

## General

### **How are NCC Education qualifications internationally recognised?**

All of NCC Education's qualifications are listed with UCAS, which therefore means students who complete our programmes have the right to apply to any British University. Please follow this link for a list of articulated universities worldwide which shows those who officially recognise our qualifications.

<http://www.nccedu.com/recognition/index.asp>

### **How can I apply for exemptions?**

If you wish to apply for exemptions for a qualification your centre will need to supply this request in writing to NCC Education, together with copies of all details of your previous qualifications such as syllabi and certificates issued. In some cases we may already be aware of programmes where exemptions can be given, in this case the process should be short and simple. Please see our [Direct Entry and Exemptions](#) document.

### **How can I confirm my qualifications for a university application?**

A transcript letter can be obtained by sending a request to [student.services@nccedu.com](mailto:student.services@nccedu.com). Your request should include your NCC Education student ID number, the centre you studied with and the date you completed your programme. Please also include the postal address you wish this to be sent to.

### **What is a transcript letter?**

This includes your name, date of birth, NCC education student ID number, the centre name, a breakdown of your modules with the grades achieved, and the date your programme was completed. This is an official NCC Education document.

### **Can I transfer to a different centre to complete my studies?**

Yes, you can. To do this you must contact the centre you wish to join. They will then contact NCC education on your behalf.

### **What is my NCC Education student ID number?**

This is given to you once you have registered with your centre. It is an 8-digit number beginning with zero and will appear on all of your results slips, certificates and transcripts.

### **Do NCC Education have an alumni facility?**

Currently we do not. We have a Facebook page, which keeps students informed of any updates, and links all stories from ezine. We are currently looking at creating an alumni facility, and welcome any stories. Please email [contribute@nccedu.com](mailto:contribute@nccedu.com), and we would be happy to contact you.

### **Do NCC Education provide scholarships?**

Currently scholarships are not available, however this is reviewed on an annual basis.

### **Got a complaint?**

If you have a complaint you wish to make, you should either use the Contact Us section of the Campus, or email [manager.customerservices@nccedu.com](mailto:manager.customerservices@nccedu.com). Our student services team will endeavour to acknowledge your complaint within one working day, and give you a considered reply within 2 working days.

### **Wish to give us your feedback?**

Complete the survey which can be found in the Contact Us section. Got any ideas to improve Campus? Email them to [contribute@nccedu.com](mailto:contribute@nccedu.com).

## **Campus**

### **What is the student Campus?**

Campus is an online area available for all registered NCC Education students. We have created a [Help Page](#) to answer any Campus related queries. You will also be able to find an online tutorial.

### **How do I change my password?**

When you login to Campus using your existing password, you are given an option to change it if you wish on the [My Details](#) page. Follow the instructions on the screen to change your password.

### **Lost or forgotten your password?**

From the login page click on "Lost or Forgotten Password." An notification will then be sent to your registered email address, with information on your new password.

### **Are my personal details correct?**

You have to option to update your details at any time. Click 'My Details', and click 'edit' – here you can change your username and email address. Once you have changed this click 'OK' and your details will be saved. You should also inform your centre if there are any name changes to be made, they can then let us know on your behalf.

## Exams

### **When are my Exam Dates?**

Exam dates vary according to modules, therefore please contact your centre to obtain the exam schedule.

### **Why are two examinations put on the same day?**

This is common practice with many British institutions, with many examinations taking place on one day. The negative implications of spreading out the examinations would far outweigh any positives.

### **What is an open book exam?**

Full details of Open Book Examinations can be found here: [Open Book Examinations](#)

### **Where can I find Past Papers**

The global papers are uploaded for each qualification for the past year only. To access past papers for your qualification please see the below attachment:

[Instructions for students accessing assessments on Campus](#)

Instructions for ICCS and IFY differ. These can be found in the Shared Folder under My Programme.

### **Where can I find Marking schemes?**

NCC Education do not supply marking schemes to students either on their website or on Campus. Some centres will agree to provide these, but it is at their discretion, and you should contact them for information.

### **When will my results be released?**

Results are released to centres approximately 8 weeks following your exam. Students should contact centres directly to obtain their results.

### **Can I view my results on Campus?**

No, due to UK Data Protection laws we are unable to provide this facility. You must contact your centre directly.-

### **I need help with my revision, where can I find it?**

There is a dedicated section in Campus to assist you with revision and exam preparation. Please click on 'Campus Enhance' then 'Revision Zone' from the main menu for access to these resources.

### **What is the grading structure used by NCC Education?**

Each individual module taken under the programme will be graded as a referral, pass, credit or distinction. This is shown on the Record of Achievement awarded at the end of your study.

### **What happens if I do not pass?**

If you do not pass an assessment your centre can give you advice on what your options are. If you do not pass an exam/assignment you have the option to resit up to three times.

### **I would like to resit a module I have failed, how can I do this?**

You will need to contact your centre in the first instance. A charge will be made for resitting an exam, your centre will be able to advise you of the amount charged for this.

### **Can I do my resit at a different centre?**

Yes, you will need to contact the centre directly to arrange a transfer.

### **When do I get my certificate?**

Your certificate will be despatched by NCC Education to your centre approximately 3 weeks after the examination results are released. The certificate is awarded for your programme once you have successfully completed all required elements of the programme you are studying. The certificate shows which major subject(s) you have passed, but does not have an overall grade shown on it.

### **Lost your certificate?**

In order to obtain a new certificate you should contact your centre, who will contact us on your behalf. A fee of £50 is applied (+VAT for students outside of the UK). Please note that all certificates will be released directly to your centre.

### **What do I do if I cannot take my exam?**

#### ***Advance Notice of Inability to Sit Your Exam***

If you know in advance that you are going to be unable to sit your exam, for a valid reason, you should contact your centre as soon as you know that you cannot sit the exam. They will be able to advise you of your options.

#### ***On Exam day – I Cannot Sit My Exam***

If, on the day of your exam, you are ill, or unable to sit the exam for a valid reason (such as an emergency or bereavement), please contact your centre as soon as possible and advise them of the situation. They will be able to offer advice on what you need to do next.

### **I wish to appeal my results.**

Please contact your centre, who will provide you with an appeals form. This form should be submitted no later than one month after receiving your results. You must submit a payment of £50 (+VAT). The completed form is sent to NCC Education, where your results are moderated. NCC

education will contact you within four weeks of the form being submitted, and payment being received. You can find out more information, and the form to be completed in the document below:

[NCC Education Enquiries about Results \(EaRs\) and Appeals Procedures](#)

**I have not completed my programme. Will I still get results for the modules completed?**

Results slips are issued after each examination/assignment is completed. This will show all of the modules you have completed so far.

**How long do I have to complete my programme?**

NCC Education has a three year eligibility period, whereby you must complete your programme within this time. If the period of eligibility has ended you will need to re-register as a new student, and begin the programme again.