanding of the essential items that must be included in a vehicle check 4.1.3. Knowledge of the requirement to undertake vehicle checks: a) Prior to taking charge of the vehicle b) Continuously throughout the use of the vehicle c) During alterations to the vehicle e.g., changing trailers d) Post incident 4.1.4. The necessity to correct any observed vehicle defects 4.1.5. The knowledge to determine which vehicle defects would constitute the vehicle not being suitable for use until that defect has been repaired.
	4.2	Knowledge of the DVSA sanctions policy regarding roadworthiness of vehicles. 4.2.1. What constitutes: a) An immediate prohibition notice (PG 9) b) A delayed prohibition notice (PG 9 D) c) A verbale warning

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5 Route planning	5.1	The knowledge and understanding required to develop a suitable assessment route, which will cover as many assessment criteria as possible, subject to the geographic conditions of the location. 5.1.1. The necessity for routes to cover a suitable variety of road and condition types in order assessment to be carried out thoroughly and provide a complete assessment of the driver's performance. 5.1.2. The necessity to develop alternative routes: a) In order that drivers do not become familiar with the assessment route b) So that any road closure, detours or restrictions do not invalidate the assessment. c) In case the route is unsuitable for the type or size of the vehicle. d) In case the assessment route provides an unfair disadvantage at certain times or days. 5.1.3. The necessity for routes to include areas where set exercises, such as parking and incline / decline starting can be undertaken. 5.1.4. The necessity for the route to be suitable for the type, size & weight of the vehicle.
	5.2	5.2.1. Recognition of how routes may become more difficult at certain times or dates. This will include the importance of checking for obstructions along the route that may be encountered during the assessment, such as roadworks, community event, etc, prior to beginning the assessment.

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6 Assessment	6.1	Knowledge and understanding of how to conduct a thorough and correct driving assessment. 6.1.1. What establishes a pass or fail for each item within an assessment. 6.1.2. What is regarded as a reason to fail the entire assessment for a single action and knowing when to cease the assessment and not permit the driver to continue driving.
	6.2	6.2.1. Knowledge of the minimum items that a driving assessment should include
		6.2.2. Confirmation that the driver understands the process of assessment
		6.2.2. Application of special considerations following an unforeseen event during an assessment.

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Assessment 2

Assessment 2 is based on syllabus B and ascertain the candidate's ability to carry out an assessment of another person's driving ability.

The assessment will consist of 20 questions.

10 will be multiple choice questions set in text

10 will be pictorial or animated questions. The picture or animation will display a scenario. A multiple-choice question will be provided based on the correct actions for an assessor based on that scenario.

The assessment is based on the learning outcomes set out in the assessment B syllabus.

Assessment B Syllabus

Syllabus	Syllabus Reference	Item
1 Assessment of compliance with rules & regulations	1.1	The candidate must demonstrate that they have the ability to conduct an assessment which confirms whether the driver under assessment is driving within compliance of the required and necessary rules and regulations for the road type being used, relevant to the type and vehicle being used. Including: 1.1.1. Speed limits 1.1.2. Adherence to signage and signals 1.1.3. Permitting right of way 1.1.4. Use of vehicle equipment, including indicators, headlights, windscreen wipers, horn and hazard waring lights.

2 Assessment of a candidate's ability to drive safely	2.1	The candidate must demonstrate that they have the ability to conduct an assessment which confirms whether the driver under assessment is driving in a safe manner, regardless of being within the limits of regulations and rules. Including: 1.1.1. Appropriate rate of acceleration, proportionate to the road conditions 1.1.2. Proximity to other vehicles or other road users 1.1.3. Inappropriate use of speed or deceleration 1.1.4. Awareness of surroundings, use of mirrors and forward view of the road 1.1.5. Appropriate use of indicators 1.1.6. Combined use of indicators and mirrors to change speed, prepare to manoeuvre and change direction. Including checking areas which may be 'blind spots', and enhanced observational safety equipment which may be fitted to the vehicle 1.1.7. Appropriate driving style when in proximity to pedestrians or other vulnerable road users. 1.1.8. The ability to react to changing circumstance, based on the candidate's observational ability and activities.

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3 The ability to identify faults made by the candidate		The candidate must demonstrate that they have the ability to identify faults made by the driver during the assessments.
4 The ability to gauge the appropriate progress of the candidate during the assessment.		4.1.1. Appropriate control of vehicle and use of speed on approach to changing circumstance, including traffic lights, roundabouts or unexpected events. 4.1.2. Ensuring appropriate distancing and consideration to vulnerable road users, e.g., pedestrians, cyclists and horse riders.

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10. Assessment

Following completion of the requirements for teaching, the qualification will require two assessments to be successfully undertaken.

The assessments may be undertaken in any order but must be successfully completed within 1 year of each other.

1. Syllabus -A- Assessment

   Multiple choice questions consisting of 20 questions with a 70% required pass mark (14 correct answers). A maximum permitted time of 30 minutes will be provided for this assessment.

2. Syllabus -B- Assessment

   Multiple choice questions consisting of 20 questions with a 70% required pass mark (14 correct answers). A maximum permitted time of 30 minutes will be provided for this assessment. 10 questions will be text and 10 questions will be pictorial or animated scenarios.

Assessments will be carried out at approved NLTC centres. The centre must inform NLTC of their intention to carry out the assessment by completing all mandatory fields within the qualification database.

The centre will receive access to the assessment portal and, by means of using the access code, may being the assessment online.

Centre Operational Procedure

Level 2 Award in Driving Assessment

1. Method of qualification

1.1. Qualification title
1.2. Qualification descriptive overview
1.3. Validity Period
1.4. Refresher Training & Assessment
1.5. Method of teaching
1.6. Candidate requirements
1.7. Credits

2. Approvals

2.1. Centre Approval
2.2. Teacher Approval
2.3. Examiner Approval
2.4. Responsible Person

3. Teaching

3.1. Approved Teachers
3.2. Adherence to syllabus
3.3. Teaching Unit Duration
3.4. Start of Course Briefing
3.5. Joining Instructions
3.6. Breaks
3.7. Teaching Periods
3.8. Identity checks
3.9. Practical Exercises
3.10. Assistance to candidates
3.11. Class limits
3.12. Teaching Materials
3.13. Remote Teaching

4. Examinations

4.1. Method
4.2. Pre-Examination Procedure
4.3. Syllabus A Examination
4.4. Syllabus B Examination
4.5. Re-sits

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5. Refresher Training

6. Quality Control

6.1. Access to Site, Teaching, and Assessments
6.2. Unannounced Verification Visits
6.3. Audits
6.4. Grading
6.5. Assessment verifications
6.6. Follow up visits

7. Reasonable Adjustments

8. Costs

8.1. Centre approval
8.2. Syllabus A Assessment
8.3. Syllabus B Assessment
8.4. Verification Charges
8.5. Appeals Charges

9. Database

9.1. Use of the database
9.2. Qualification Intention
9.3. Candidate Details
9.4. Assessments
9.5. End of Qualification Archive

10. Complaints and appeals

10.1. Centre Complaints
10.2. Centre Appeals
10.3. Candidate Complaints
10.4. Candidate Appeals

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1. Qualification Overview

1.1. The title of the qualification is ‘Level 2 award in driving assessment’.

1.2. The qualification is Ofqual regulated and is available on the (RQF) Regulated Qualification Framework.

1.2.1. The qualification provides evidence that the certificate holder has demonstrated a suitable level of knowledge and ability, to provide an assessment of another person’s driving ability.

The qualification is not vehicle type specific. It provides evidence of knowledge and ability to carry out a driving assessment in general.

1.2.2. Candidates are required to undertake the teaching and practical exercises as set out in the syllabus, in full, prior to undertaking the assessments.

1.2.3. Following completion of the teaching and practical exercises, the candidate may attempt the assessments. This may be undertaken immediately following completion of training and practical exercises, or up to one year following completion of the teaching and practical exercises. Following this period, the candidate will be required to undertake the training course.

1.2.4. Candidates are required to pass two assessments to complete the qualification.

a. A multiple-choice question’s, consisting of 20 questions based on syllabus series A.

b. A multiple-choice question’s, consisting of 20 questions based on syllabus B.

1.2.5. In order to pass the assessments, the candidate must score at least 70% in each assessment.

1.2.6. The assessments may be taken in any order. They may be taken consecutively or with a period between 1 year.

In the event that a candidate achieves a pass in one assessment but fails the second assessment, the pass achieved will be valid for a period of 1 year from the date it was passed. However, as set out in 1.2.3, centres should bear in mind that the validity period of the teaching may expire before the validity of this pass. In this case, the requirements of 1.2.3 will take precedence.

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1.3. Once the training & practical exercises have been completed and both assessments successfully passed, the candidate will receive an NLTC certificate.

This certificate will have a validity period of five years starting from the day that the second successful assessment was marked.

1.4. If a candidate refreshes the qualification at any time within the period of validity, they may attend a refresher training course (see item 5) and then attempt the two assessments.

1.4.1. It will not be possible for a candidate to undertake refresher training if the date of the training is later than the validity of their current certificate. In this case the candidate must undertake a full training course and assessments.

1.4.2. If a candidate has undertaken a refresher course, but, failed one or both assessments, provided that there is remaining validity on their current certificate to make another attempt, this is permitted. However, if the validity expires it will not be permitted. Centres are advised that candidates should only be permitted on to their refresher courses if they have a remaining period of entitlement that is sufficient to attempt a retake of the assessments.

1.5. Teaching is carried out for syllabus A in a classroom environment. Teaching for syllabus B requires the use of vehicle with at least two seats. Note, the vehicle is not type specific i.e., it is not required to be an LGV or PCV.

1.5.1. The teaching must be carried out in the classroom, or by remote means, as set out in syllabus A. Teaching for syllabus B should be carried out in a vehicle. If it is not possible to cover the entirety of syllabus B using a vehicle, for example due to the location being unable to provide all of the required elements; or if the teacher wishes to supplement the teaching carried out in the vehicle, the use of classroom demonstrations of driving scenarios, such as films, may be used.

1.5.1.1. If the teaching is supplemented by filmed drives, the filmed drives must be relevant to the teaching of syllabus B.

1.5.2. The three practical exercises set out in syllabus A must be completed. These are not pass or fail assessments; however, if it is evident that the candidate does not demonstrate the knowledge to correctly undertake all practical assessments, the teacher must not permit the candidate to progress further into the syllabus until such time as the ability to carry out the practical exercises has been demonstrated.

1.5.2.1. At the discretion of the teacher, the candidate may be required to undertake additional training or be removed from the training course, in this case.

1.5.3. As set out in 1.5.1. The teacher should drive the vehicle and explain to the candidate what they should be doing in order to carry out a suitable assessment. Following this, the candidate should carry out assessments of the teacher. The entirety of syllabus B must be included during this teaching.

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1.6. Candidates may only be enrolled onto training courses and attempt assessments if they currently hold, or can prove that they have previously held, a driving licence with at least a category B (or non-EU equivalent) entitlement.

1.7. If the candidate holds a current regulated qualification which is relevant for the assessment of drivers, the candidate may undertake the training set out in section 5 prior to being permitted to attempt the assessments.

1.7.1. If the candidate holds a non-regulated qualification which is relevant for the assessment of drivers, the centre should provide NLTC with a copy of the certificate in order for NLTC to decide whether the qualification held by that candidate is suitable.

NLTC's decision will be based on the reputable value of the provider of the qualification as a provider of qualifications. The qualification specification from that provider must be available and will be scrutinized by NLTC.

The decision to accept nonregulated qualifications by NLTC will be final and not open to appeal.

In the event that the nonregulated qualification is accepted by NLTC, the candidate may undertake the training set out in section 5 prior to attempting the assessments.

1.7.2. Any candidate who is permitted to undertake the training set out in section 5 prior to attempting the assessments, may only do so provided that their current certification is valid. If the certificate expires at any point prior to the candidate successfully completing the qualification, i.e., completion of the assessments following the teaching, the candidate will be required to undertake the teaching as set out in section 3.

1.7.3. Previous experience of driving assessment, which does not include any certificate of achievement as set out in 1.7.1, will not be accepted and the candidate will be required to undertake the full teaching element as set out in section 3.

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2. Approvals

The qualification may only be provided by a centre which holds specific approval from NLTC to provide the qualification. The centre may only provide the qualification by means of a teacher who has been specifically approved by NLTC for this qualification, and the assessments may only be carried out by an assessor who has been specifically approved by NLTC for this qualification.

2.1. Centre Approval

2.1.1. Centres must apply to NLTC for approval to provide this qualification. Existing NLTC centres can do this via the NLTC members website. Other centres can do this via the NLTC general website.

2.1.2. Unless NLTC already has evidence that a centre meets the requirements set out in 2.1.3, a quality control visit will be required, at the centres expense, in order to ascertain that the requirements of 2.1.3 are met.

2.1.3. The centre must have all items and requirements as listed within this part.

a. A suitable classroom / training facility

   This requires a training facility to be of a standard expected for teaching. In addition to the items listed in this part, the facility is required to be of a reputable standard in terms of décor, access, lighting, heating, basic facilities for ablutions and safety standards i.e., electrical supplies, etc.

b. Means to display a PowerPoint presentation with clear view and suitable audible facilities

c. Means to display the filmed drives on a screen of a suitable size and quality

d. A desk and chair for each candidate, which provide an unrestricted view of the teacher and any materials used for teaching.

e. Free from external distractions

f. A means to keep assessment materials securely

2.1.4. Approval may be provided by remote means, i.e., a virtual tour of the site and facilities. In this case though, centres should be aware that if, during verification visits or audits, the centre is found to be non-compliant with the terms of 2.1.3, approval can be suspended or withdrawn.

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2.1.5. Once centre approval is provided, the centre is approved. This is not limited to a single location operated by the centre. All locations used by the centre will receive approval, provided that the centre confirms that the location meets with the requirements of 2.1.3.

2.1.5.1. If any location used by a centre is non-compliant, the approval for the centre may be suspended or withdrawn.

2.1.6. Centre approval is provided on an annual basis. Provided that compliance has been maintained within the previous year, re-approval will be automatically administered.

2.1.7. Approval is at the discretion of NLTC and can be suspended or withdrawn at any time.

2.2. Teacher Approval

2.2.1. Centres must have at least one teacher for this qualification.

2.2.2. Centres must add teachers onto the teacher / trainer tab on the NLTC members website.

2.2.3. Teachers must hold this qualification and hold a qualification relevant to teaching. In this case the qualification must either be Ofqual approved or recognised by a government agency i.e., the DVSA recognised Driver CPC Trainer registers.

Both qualifications must be valid. If either qualification expires, the teacher's approval will be suspended until such time as the qualification(s) have been renewed.

2.2.4. Approval for teachers is transferable between centres. i.e., an approved teacher can teach for multiple centres.

2.2.5. The terms of 2.1.7 are equally relevant to teachers. In addition, the actions of a teacher can place the continued approval of the centre at risk.

2.3. Assessor Approval

2.3.1. Each centre must appoint at least one person to act as an assessor, i.e., a person who carries out the candidate assessments. This may be the teacher or may be another person who is unfamiliar with the teaching; but is familiar with the method of assessment.

2.3.2. Centres should add the assessor(s) details to the NLTC members website. The responsible person must confirm that the assessor has a good understanding of the requirements of section 4 of this procedure.

2.3.3. The terms of 2.1.7 are equally relevant to assessors. In addition, the actions of an assessor can place the continued centre approval at risk.

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2.4. Each centre must nominate a responsible person. This person is the point of contact with NLTC and must be in person within the organisation of the centre who holds sufficient authority to carry out compliance with this procedure.

The responsible person holds the responsibility to ensure that that the centre sets and remains in full compliance with the requirements of this procedure.

The responsible person must inform NLTC of any alterations to personnel or circumstance within their organisation.

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3. Teaching

3.1. The qualification may only be provided by teachers who are approved by NLTC for this qualification.

3.2. Syllabus A sets out the duration (teaching units) and criteria for each learning outcome. Teachers must abide by the terms of this syllabus.

It is acceptable for a teacher to overrun the allotted time scale set for a particular learning outcome, if, in the opinion of the teacher, the candidate is struggling to achieve the learning outcome. This overrun must not disadvantage any other candidate undertaking the qualification and must not include any more than 1 teaching unit.

Under no circumstances may any teaching include less duration or content than set in the syllabus.

3.2.1. Teaching for syllabus A should have a duration of 2 days.

Syllabus A must be carried out in a classroom.

3.2.2. Teaching for syllabus B should have a duration of 1 day.

Teaching for syllabus B must be undertaken:

a. Using a ‘live drive’ in a vehicle, where the teacher demonstrates methods of assessments as set out in syllabus B.

b. If the entirety of syllabus B cannot be achieved during the live drive, teaching may be carried for the parts required to complete syllabus B, by means of classroom training, such as filmed driving scenarios.

c. Provided that the live drive has included as many elements of syllabus B as possible, the teacher may supplement the teaching by means of classroom teaching as set out in b.

3.3. Each teaching unit is 30 minutes.

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3.4. Prior to the start of teaching, on the first day that each candidate will attend, the teacher must set out the basic health, safety and site-specific rules for the centre and location.

This must include at least:

a. Fire procedures

b. First aid procedures

c. Smoking rules

d. Toilet facilities

e. Facilities for refreshments

f. Facilities, arrangements, or locations available for lunch

The briefing must also include:

g. The qualifications and experience of the teacher

h. The duration of the teaching, including start times, end times and break times.

i. How the qualification will be delivered

j. How the assessments will be carried out

k. The period of validity

i. Of the qualification when passed

ii. To undertake the assessment following the teaching

iii. To retake an assessment following a failure

l. The method of refresher teaching and assessment

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3.5. Centres should provide each candidate with a joining instruction at least 1 week prior to the start date of the teaching. These, at least, must include:

a. The full address of the venue

b. The start and end times and dates

c. The requirements as set out in 1.2.4 & 1.6 of this procedure

d. A request for any reasonable adjustments or special requirements. (See 7.1)

3.5.1. In addition to these minimum requirements, the centre should include its own policies for refunds, resits, etc as well as any arrangements for lunch, car parking or other pertinent subject relative to the qualification.

3.6. A break of 15 minutes must be taken following any three teaching units (90 minutes). When this break occurs near to lunch time, this break must have a duration of at least 45 minutes.

3.7. Each day's training is set to 12 teaching units (6 hours). However, if the teaching element of the qualification is being used to obtain Driver CPC, the additional 2 teaching units may be used provided that syllabus items are not brought forward from the next learning outcome.

At their discretion, the teacher may increase time dedicated to each learning outcome as set out in 3.2, or undertake a practical drive as set out 1.5.1.1.

3.7.1. If a candidate fails to successfully complete one or more of the practical exercises, as set out in 3.9, additional time may be permitted at the teacher's discretion provided that the terms of 3.7.2 are complied with.

3.7.2. In any case, the teaching must not exceed 14 teaching units.

3.8. Teachers must carry out a thorough identity check of the candidates. This will include comparisons of photographs and signatures. The preferred form of identity is a driving licence. If this is not available, the candidate is required to produce a form of identity which includes their photograph and signature, which has been provided by the government, e.g., a passport.

Note that there is no requirement for this to be solely a UK identity document if the candidate is not a UK resident.

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3.9. As set out in 1.5.2, syllabus A includes three practical exercises:

a. Carrying out an eyesight test

b. Carrying out an identity check

c. Carrying out a vehicle check

These must be carried out in the order shown in the syllabus and be marked by the teacher, confirming that the candidate has successfully demonstrated the ability to carry out all three items.

The candidate may make multiple attempts. This is at the teacher's discretion, however, as set out in 3.7; any extra time dedicated to this must not result in a day's teaching exceeding 14 teaching units. In this case, the candidate should not be permitted to continue with the qualification.

` The result of each practical exercise, including each attempted practical exercise, must be uploaded with the qualification documentation to the NLTC database.

3.10. Teachers should relay teaching during the qualification, which is suitable for the candidate to obtain the ability and knowledge to pass the assessments and practical exercises by themselves.

Teaching must not be directly aimed at assessment questions. Any 'coaching', 'hinting' or other advantage provided to candidates that is specially directed to gaining an advantage of the assessments via pre-knowledge of questions, or likely questions, is strictly forbidden. This may result in the teacher's approval being withdrawn and may also result in the centres approval being withdrawn.

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3.11. The number of candidates permitted in a class is limited to:

a. The size of the classroom:

i. 10 square metres are required for the teacher and to undertake the practical exercise.

ii. 2 square metres are required per candidate

b. The number of facilities available for the candidates:

Each candidate must be provided with an individual chair and desk space which is large enough for the candidate to take notes.

(Note that additional requirements are set out for assessments, see 4.1.5)

c. A maximum of 20 candidates per teacher

3.12. It is recommended that centres use NLTC teaching materials (PowerPoint, etc) for the qualification; however, centres may use other materials provided the points below are met.

A sample of the intended materials must be provided to NLTC for conformation of compliance with the items set below, prior to being used for teaching.

The material must cover the entire syllabus

a. The material must be set to the appropriate level for the qualification

b. The material must not provide, clues, prompts or other pointers providing direct assistance to assessment questions

c. The material must not include any offensive of discriminatory content

d. The material must be of a good quality

e. The material may contain some film clips, these must not make up more than 15% of the material

d. The material must have sufficient content to meet the teaching unit requirement for the qualification.

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3.13. Remote Teaching.

3.13.1. Remote teaching of the qualification is permitted, provided that all parts of this procedure are met and:

a. NLTC must be provided with access to the teaching platform in order for verification to be undertaken

b. All candidates must be in full view of the teacher's screen at all times.

c. Candidates must be in a suitable teaching environment and free from distractions or undertaking any other activity during the teaching.

3.13.2. Prior to the start of the teaching, candidates must be provided with the candidate forms to complete.

3.13.3. At the commencement of the teaching, candidates must show the completed candidate forms to the teacher on screen and show their form of identity.

3.13.4. For assessments and practical exercises following remote teaching, see 4.1.7.

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4. Assessment

4.1. The qualification requires two assessments to be passed. The basis of this is set out in 1.2.3 – 1.2.6.

4.1.1. Assessments may not be undertaken until the candidate has completed the teaching element of the qualification, including successful completion of the practical exercises.

4.1.2. Assessments must be undertaken at the date, time, and location, advised to NLTC by the centre during the qualification intention input on the NLTC database. Any alterations to this must be advised to NLTC as soon as possible.

When, due to last minute unforeseen circumstances, it is not possible for a centre to carry out the assessments as previously advised to NLTC, the assessments must not be carried out until such time as any alterations have been advised to NLTC.

4.1.3. The assessments may only be undertaken at an approved NLTC centre. Under no circumstances may assessments be taken at any other location.

4.1.4. Each candidate must be provided with a means to undertake the assessment, i.e., suitably sized table, pen, etc.

4.1.5. The assessment venue must:

a. Provide a distraction free environment

b. Have a suitable internet facility

c. Provide each candidate with sufficient individual desk space

d. Have the ability to seat candidates in such a way that view of other candidates' screens is not possible or separated by a suitable distance so that any response provided by one candidate cannot be read by other candidates.

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4.1.6. The preferred method of assessment is via the online assessment facility. Centres are provided with paper back up assessment materials. These should only be used when it is not possible to use the online facility.

4.1.6.1. In case of a situation where it is not possible to run the assessments using the online facility, each centre will be provided with two series of assessment materials (Series A & B). Use of these materials must be limited to circumstances where it is not possible to use the online facility for assessments.

4.1.6.2. Following any failure to pass an assessment, the candidate may not use the same series of assessment as they used for their original assessment. For example, if a candidate failed syllabus A using the series A assessment, they may now only use the series B assessment to re-sit the assessment.

4.1.6.3. Centres can access the online assessment materials from the NLTC database.

4.1.6.4. The preferred method of assessment is via the online assessment facility. Centres are provided with paper back up assessment materials. These should only be used when it is not possible to use the online facility.

4.1.6.5. Online assessments may only be undertaken using laptops and computers belonging to the centre. Under no circumstances may candidates undertake assessments using their own equipment.

4.1.6.6. Candidate must not be permitted to copy or make note of any assessment materials.

4.1.6.7. At the end of each assessment (online) the candidate will be informed of the result. This includes whether the assessment has been passed or failed and their score and percentage.

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4.1.7. Assessment following remote teaching

4.1.7.1. Assessments are not permitted remotely and must be carried out at an approved centre.

4.1.7.2. The teacher of the qualification must either:

a. Be present at the assessment in order to confirm that the candidate attending the assessment is the candidate who undertook the teaching for the assessment.

b. Be shown, by remote means, the candidate undertaking the assessment, by the assessor providing the assessment. In this case, the teacher must provide conformation to the assessor.

4.1.7.3. The identity of the candidate must be confirmed by a visual inspection of the document provided by the candidate prior to undertaking the assessment.

4.1.7.4. Prior to the assessment, the practical exercises must be completed. This must be to a satisfactory standard. If the candidate is unable to provide a satisfactory standard, the assessments must not be undertaken.

4.2. Pre-Examination Procedure

4.2.1. Prior to the start of the examinations, the assessor must:

a. Confirm the identity of each candidate undertaking the assessment, unless identity has been confirmed prior to the teaching when the assessment will take place immediately following the teaching.

b. Confirm that the terms of 4.1.5 have been met

c. Provide each candidate with an examination briefing, as set out in 4.2.3.

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4.2.2. The centre must adhere to the procedure for assessment, as set out in this part:

a. Assessments must be undertaken individually by candidates; the assessment must demonstrate the individual candidate's ability and knowledge. Under no circumstances may candidates be permitted to confer or obtain any advantage during an assessment. This includes but is not limited to any assistance from the assessor / teacher, materials on display in the location, or sight of other candidate's answers.

b. All means of mobile communication must be switched off.

c. Any item that is likely to provide an advantage to the candidate, such as a wall poster, etc, must be removed or totally obscured.

d. Candidates must be seated in such a way that other candidates' responses cannot be viewed, as set out in 4.1.5.e

e. Candidates may only use, and have access to, the permitted assessment materials during the assessments. As set out in 4.2.4.

4.2.3. Prior to the assessment the assessor must inform the candidates of:

a. The rules for the assessments, as set out in 4.2.2.

b. The method, duration, number of questions and required pass mark, of the assessment, as set out in 4.3 & 4.4 as appropriate. This should include a description of how to complete the assessments.

c. The appeals procedure

d. An appropriate means to obtain the attention of the assessor without disruption to the other candidates.

e. The required behavioural standard, with regards to compliance with NLTC rules and appropriate behaviour in regard to disturbance to other candidates.

f. The possibility of being expelled from the examination as a result of failing to comply with the rules.

g. The re-sitting procedure and timeframe requirements to undertake a re-sit of the assessment or assessments.

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4.2.4. No other materials, except for necessary items, such as a pen, will be permitted during the assessment.

4.2.5. If the assessor witnesses any action by a candidate that is contrary to the rules in this part, the candidate must be expelled from the assessment. This should then be referred to NLTC.

4.3. Syllabus A assessment

4.3.1. Syllabus A assessment is a multiple-choice question examination, based on the syllabus points and learning outcomes in syllabus A.

The assessment must be taken at an approved NLTC centre.

4.3.2. In the event of an unforeseen circumstance, which results in the assessment being unable to fully comply with the terms of this policy, the centre must not proceed with the assessment until approval has been provided from NLTC.

4.3.3. During the enrolment stage of the qualification, the centre will have received an assessment code for the candidate. Following the assessment brief, the candidate should be provided with this code and input it into the NLTC assessment portal.

This will provide access to the assessment.

The candidate will read the question and select one of the four answers provided in the assessment.

When the candidate is satisfied that they have answered the questions as best they can, they may cease the assessment if this is early than the time permitted for assessment A.

If the time for assessment A runs out, the assessor must cease the assessment immediately. Online assessments will automatically time out. No candidate may be provided with any additional time unless NLTC has agreed to a reasonable adjustment.

4.3.4. Following completion of the assessment (online) the outcome will be automatically sent to NLTC. In the event of a pass, NLTC will post the certificate to the candidate directly.

4.3.4.1. Following completion of a paper examination, the centre must scan the completed answer sheet and forward this to NLTC within 5 normal working days following the date of assessment.

The centre should inform the candidate of their result as soon as possible following the assessment and by the latest within 5 normal working days.

4.3.5. The examination will consist of 20 questions.

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4.3.6. The maximum time permitted to complete the examination is 30 minutes; however, the examination may conclude at any time prior to this.

4.3.7. Centres should have a sufficient supply of question response papers printed off, from the NLTC database, in case of necessity.

4.3.8. On completion of the qualification the centre must upload all of the required documentation the NLTC database. Certificates will not be sent until this has been completed.

Following completion of a written assessment the centre should scan and email the completed response papers to NLTC. The actual papers should be included in the envelope which will be sent to NLTC by the centre.

The centre should inform the candidate(s) that the results, in this circumstance, could take up to 10 normal working days.

4.4. Syllabus B assessment

4.4.1. Syllabus B assessment involves two types of questions, both are multiple choice questions with 4 options and 1 correct answer.

4.4.2. The assessment will consist of 10 multiple choice questions, which are text questions. There will also be 10 multiple choice questions which are based on pictorial or animated scenarios

4.4.3. If using paper assessments, the scenarios will not include animations.

4.4.4. The duration of the assessment is a maximum of 30 minutes

4.4.5. The required pass mark for this assessment is 70% (14 correct questions). Scoring is set at 1 point per correct answer, regardless of being a text or a scenario question

4.4.6. Following a written assessment, the centre should scan and email the completed syllabus B assessment paper to NLTC for marking.

This must be done as soon after the completion of the assessment as possible and no more than 5 normal working days following completion of the assessment.

4.4.7. The centre should keep a hard copy of the papers for a period of 6 years for audit purposes.

4.4.8. Marking the assessment will be automatically undertaken by the online assessment.

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4.4.9. Paper assessment will be marked by NLTC within 5 normal days of receipt of materials. The centre will receive confirmation of the result on their database.

The centre should inform the candidate of their result as soon as possible following the assessment and by the latest within 5 normal working days.

4.5. Re-sitting failed assessments

4.5.1. In the event that a candidate fails either assessment, they may be permitted to re-sit the assessment once immediately following the result of the first attempt. Note that the terms of 4.1.6.1 are relevant to this.

4.5.2. In the event that the candidate, on their second attempt also fails to pass the assessment; the candidate will not be permitted to undertake a third assessment for at least 1 calendar month and following remedial teaching from the centre has been confirmed.

4.5.3. In the event that the candidate fails the third attempt, they will be required to undertake the teaching of which ever syllabus they have failed. A further attempt to pass the assessment may then be undertaken provided that a period of at least six months has passed since the first attempt of that examination.

4.5.4. Candidates are not obliged to take the re-sit assessment at the same centre which they used for the teaching or the previous assessment.

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5. Refresher Training

5.1. When 1.4 or 1.7 is relevant, a candidate may undertake a refresher teaching course followed by the assessments. This is subject to the terms of 1.4.1 & 1.4.2.

5.2. The centre should enrol the candidate as a refresher candidate during the enrolment stage of the qualification.

If the candidate is not eligible for the refresher qualification, the database will not permit the candidate to be added as a refresher candidate.

5.3. Refreshing the qualification requires teaching of syllabus A & B. In this case the duration of syllabus A may be reduced to 1 day of teaching consisting of 12 teaching units. Teaching of syllabus B may be reduced to 6 teaching units.

5.4. Assessments will be carried out as set out in 4.3 & 4.4.

5.5. The assessments may not be undertaken until the terms of 5.3 have been complied with.

5.6. Following successful completion of the assessments, the candidate will receive a new certificate with a validity date that is five years from the date that the second assessment was passed.

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6. Quality Control

6.1. For the reputation of the qualification, NLTC and other centres providing the qualification, NLTC will carry out verification visits and audits on centres. Moderation and analysis pass and fail rates per centre and per teacher will also be undertaken.

6.1.1. Centres must permit NLTC quality control officers unhindered access to view teaching and / or assessments of this qualification.

Any failure by any centre, teacher, or assessor, to permit unhindered access to an NLTC quality control officer will result in the assessment for that qualification not being processed. It will also result in action being taken against the centre and the teacher or assessor.

6.1.2. Centres may provide feedback regarding the conduct of quality control officer. This will be undertaken via the centre's responsible person and their NLTC contact person, who will forward the feedback to the senior quality control officer.

6.2. NLTC quality control officers may carry out unannounced verification visits at any time during teaching or assessment in order to ascertain:

a. The quality of the teacher, assessor, and the centre
b. Adherence to this policy
c. Adherence to the syllabus and qualification specification
d. Malpractice or maladministration

6.2.1. The duration of the visit will be long enough for the quality control officer to establish the points set out in 6.2 and to receive feedback from the centre, teacher, or assessor regarding the qualification.

6.2.2. Centres must ensure that all teaching or assessment locations provide an isolated desk and chair in case of an unannounced visit from a quality control officer. This desk and chair must provide a good view of the teaching or assessment.

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6.2.3. Quality control officers will not disrupt teaching or assessments, except when entering the area and introducing themselves; or if they deem it necessary to correct anything or cease the teaching or assessment.

a. Correcting will only be undertaken if a teacher or assessor has said or done anything that is contrary to this policy, the syllabus, or the qualification specification.

Whenever possible this will be undertaken by speaking to the teacher or assessor, privately, and asking them to provide the correction.

b. Quality control officers have authority, in extreme circumstances, cease the teaching or assessment of the qualification. This is limited to witnessing serious failures of the points a – c of 6.2 or any evidence of part d in 6.2.

6.2.4. Upon arrival, quality control officers will present the centre, teacher, or assessor with proof of identity in the form of an NLTC identification card. This can be verified either by using the QR code on the card or the centre may call NLTC directly for conformation.

6.2.5. During verification visits the quality control officer may carry out confirmation of identity checks and speak directly to candidates. The quality control officer must also be permitted access to any document relevant to the qualification.

6.3. NLTC will arrange a mutually convenient date and time with centres to carry out a centre audit. The purpose of this being to assure quality control and compliance with the qualification specification and this policy.

6.3.1. Following 3 attempts to arrive at a mutually convenient date, NLTC may impose a date for the audit.

6.3.2. The audit will be carried out by an NLTC quality control officer.

6.3.3. The centre must permit the quality control officer unhindered access to all documents relevant to this qualification during the audit.

6.3.4. Centres are invited to request information or advice from the quality control officer regarding this or any other qualification offered by NLTC. It would be preferred for the centre to inform NLTC directly of any likely request in order that NLTC can furnish the quality control officer with the relevant information and / or documents.

6.3.5. It is estimated that an audit will take, in the region of 3 hours, however NLTC suggests that the centre prepares for longer.

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6.4. Grading

6.4.1. Following a verification visit or audit, centres are awarded a compliance grade. This grade is awarded by the quality control officer and is based on the information below:

Grade 1:

A grade 1 is awarded when it is found that a centre has no failings or contravention of NLTC policies or practices and presents no risk to the conditions of recognition. In this case the centre must also provide a high-quality service, in keeping with the reputation desired by NLTC.

When a grade 1 is awarded, no further action is required from the centre.

Grade 2:

A grade 2 is awarded when it is found that a centre has a slight and single failure to comply with NLTC policies or practices, which do not cause any risk to its conditions of approval, is not deemed to be malpractice and will not cause any adverse effect, inconvenience learners or harm the reputation of NLTC or qualifications in general.

When a grade 2 is awarded, the centre will be required to correct the failure without a timescale or sanctions being imposed.

Grade 3:

A grade 3 is awarded when it found that a centre has unintentionally failed to comply with NLTC policies or practices. Either as described in grade 2 but relevant to more than one failure; or, when the failure poses a threat to NLTC's conditions of recognition, is likely to be malpractice or result in an adverse effect or harm the reputation of NLTC or qualifications in general.

When a grade 3 is awarded, the centre will be given a timescale in which to convince NLTC that it has corrected the failure and to explain how it will not permit a recurrence of the failure. If a recurrence of the failure does happen within a twelve-month period, following the assurance, this will automatically attract a grade 4 being awarded.

In appropriate cases, where the likelihood of recurrence is low, the centre; including key members of staff, may be required to undertake the training set by NLTC. NLTC may, following the training, require additional observation of the centre for an undisclosed period of time. Costs relating to this will be met by the centre.

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Grade 4:

A grade 4 is awarded when it is found that a serious failure to comply with NLTC policies or practices has occurred. This failure may provide a threat to NLTC continued recognition as an awarding body, its reputation or that of qualifications in general.

In the case of malpractice or maladministration, creation of an adverse effect or deliberate intent to contravene policies and practices, a grade 4 will be awarded.

When a grade 4 is awarded, the centre, following an assessment from NLTC in order to ascertain how any inconvenience to learners can be mitigated, will be suspended. The centre will then be required to provide a report to NLTC, within a set timescale, explaining what happened, what actions it has taken to correct the failure and how it ensures no recurrence.

This report will be considered by the senior quality control officer, who will decide either to:

a. Accept the contents of the report and discontinue the suspension, with certain sanctions.

b. Require additional information and assurances from the centre prior to making any decision.

c. Make the decision to upgrade the situation to grade 5

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Grade 5:

A grade 5 is awarded to a centre following either an incident or potential incident of gross misconduct.

When a grade 5 is awarded to a centre, the centres approval will be terminated. NLTC shall undertake all necessary actions to avoid any adverse effect that may be caused by the termination.

Centres may appeal any grade allocated to them. This must follow section 7.3.2 of the complaints and appeals policy. Sanctions, suspension, or termination will not be relaxed or cancelled during the period of the appeal.

Ownership of the incidents or actions deemed to be gross misconduct is solely that of NLTC. For clarity, NLTC regards gross misconduct as a deliberate act that contravenes its practices or policies or poses a realistic risk to its continued recognition as an awarding body or significant damage to its reputation or that of qualifications in general. However, at its discretion, NLTC may also consider other actions that are contrary to its interests or reputation to be deemed as gross misconduct.

Following the termination of association with a centre, either by NLTC or at the decision of the centre, NLTC shall take the steps that it deems to be necessary to alert other awarding bodies or other relevant parties or agencies of the situation.

6.5. In order to verify assessments, quality control officers have authority to request that an assessor does not partake in the assessment. In this case the quality control officer will run the assessment, using the verification version of the assessments.

Following this, the score achieved by the candidate(s) will be compared with the average score achieved by candidates attending the qualification at that centre.

Equally, all centre pass marks will be analysed for comparison with the national average.

In either case, a score that is not reasonably relatable to the average score will be investigated by NLTC. In the event that the score is significantly different to the average and no immediate plausible explanation can be provided, NLTC may impose a grade 4 and act accordingly.

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6.5.1. As an alternative to the assessment verification described in 6.5, the quality control officer may decide to witness the assessor providing the assessment(s). The decision to use the verification assessment materials is at the discretion of the quality control officer; however, the decision may be implemented by the senior quality control officer.

6.6. Quality control officers may carry out multiple verifications on centres. This will be either as a result of a random selection made by the senior quality control officer, in which case centres should not regard multiple visits as any sign that NLTC is carrying out unwarranted verification and victimising certain centres. Alternatively, quality control officers may carry out multiple visits to centres as a result of a grade 3 or lower previous visit.

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7. Reasonable Adjustments

7.1. As the qualification requires the holder to access vehicles and carry out an observational assessment of another person's driving, only a limited number of reasonable adjustments are applicable.

Centres should inform candidates of the process for claiming a reasonable adjustment, in the joining instructions.

Any request for a reasonable adjustment must be received by NLTC prior to the start of the qualification.

A reasonable adjustment will only be permitted with written authorisation from NLTC specifically for that candidate undertaking that qualification only.

7.2. Translators or other digital means of assistance are not permitted.

7.3. Candidates with dyslexia must provide a form of evidence, signed by a doctor. In this case NLTC may provide 30 seconds additional time per question (equating to 15 minutes) for the syllabus A assessment.

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8. Costs

8.1. Centre approval

8.1.1. The charge for annual centre approval is £500.

8.1.2. The charge for centre approval includes membership to NLTC (consortium), therefore, members of the NLTC (consortium) will not be required to pay the £500 centre approval for this qualification.

8.1.3. As set out in 2.1.2, when the requirements of 2.1.3 are not already known to NLTC, a centre approval visit may be required.

This is charged at £350 plus travel and, if required, accommodation.

If the centre approval can be carried out remotely, the cost of travel will not be relevant.

8.1.4. Centre approval includes all locations operated by the centre. Following centre approval, it is not required for each location to be approved by NLTC. It is, however, necessary for each location to be compliant with the terms of this policy.

8.1.5. Centre approval costs are annual and must be paid by the anniversary date of the centre's approval, at the very latest, each year. Failure to complete this payment by this date will result in the centre's approval being ceased. In this case the centre will be required to undertake initial approval, including the charge set out in 8.1.3, even if the centre is known to NLTC.

8.1.6. Centre approval charges are not refundable

8.1.7. Centre approval charges are subject to VAT.

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8.2. **Syllabus A Assessment**

8.2.1. The charge for the syllabus A assessment is £35.

8.2.2. The charge for the syllabus A assessment is made and must be paid when the centre enrols the candidate on to the qualification database.

8.2.3. The charge is made regardless of the outcome of the result.

8.2.4. The charge is not refundable and will not be offered as a credit to the centre, if for example, the assessment does not take place. It may however, be provided as a credit for the candidate provided that the assessment takes place within 5 normal working days following the date that the assessment was notified to NLTC as taking placer and provided that NLTC was notified of the postponement prior to the actual postponement.

8.2.5. The assessment charge is subject to VAT.

8.2.6. Resitting and refresher assessments are charged at the same rate.

8.3. **Syllabus B Assessment**

8.3.1. The charge for the syllabus B assessment is £65

8.3.2. The terms set out in 8.2.2 – 8.2.6 are relevant to syllabus B assessments as well.

8.4. **Verification Charges**

8.4.1. There is no charge for unannounced verification visits, unless these are provided by means of a follow up visit following a grade 3 or lower previous visit.

8.4.2. Follow up verification visits are charged at £350 plus travel and, if required, accommodation.

8.4.3. Audits are charged at £350. However, provided a centre obtains 10 or more syllabus A & syllabus B assessments within the previous twelve-month period, this charge will not be relevant.

8.4.4. Verification charges are subject to VAT

8.4.5. Verification charges must be paid within 30 days of invoice. Failure to complete the payment will result in access to the database being suspended until the invoice has been paid.

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8.5. Appeal Charge

8.5.1. As set out in 10.2.4, secondary appeals are at the cost of the centre. In order to begin a secondary appeal, a deposit of £500 is required to be paid from the centre.

8.5.2. The cost of the independent governance committee member is £150 per day. Any required transport is charged at £0.42 pence per mile and any required accommodation is charged at cost including one meal.

8.5.3. If the appeal is successful, no charge will be made, and the deposit will be returned to the centre.

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9. Database

9.1. All information regarding the qualification must be entered into the qualification database, often referred to as the NLTC members website.

NLTC members have access to the NLTC members website, however, NLTC centres will only have access specific to the qualifications that they are approved for with NLTC.

The information set out below must be provided to NLTC via the database and is not permitted to be sent to NLTC in any other form, such as an email unless specific instruction from NLTC has been provided, i.e., in the case of a database malfunction.

9.2. Qualification Intention

9.2.1. The intention to run teaching and / or assessments for this qualification must be approved by NLTC prior to the start of the qualification.

In order to obtain this approval, the centre must notify NLTC of its intention to run the qualification. This is done by inputting the information on the 'Qualification Intention' page of the database.

9.2.2. For purposes of quality control, centres must inform NLTC of their intention to run the qualification at least 7 days prior to the intended start date of the qualification beginning.

The database will not accept intentions that provide less than 7 days notification.

9.2.2.1. Provided that a justifiable reason is provided and that the centre does not have a record of requesting qualifications with less than 7 days' notice, which is higher than the average within NLTC, NLTC quality control officers may authorise a qualification to be run with less than 7 days notification.

9.2.3. During the 'intention' stage of the database, the centre must input all the required fields in the intention page. This includes the precise details of:

a. For Teaching:

i. The address of the venue, including any relevant room number, etc.

ii. The name of the teacher or teachers

iii. The date and time that the teaching will begin each day

iv. Any relevant details, for example specific security requirements on site.

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b. For Assessment:

i. The address of the venue, including any relevant room number, etc.

ii. The details of who will be carrying out the assessments.

iii. The date and time that the syllabus A assessment will begin

iv. The date and time that the syllabus B assessment will begin

Note that if one of the assessments is scheduled to run immediately following the first assessment, the option ‘Concurrent’ can be used. In this case only the date and time of the first assessment needs to be inputted.

c. Any necessary information regarding the assessment, not covered within the required fields.

9.2.4. Following completion of the intention page, the centre will receive a qualification authorisation number. Upon receipt of this authorisation number, the centre may run the qualification.

9.3. Candidate Details

9.3.1. Candidates must be enrolled onto the database during the first day of teaching or assessment, as applicable.

9.3.2. All required fields in the enrolment page must be completed for each candidate.

9.3.3. E ach candidate will be provided with a unique learner number.

For refresher qualifications or assessment resits, the centre must ensure that the unique learner number assigned to the candidate is the same one as issued in this part.

9.3.4. The centre must input which assessments the candidate will be taking.

At this point the centre will be charged for the purchase of the assessment code.

Once payment has been received, the centre will be provided with the assessment code or codes for the candidate.

9.3.5. For candidates undertaking re-sits of previously failed assessments, the centre should tick the ‘re-sit’ box on the enrolment page.

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9.4. Assessments

9.4.1. Unless the circumstances are relevant to 4.1.6.1, assessments are run via the assessment portal.

9.4.2. In order to run the assessments, the centre must log the device being used by the candidate into the NLTC assessment portal.

The candidate should then enter their assessment authorisation number (9.2.4) to being the assessment.

9.4.3. Assessment syllabus A will display the questions and provide the candidates with a means to answer the questions online.

9.4.4. Following completion of the assessment, the result of the assessment syllabus A will be available to the centre on their database.

9.5. End of Qualification Archive

9.5.1. At the end of the qualification, regardless of the result, the centre must upload all documentation to the database, including, but not limited to:

a. Candidate enrolment forms

b. Confirmation of practical exercise completion

c. Syllabus B assessment forms

d. Candidate feedback forms

9.5.2. The teacher / assessor should also make any notes that are relevant to the qualification or an individual candidate, on the database.

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10. Complaints and Appeals

10.1. Centre Complaints

10.1.1. Centres have the right to raise a complaint to NLTC. This must be undertaken using the process set out in this part.

10.1.2. The complaint must be made in writing, including email, to the relevant department.

10.1.3. NLTC will provide acknowledgement of the compliant within 5 normal working days of receipt. If by this time NLTC has not provided the centre, the centre should request conformation of receipt of the complaint.

10.1.4. Following conformation of the complaint, NLTC will provide the complainant with an answer within 10 normal working days. In more complex instances, this may be to inform the complainant that additional time will be required.

10.1.5. Whistle-blowers, informing NLTC of malpractice or maladministration will be treated with absolute confidentiality.

10.2. Centre Appeal

10.2.1. If the centre, teacher, or assessor, does not agree with the decision following a complaint, they may undertake the appeal procedure.

10.2.2. If a centre disagrees with a decision or action made by NLTC as a result of a quality control visit or other incident specific to the centre; the centre may undertake the appeal procedure.

10.2.3. The centre responsible person should write to the NLTC quality control department, stating the reason(s) for making the appeal.

This must be undertaken within 10 normal working days following the decision, action, or report, providing the reason for the appeal.

NLTC will provide confirmation of acknowledgement of the appeal within 5 normal working days of receipt of the appeal.

The appeal will be undertaken by the senior quality control officer. If, however, this provides any conflict of interest, the senior manager will assign the appeal to another senior manager within NLTC.

The senior quality control officer, or equivalent, may request additional information to enable them to make an informed and correct decision.

A decision, or request for more time, will be provided to the centre within 15 normal working days following acknowledgement of the appeal.

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10.2.4. In the event that the centre does not agree with the outcome of the appeal, the centre may apply for a secondary appeal.

This will be undertaken by an impartial member of the NLTC governance committee.

The centre will be liable for all costs related to this; however, if the governance committee member agrees with the appeal raised by the centre, no charges will be made, and monies paid by the centre in regard to the appeal will be refunded. The costs are set out in 8.5.

10.2.5. This will be the final stage in the appeal process and this decision will be conclusive.

10.3. Candidate Complaint

10.3.1. Candidates must be provided with contact details and means to raise a complaint to NLTC regarding centres, teachers, or assessors.

10.3.2. Complaints from candidates regarding the qualification directly or any ither matter that is not included in 10.3.1, must be made to the centre and forwarded from the centre to NLTC. This must not be directly from the candidate.

10.3.3. In the case of 10.3.1. the complaint will be directed to the quality control department, who will liaise directly with the candidate making the complaint

10.4. Candidate Appeal

10.4.1. Centres must make it clear to candidates that they have a means of appeal following assessment results.

10.4.2. The appeal must be made directly to the centre and within 5 normal working days following disclosure of the result of the assessment.

10.4.3. The centre must contact NLTC in writing on behalf of the candidate, setting out the reason(s) for the appeal. This may include any requested special considerations.

10.4.4. NLTC will relay its decision to the centre within 10 normal working days of receipt of the appeal from the centre. The centre should provide this decision to the candidate within 5 normal working days following this.

10.4.5. The candidate may request a second appeal if they do not agree with the outcome of the first appeal. In this case the candidate must inform the centre, who in turn must inform NLTC of the candidate's decision. In this case the terms of 10.2.4 and 10.2.5 will be applicable.

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