



- Results will be released to centres by advertised deadline dates (approximately 6 weeks after examinations have taken place.)
- Certificates will be released to centres by the advertised deadline dates (in Key Dates), excluding Student Award certificates.
- We will give a response to email queries within 24 hours of receipt (Monday – Friday), including specific queries received via Campus message boards, provided a personal email address is included for a response.
- Exam results will be uploaded to the NCC Education website within 15 working days of the results being released to centres (subject to any moderation queries being resolved by NCC Education.)
- Student Award certificates and plaques will be sent to Regional Offices for forwarding to centres within 15 working days of being received by the relevant NCC Education regional office (subject to confirmation of the award being received by NCC Education Head Office from the student's centre, and to receipt of the student questionnaire by NCC Education.)
- Appeals requests received from centres will be acknowledged by NCC Education within 24 hours of receipt, and a definitive response will be sent to centres within 20 working days.
- Requests for certificate replacement will be actioned within 5 working days of payment being received by NCC Education.