

# Horizons

Your portfolio update

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## NCFE New Unit Programme

Unit programme	<a href="#">Understand Customer Service (Y/507/5905/UNIT)</a>
Go-live date	28 February 2020
Useful information	This unit aims to provide learners with an understanding of customer service delivery and the relationship between customer service and a brand. Learners will be able to explain when and to whom to escalate problems and identify their own role in ensuring that a brand promise is delivered.
GLH	20
Level	2
Fee	£14

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## NCFE Qualification Extensions: Assessor and Verifier

Qualifications	<ul style="list-style-type: none"> <li>• <a href="#">NCFE Level 3 Award in Assessing Competence in the Work Environment (501/0882/7)</a></li> <li>• <a href="#">NCFE Level 3 Certificate in Assessing Vocational Achievement (501/0885/2)</a></li> <li>• <a href="#">NCFE Level 3 Award in Assessing Vocationally Related Achievement (501/0886/4)</a></li> <li>• <a href="#">NCFE Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (501/0887/6)</a></li> <li>• <a href="#">NCFE Level 3 Award in Understanding the Principles and Practices of Assessment (501/0888/8)</a></li> <li>• <a href="#">NCFE Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (501/0889/X)</a></li> <li>• <a href="#">NCFE Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (501/0890/6)</a></li> </ul>
Extended to	<p>31 July 2021</p> <p>This is the last date we can accept learner registrations.</p>
Certification end date	<p>31 July 2024</p> <p>This is the last date we can process learner certificates.</p>
Qualification Specifications	<p>There are no changes to the title, content or structure of these qualifications, so please continue to use the existing Qualification Specifications with your learners, which are available on the web pages above.</p>

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## NCFE Qualification Extensions: Education and Training

Qualifications	<ul style="list-style-type: none"> <li>• <a href="#">NCFE Level 3 Award in Education and Training (601/1620/1)</a></li> <li>• <a href="#">NCFE Level 4 Certificate in Education and Training (601/1621/3)</a></li> <li>• <a href="#">NCFE Level 5 Diploma in Education and Training (601/1622/5)</a></li> </ul>
Extended to	<p>31 July 2021</p> <p>This is the last date we can accept learner registrations.</p>
Certification end date	<p>31 July 2024</p> <p>This is the last date we can process learner certificates.</p>
Qualification Specifications	<p>There are no changes to the title, content or structure of the qualification, so please continue to use the existing Qualification Specifications with your learners.</p>

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## NCFE Qualification Withdrawal

Qualification	<a href="#">NCFE Level 2 Certificate in Business and Enterprise (601/0048/5)</a>
Date qualification is being withdrawn	03 March 2020  This is the last date we can accept learner registrations.  Please ensure that your learners are aware that this qualification is no longer available after the withdrawal date.
Certification end date	03 March 2022  This is the last date we can process learner certificates.  Centres must also ensure that learners have been entered and have sat their external assessment before this date, to ensure they have enough time to receive results and claim certificates.
Reasons for withdrawal	We have redeveloped the Level 1 and 2 qualifications in this subject area into a combined Level 1/2 qualification for the 2020 performance tables to ensure that it continues to meet the needs of our centres as well as meeting the new DfE guidance. The new qualification has been renamed NCFE Level 1/2 Technical Award in Business and Enterprise. This new qualification is approved for 2020 performance tables and is now available for teaching.
Suitable replacement qualification	<a href="#">NCFE Level 1/2 Technical Award in Business and Enterprise (603/2955/5)</a>