

**DIRECT CLAIMS INFORMATION**

**AND**

**USER GUIDE**

**FOR DIRECT CLAIMS ANNUAL FORM**

**SEPTEMBER 2010**

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## INTRODUCTION

### 1 Direct Claims: Background and purpose

#### Background

CCEA is committed to enabling centres to achieve quality in the delivery and assessment of ACETS\* qualifications. We have worked closely with our centres and listened to feedback. We have learned that we need to support our centres in developing and maintaining centre-based quality and consistency in the implementation of ACETS qualifications. We have therefore developed the Direct Claims system as a quality framework. The Direct Claims system will allow CCEA and centres to work together to develop and enhance the quality of ACETS qualifications.

#### Benefits

When Direct Claims Status is gained, teachers and tutors in recognised centres are able to award marks/levels and claim certificates for qualifications and levels without being subject to external moderation. (*Centres may be required to submit a sample of coursework for quality assurance moderation which takes place annually after the issue of results*). The centre-based quality assurance arrangements enable teachers and tutors to make assessment decisions that are not subject to adjustment.

To support our centres in developing quality and delivering success, we will meet with you on a regular basis. Our new Quality Assurance Team (QAT) will work with you to ensure that qualifications demonstrate quality in their management, assessment and delivery and thereby ensure success for learners. The Quality Assurance Review and Monitoring visit is also an opportunity to discuss your quality assurance arrangements, identify strengths and actions to address any weaknesses.

#### Support for centres

All centres offering ACETS\* qualifications are required to gain Direct Claims Status for each qualification and level offered in the centre. CCEA provides a dedicated support team to provide help, support and advice for our centres.

Please note that there is no increase in workload or costs involved in Direct Claims.

## 2 Obtaining Direct Claims

In order to obtain Direct Claims Status for each qualification and level centres are required to:

- complete the Direct Claims Annual Form. This form will allow centres to identify the quality assurance procedures for specific qualifications. Please note that ***a requirement of Direct Claims is required and must be completed annually to maintain Direct Claims Status***
- meet assessment standards for the qualification and level on two consecutive occasions within the last 2 years. i.e. complete two cycles of External Moderation without adjustment to teacher/tutor assessments
- retain records of assessment and internal moderation for not less than 12 months from the date of the claim for certificates (i.e. TAC1 /outcomes form)
- attend a subject specific Agreement Trial
- facilitate a Quality Assurance Monitoring visit by CCEA

## 3 Maintaining Direct Claims Status

In order to maintain Direct Claims Status for qualifications centres are required to:

- complete the Direct Claims Annual Form. This form will allow centres to update details relating to quality assurance. The information is required on an annual basis and is ***therefore a requirement of Direct Claims and must be completed annually***
- retain records of assessment and internal moderation for not less than 12 months from the date of the claim for certificates
- facilitate a Quality Assurance Monitoring visit by CCEA once in 2 years

*Please note that attendance at Agreement Trials is required only for qualifications that do not have Direct Claims.*

## 4 Direct Claims Timetable

Direct Claims is being introduced on a phased basis across ACETS qualifications. Direct Claims for Key Skills, Essential Skills and QCF Modern Language qualifications is available from September 2010. Other ACETS qualifications will be implemented in due course. Details of the implementation timetable are available on the qualification micro-sites on the CCEA website.

## 5 Direct Claims Software

The objective of this new software is to enable centres to provide CCEA with details of the quality assurance arrangements relating to ACETS qualifications in their centre.

### Access

The Direct Claims software is accessed through the Examination Officers' login available on the CCEA website. ***Please note***

- ***If you are a new Examinations Officer or a new centre you will need to request a password online from Centre Support. The link for this can be found on the Examinations Officers' home page.***
- ***The Annual Form can be accessed only if entries have been made for the qualification/level***

### Users

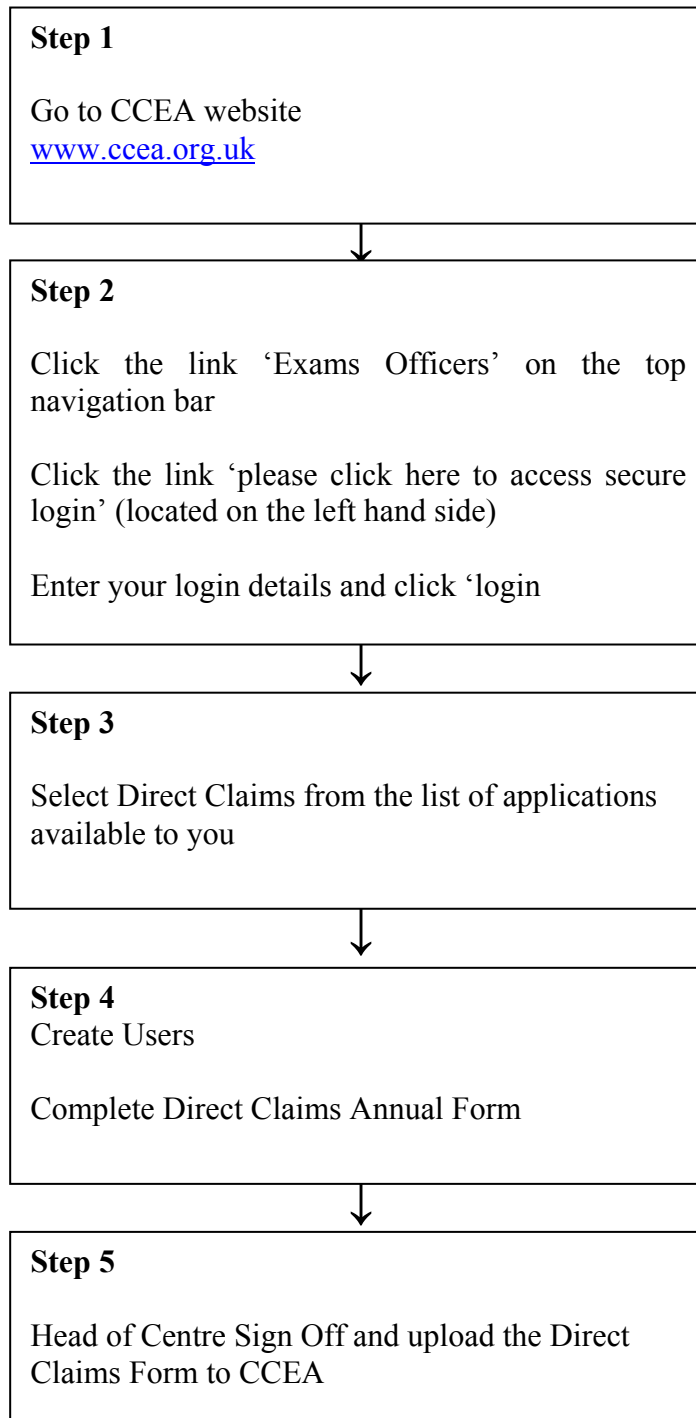
The software consists of a number of screens which require the centre to input information. The Direct Claims software may be accessed by a member of staff other than the Examinations Officer; in this case the Examinations Officer is responsible for creating additional users including Head of Centre. (A User Manual providing details on how to create users is available on the CCEA website).

### Head of Centre Sign Off

The Direct Claims form, once completed must be approved electronically by the Head of Centre before submission to CCEA. The Head of Centre will be informed by email that the Direct Claims form is available for approval. Clicking a link in the email will bring the Head of Centre to the Direct Claims Form.

This User Manual sets out guidance in relation to the completion of the Direct Claims Annual Form.

## Direct Claims: Steps to access and completion of Direct Claims Annual Form



## Access to Direct Claims Online Software

Access to all Direct Claims applications is through the Examinations Officer Secure Login on the CCEA website

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### Exams Officers' Secure Login

Secure login for:  
CCEA Online Services

[Please click here to access secure login](#)

If you are a new centre or a new Exams Officer please complete the form below:

[Please click here to access form](#)

If you encounter difficulties please contact our Centre Support Section:

Tel:  
028 9026 1293 or  
028 9026 1212 or  
028 9026 1200 ext. 2410 or  
028 9026 1200 ext. 2443.

Email: [centresupport@ccea.org.uk](mailto:centresupport@ccea.org.uk)

[User Manual for Examinations Officers' Secure Login](#)  
PDF 1MB

### Useful Links

- [CCEA Basedata](#)
- [Exams Officers Association](#)
- [Exams Officers' Seminar- Discussion Forum - November 2009](#)
- [External Candidate Booklet](#)
- [ICAA Administration Handbook](#)
- [JCQ](#)
- [JCQ Post Results Services Documentation](#)
- [Key Dates Calendar](#)
- [NAA Exam Policy Generator](#)
- [National Assessment Agency \(NAA\)](#)
- [Online Occupational Studies Registrations](#)
- [Post Results FAQs](#)
- [Post Examinations Results Services -](#)

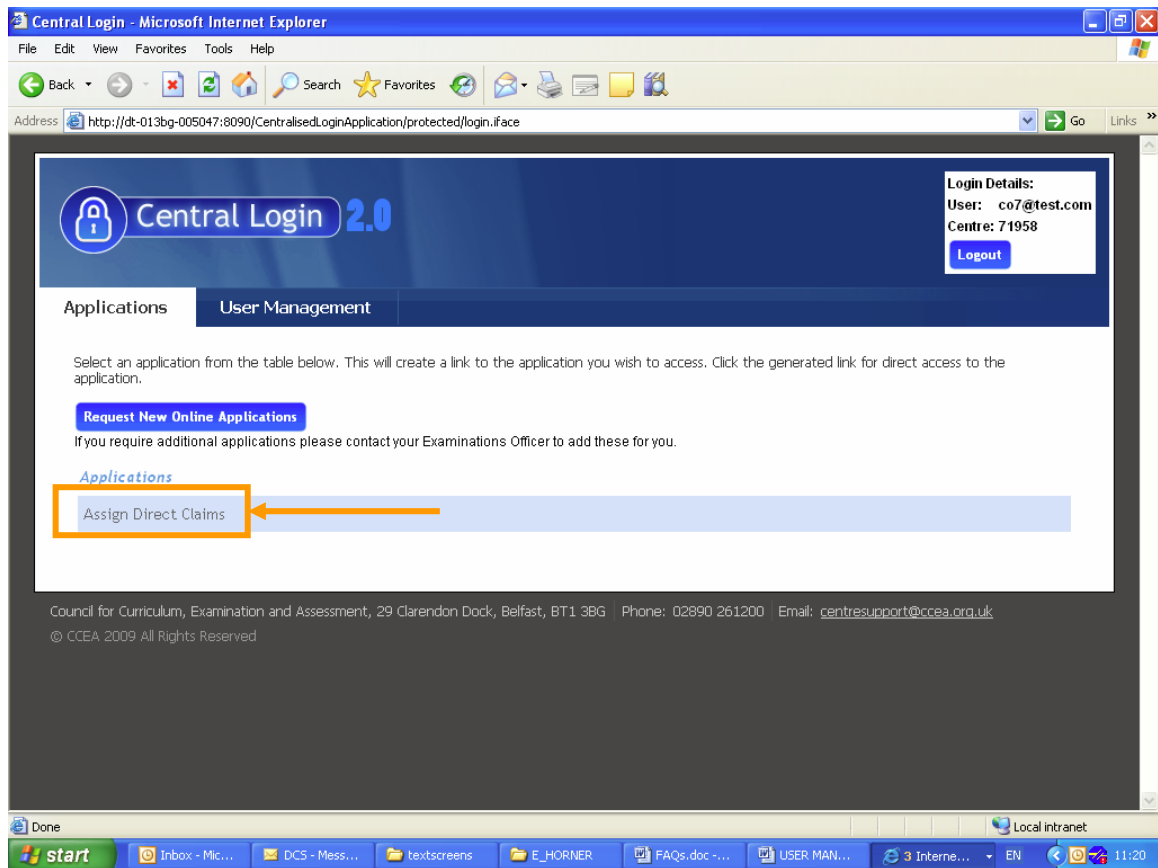
Click the link 'Exams Officers' on the top navigation bar.  
Click the link 'please click here to access secure login'.

## Central Login

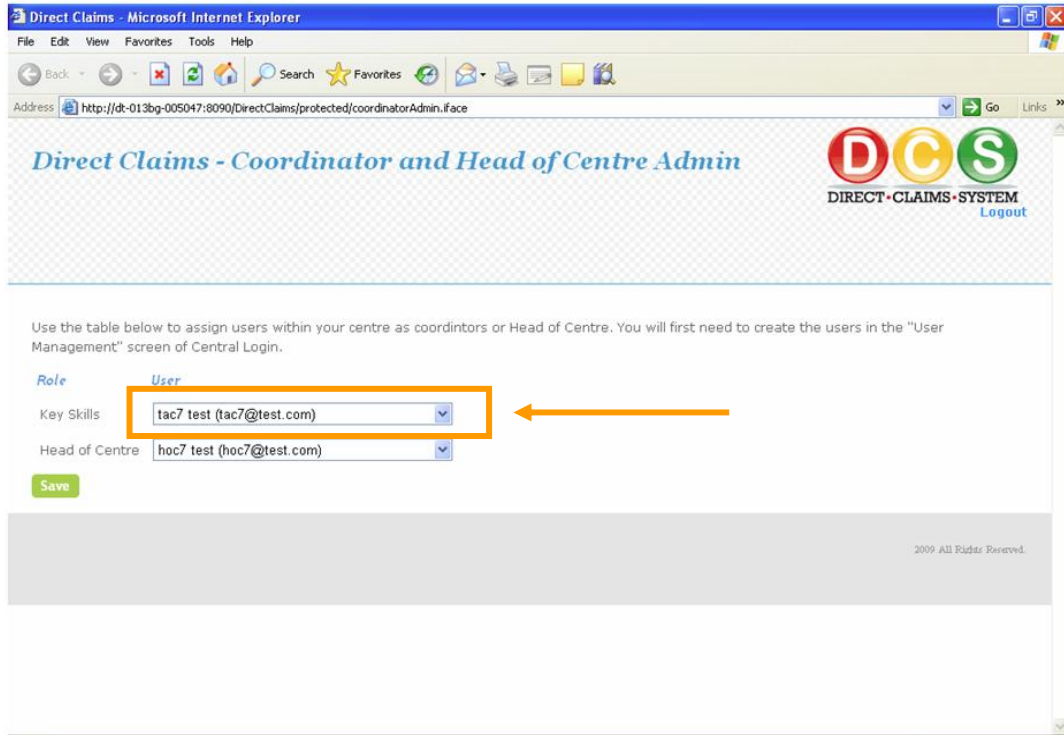
The image shows a login interface with a dark blue background. At the top left is a white padlock icon inside a circle. To its right, the text "Central Login" is displayed in white within a rounded rectangular box. Below this, there are two white input fields. The first is labeled "User Name" and the second is labeled "Password". Under the "User Name" field is a blue button with white text that says "Forgot Password?". Under the "Password" field is a blue button with white text that says "Login". At the bottom center, there is a logo for "cea" in a stylized font with green, blue, and red colors, and the tagline "Rewarding Learning" underneath it.

Enter your login details and click 'login'.

Once the Examinations Officer has logged on users can be allocated. Please see screens below.



Direct Claims software will be available to users allocated by the Examinations Officer. To assign the users click on 'Assign Direct Claims'



In order to access the Direct Claims Annual Form, the Examinations officer is required to assign users (Qualification coordinator and Head of Centre).

*Please note: If a new user is required please refer to the User Guide available to Examinations Officers on the CCEA website*

This screen is used to assign users.  
The drop down boxes will identify the list of users created by the Examinations Officer

## Direct Claims Online Software

Direct Claims software is divided into the following sections

- Home
- Direct Claims Status
- Agreement Trial (not yet active)
- Direct Claims Form
  - Qualification Selection
  - Partnership Details
  - Site Details
  - Quality Assurance Arrangements
- Frequently Asked Questions

Each screen has the following function buttons:

**Save:** Click '**Save**' on each screen to complete the information or if you wish to Finish at another time.

**Mark as Completed:** Click '**Mark as Completed**' on each screen when you have completed the required information.

**Note:** *You must click 'Mark as Completed' on all sections of the form before it can be sent to the Head of Centre for sign off i.e. Qualifications Select, Partnership Arrangements and Site Details must be 'Marked as Completed' before you can proceed to Head of Centre sign off.*

**Next:** to move to the next screen

**Previous:** to move to the previous screen

## Direct Claims Home Screen

**Direct Claims Information and Guidance**

Welcome to CCEA Direct Claims

The Direct Claims System is a quality assurance framework for ACETS (Awards, Certificates, Education, Training and Skills) qualifications. The Direct Claims system allows CCEA and centres to work together to develop and enhance the quality of ACETS qualifications.

Direct Claims Status is awarded for **an individual qualification and level** and is based on **quality criteria relating to assessment**.

When Direct Claims Status is awarded the centre will be able to claim certificates for individual qualifications and levels without having to submit portfolios/coursework for External Moderation before the issue of results.

Direct Claims will be phased in across all ACETS qualifications - please see qualification microsites for the Direct Claims timetable

**Criteria**

**To obtain Direct Claims Status for each qualification and level centres are required to:**

- complete the Direct Claims Annual Form. This form allows centres to identify their quality assurance procedures. The form *must be completed annually*. Failure to complete the form may result in loss of Direct Claims Status.
- meet assessment standards for the qualification and level on two consecutive occasions within the last 2 years. i.e. complete two cycles of External Moderation without adjustment to teacher/tutor assessments
- retain records of assessment and internal moderation **for not less than 12 months from the date of the claim for certificates** (i.e. TAC 1)
- attend a subject specific Agreement Trial.
- facilitate a Quality Assurance Monitoring visit by CCEA. once in a two year cycle

**To maintain Direct Claims Status for qualifications, centres are required to:**

- complete the Direct Claims Annual Form. *This form allows centres to identify the quality assurance procedures. The form must be completed annually to maintain Direct Claims Status.* Failure to complete the form may result in loss of Direct Claims Status
- retain records of assessment and internal moderation **for not less than 12 months from the date of the claim for certificates** (TAC 1)
- facilitate a Quality Assurance Monitoring visit by CCEA once in a two year cycle

*Please note that attendance at Agreement Trials is required only for qualifications that do not have Direct Claims.*

**Direct Claims Annual Form**

[Click here for Direct Claims Annual Form](#)

**Existing Accredited Centres**

If your Centre is already accredited for Key Skills or Essential Skills you will be automatically be awarded Direct Claims Status for these qualifications. However, your Centre must complete the Direct Claims Annual Form. *Failure to complete the form may result in loss of Direct Claims Status*

Please see Frequently Asked Questions section for further details

This screen provides:

- information about Direct Claims
- access to the Direct Claims Annual Form. Click on 'Direct Claims Annual Form'

The tabs at the top of the screen can also be used to navigate the Direct Claims Annual Form.

## Direct Claims Status

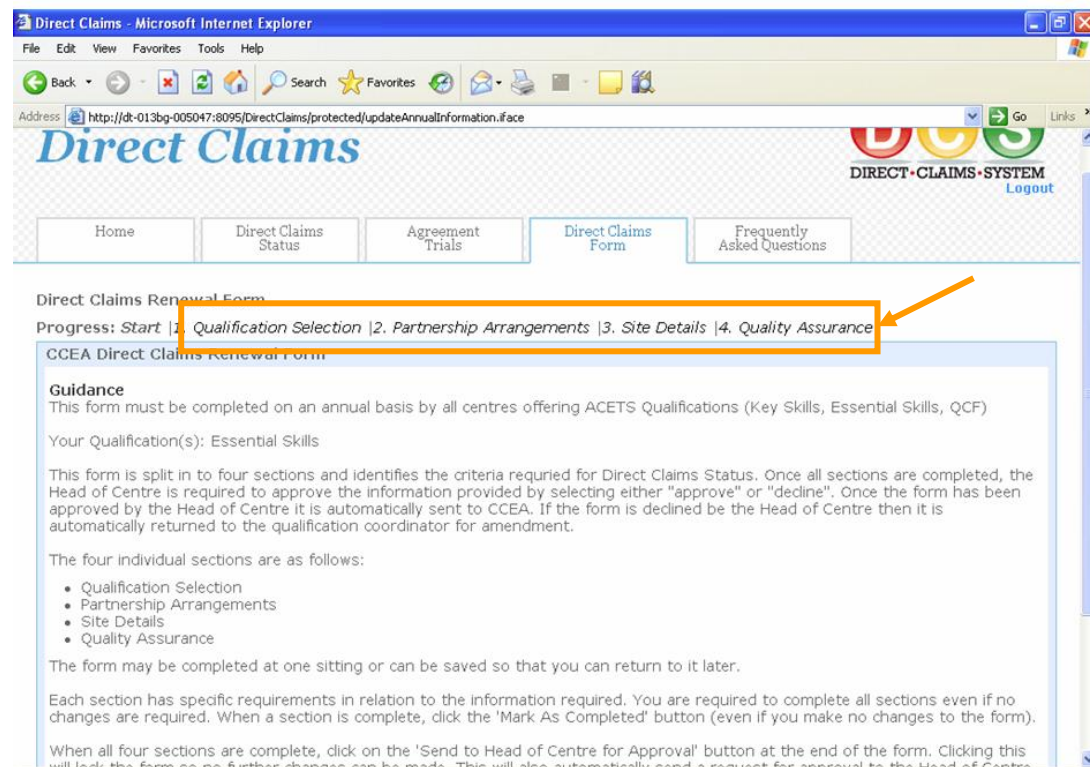
Direct Claims Status

This page shows the Direct Claims status of subjects.

Qualification	Area	Unit	Direct Claims Status
	ES Application of Number L1	BA11 : ES APPLICATION OF NUMBER L1	Direct Claims
		BA12 : ES APPLICATION OF NUMBER L1	Direct Claims
	ES Application of Number L2	BA21 : ES APPLICATION OF NUMBER L2	Direct Claims
		BA22 : ES APPLICATION OF NUMBER L2	Direct Claims
	ES Communication L1	BC11 : ES COMMUNICATION L1	Direct Claims
		BC12 : ES COMMUNICATION L1	Direct Claims
	ES Communication L2	BC21 : ES COMMUNICATION L2	Direct Claims
		BC22 : ES COMMUNICATION L2	Direct Claims
ESSENTIAL SKILLS		BIT1 : ES I.C.T. LEVEL 1	No Direct Claims
	ES I.C.T.	BIT2 : ES I.C.T. LEVEL 2	No Direct Claims
		BLT1 : ES LITERACY EL1	Direct Claims

This screen identifies the current status of each of the ACETS qualifications by subject and level in your centre. The information on this screen will be updated if there is any change made to the status of the qualifications.

## Direct Claims Start Screen



This screen provides information and guidance in relation to completing the Direct Claims Form.

The form is divided into the following sections:

- Direct Claims Form
  - Qualification Selection
  - Partnership Details
  - Site Details
  - Quality Assurance Arrangements

Each section will require you to complete the required information.

As you complete each section as you progress, the title will highlight in **Green**.

## Direct Claims: Qualification Selection Screen

This screen allows you to select/update qualifications.

Direct Claims Renewal Form

Progress: [Start](#) | **1. Qualification Selection** | [2. Partnership Arrangements](#) | [3. Site Details](#) | [4. Quality Assurance](#)

CCEA Direct Claims Renewal Form - Qualification Select

Please use this section to select/update the qualifications for your skill area(s). When finished please click 'Mark as Completed' or 'Save' if you wish to update the form later.

Add Area:

Qualification	Area	Units	
	ES Application of Number L1	<input checked="" type="checkbox"/> BA11 : ES APPLICATION OF NUMBER L1	<input type="button" value="Remove Area"/>
		<input checked="" type="checkbox"/> BA12 : ES APPLICATION OF NUMBER L1	
ESSENTIAL SKILLS	ES I.C.T.	<input checked="" type="checkbox"/> BIT1 : ES I.C.T. LEVEL 1	<input type="button" value="Remove Area"/>
		<input checked="" type="checkbox"/> BIT2 : ES I.C.T. LEVEL 2	
	ES Numeracy	<input checked="" type="checkbox"/> BNM1 : ES NUMERACY EL1	<input type="button" value="Remove Area"/>
		<input type="checkbox"/> BNM2 : ES NUMERACY EL2	
		<input type="checkbox"/> BNM3 : ES NUMERACY EL3	

Please note:

- Click **'Save'** if you wish to return to the form later.
- Click **'Mark as Completed'** if you have finished with this section of the form.
- Click **Next** to move to the next screen

## Checked Direct Claims: Partnership Arrangements

**Direct Claims**

DIRECT CLAIMS SYSTEM  
Logout

Home | Direct Claims Status | Agreement Trials | **Direct Claims Form** | Frequently Asked Questions

Direct Claims Renewal Form

Progress: [Start](#) | [1. Qualification Selection](#) | **[2. Partnership Arrangements](#)** | [3. Site Details](#) | [4. Quality Assurance](#)

CCEA Direct Claims Renewal Form - Partnership Arrangements

Please use this section to update the partnership arrangements for your skill area(s). When finished please click 'Mark as Completed' or 'Save' if you wish to update the sites later.

**Admin Centres**

Centre Code	Centre Name	Qualification	Remove
00000	UNIVERSITY OF THE WEST OF ENGLAND	ESSENTIAL SKILLS	<b>Remove</b>

**Add Admin Centre**  Please enter the 5 digit centre number.

**Teaching Centres**

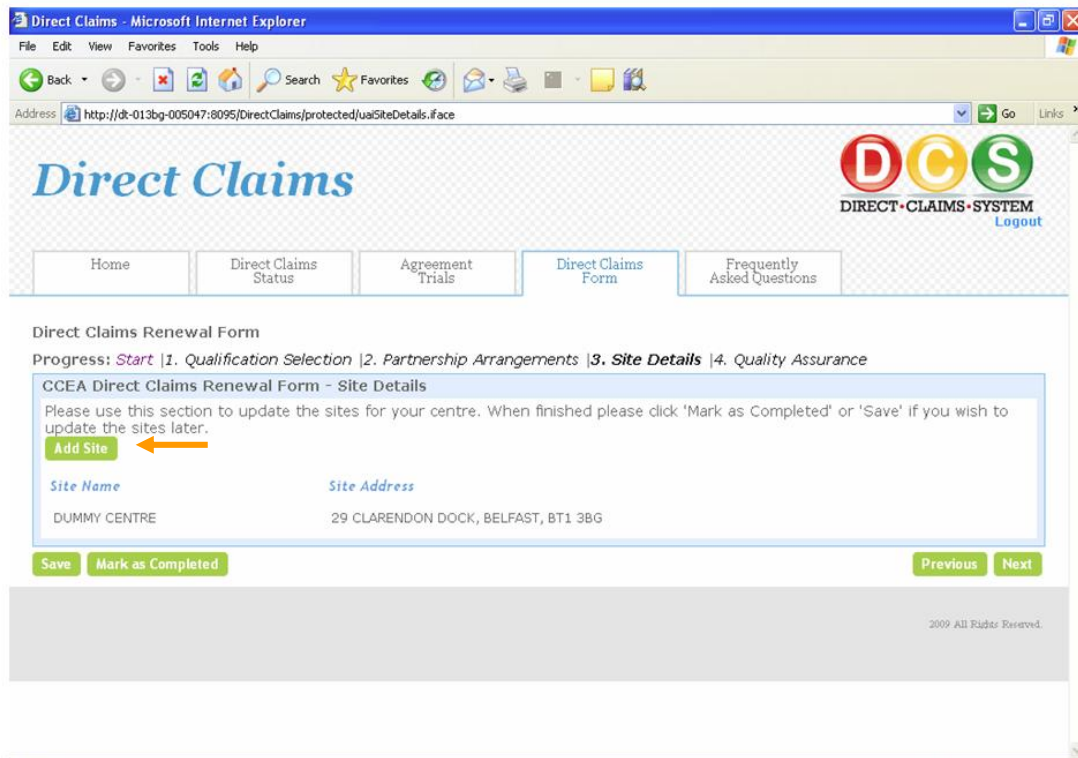
Centre Code	Centre Name	Qualification	Remove
00000	UNIVERSITY OF THE WEST OF ENGLAND	ESSENTIAL SKILLS	<b>Remove</b>

**Add Teaching Centre**  Please enter the 5 digit centre number.

**Save** **Mark as Completed** **Previous** **Next**

This screen allows you to indicate any partnership arrangements your centre may have in the delivery of qualifications.

## Checked Direct Claims: Site Details



Direct Claims - Microsoft Internet Explorer

Address <http://dt-013bg-005047:8095/DirectClaims/protected/uaSiteDetails.iFace>

# Direct Claims

DIRECT CLAIMS SYSTEM  
Logout

Home | Direct Claims Status | Agreement Trials | **Direct Claims Form** | Frequently Asked Questions

### Direct Claims Renewal Form

Progress: *Start* | 1. *Qualification Selection* | 2. *Partnership Arrangements* | **3. Site Details** | 4. *Quality Assurance*

#### CCEA Direct Claims Renewal Form - Site Details

Please use this section to update the sites for your centre. When finished please click 'Mark as Completed' or 'Save' if you wish to update the sites later.

**Add Site**

Site Name	Site Address
DUMMY CENTRE	29 CLARENDON DOCK, BELFAST, BT1 3BG

**Save** **Mark as Completed** **Previous** **Next**

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This screen allows you to indicate if your centre is located on different sites.

## Direct Claims Quality Assurance Criteria

Direct Claims Renewal Form

Progress: [Start](#) | [1. Qualification Selection](#) | [2. Partnership Arrangements](#) | [3. Site Details](#) | **4. Quality Assurance**

CCEA Direct Claims Renewal Form - Quality Assurance

Please use this checklist to confirm that the quality assurance arrangements are in place for your skill area(s). When finished please click 'Mark as Completed' or 'Save' if you wish to update the form later.

**Please note:** All checkboxes must be selected to complete this form. If you are unable to complete this form please remove the qualifications that do not comply from the 'Qualifications Selection' section before continuing.

**Quality Assurance Arrangements**

Please tick the boxes below to demonstrate that the centre implements the following quality assurance arrangements for each qualification

**Your Qualification(s): Essential Skills**

**4.1 Quality Management**

I declare the centre:

- Has a documented management system (including policies and procedures) in place that reviewed regularly to ensure that candidate and staff needs are addressed, that all appropriate persons are kept up to date with the quality policy, procedures and standards, and that responsibilities for the management of these systems are clearly and appropriately allocated
- Has adequate systems and resources in place – including staff and, where appropriate, equipment, materials and software – to support the delivery of the qualification
- Has an appropriate and effective system in place for the management and implementation of the qualification(s) including management of all partnership/collaborative arrangements
- Provides the public, candidates and staff with centre policies and complaints procedure if requested.
- Ensures that all centre policies are reviewed and regularly and kept up to date. To include changes to qualifications offered and key staff.
- Complies with CCEA policies and procedures as required.
- Has effective communications systems in place both internally and with CCEA.

**4.2 Staff Development, Roles and Responsibilities**

- Staff involved with the qualifications will fully understand the relevant specification, standards and their roles and responsibilities.
- Staff undertake CCEA training as appropriate.

This screen provides a checklist for the quality assurance arrangements in your centre.

Please note:

- All boxes must be ticked in order to complete this form.
- Help comments are available these are activated by moving the mouse over the text.
- Once the boxes have been ticked click the **Mark as Complete** button.
- The Head of Centre user must be set up before you can submit this form to the Head of Centre for approval.

*It is the responsibility of the centre to ensure that the above quality arrangements are in place.*

## Head of Centre Sign Off

The screenshot shows a Microsoft Internet Explorer browser window titled 'Direct Claims - Microsoft Internet Explorer'. The address bar displays the URL: <http://dt-013bg-005047:8095/DirectClaims/protected/qualQualityAssurance.iface>. The main content area contains a form with several sections of checkboxes, all of which are ticked. The sections are:

- implemented
- Ensures the security and confidentiality of assessment materials and records of marking, portfolios of evidence, before, during and after the assessment has taken place.
- Ensures that internally assessed work is submitted to agreed deadlines as specified by CCEA
- 4.4 Internal Moderation Arrangements**
- I declare the centre:
  - Assessment decisions are checked against Standards outlined in the qualification specifications
  - The Assessor undertakes CCEA training as appropriate
  - The Assessor seeks support from CCEA as required
- 4.5 Internal Moderation Arrangements**
- I declare that the centre:
  - Ensures that arrangements are in place for work
  - Internal moderation procedure is commu
  - Allocation of Assessor and Internal Moder
  - Assessors are provided with relevant supp
  - Assessors are provided with feedback on e
  - Up-to-date records showing judgements o
  - Procedures are in place to ensure that Assessors and the Internal Moderator meet and discuss assessment and quality assurance
  - Assessors are provided with guidance regarding arrangements for candidates with special assessment requirements where appropriate.
  - Internal moderation procedure is regularly reviewed, evaluated and amended appropriately

A confirmation dialog box is overlaid on the form, titled 'Confirm'. The text inside the dialog box reads: 'The form will now be marked as completed, when all forms are completed you will be able to submit the form. Do you wish to continue?'. There are two buttons: 'Yes' and 'No'. At the bottom of the form, there are three buttons: 'Mark as Completed' (highlighted in green), 'Previous', and 'Send to HOC for Approval'. The footer of the page contains the text '2009 All Rights Reserved'.

Once the boxes have been ticked, click the 'Mark as Complete' button – the above screen will appear.

By Clicking **Yes** on the above box, the form will be submitted to the Head of Centre for approval and sign off.

## Head of Centre Sign Off Notification

The screenshot shows the 'Head of Centre' interface. At the top left, the text 'Head of Centre' is displayed in a blue serif font. To the right is the 'DCS DIRECT CLAIMS SYSTEM' logo, consisting of three colored circles (red, yellow, green) containing the letters D, C, and S respectively, with the text 'DIRECT CLAIMS SYSTEM' below them. A 'Logout' link is visible in the top right corner. Below the header, the page title 'Head of centre' is shown. On the right side, a user status message reads 'You are logged in as HOC [redacted] Centre ( [redacted] ) [redacted]'. The main content area contains two lines of text: 'You have an Annual Form waiting to be signed off.' followed by a green button labeled 'Sign Off Form', and 'There are no monitoring visits to be signed off for this centre.' At the bottom of the page, a grey footer bar contains the text 'Council for the Curriculum, Examinations and Assessment'.

The Head of Centre will receive an email indicating that the Annual Form is waiting for approval. Clicking on the link in the email will bring the Head of Centre to the Sign Off section of the Annual Form

This screen indicates to the Head of Centre that the Direct Claims Form is waiting to be signed off.

## Head of Centre Sign Off

The screenshot shows a web interface for the 'Head of Centre Sign Off - Annual Form'. At the top left is the 'Head of Centre' logo. At the top right is the 'DIRECT CLAIMS SYSTEM' logo with 'D', 'C', and 'S' in colored circles, and a 'Logout' link. The main heading is 'Head of centre sign off - Annual Form'. Below this, it says 'Form Details' and 'Date Submitted: 02/03/2010' with a 'Review Form' button. The form content includes three paragraphs of text: 'I HOC St Patricks declare that this centre agrees to adhere to all requirements including resources, equipment and staffing for the above qualifications.', 'I accept that if the centre defaults on the requirements outlined it may lead to the removal of qualifications.', and 'I declare that the centre will provide CCEA with access to premises, staff / contracted staff and records, and to cooperate with CCEA monitoring activities. I declare that I am authorised by the above centre to supply the information given above and, at the date of signing, the information provided is a true and accurate record to the best of my knowledge.' Below the text is a 'Head of centre comment' section with a rich text editor toolbar and a large empty text area. At the bottom of the form, there are two buttons: 'Accept' and 'Decline', which are highlighted with an orange box and an orange arrow pointing to them. Below these buttons is a 'Back to Menu' button. The footer of the page reads 'Council for the Curriculum Examinations and Assessment'.

A summary of the Annual Form can be viewed by the Head of Centre.

This screen requires the Head of Centre to approve or decline the Direct Claims Annual Form.

When the form is approved it is automatically submitted to CCEA. If the form is declined by the Head of Centre it is not submitted to CCEA but is returned to the centre for amendment. The Head of Centre is required to approve the form before it can be submitted to CCEA

## **CCEA Contacts**

### **Access**

Please note that if you are a new Examinations Officer or a new centre you will need to request a password online from Centre Support. *The link for this can be found in the Examination Officers' home page on the CCEA website.*

### **Centre Support Contact Details**

Tel:

028 9026 1293 **or**

028 9026 1212 **or**

028 9026 1200 **ext. 2410 or**

028 9026 1200 **ext. 2443.**

Email: [centresupport@ccea.org.uk](mailto:centresupport@ccea.org.uk)

### **General Enquiries**

Elaine Horner

Tel: 028 90 261200 Ext 2197

Mob: 07748676942

Email: [ehorner@ccea.org.uk](mailto:ehorner@ccea.org.uk)





