



Joint Council for  
Qualifications<sup>CIC</sup>



# JCQ<sup>CIC</sup> A2C Data Standards Specification

## Section 8

### Business Processes

#### Awarding Organisation to Centre Notification

2018 Version

18<sup>th</sup> January 2018

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# 1 Process Summary

**Note: This section has been retained as part of the Specification although timescales for implementation are not yet agreed.**

Centres using A2C may occasionally need to make a submission via non-A2C means, for example through an AO's extranet. This can lead to a mismatch between what is held in the awarding organisation's system and the centre's MIS. The Awarding Organisation to Centre Notification process will address this issue. Please refer to Section 1: Introduction, heading 3.2: Alignment of Awarding Organisation and Centre data.

Awarding Organisation to Centre Notifications is a new concept for which A2C will define the data standards and business processes. The intention of the notifications sent to a centre's MIS will be to allow the centre and the awarding organisation to hold the same data, even when data has been supplied by the centre through non-A2C routes or has had to be updated by the awarding organisation to match scripts submitted by the centre on behalf of the learner.

This process assumes that the centre is a registered A2C user prior to sending data via non-A2C mechanisms.

The data from orders made outside of A2C will be sent back to centres, through A2C, including Unnamed Registrations/Entries, Named Registrations/Entries, Test Resource Booking, Late Award Cash-ins for GCSE and GCE qualifications, and cancellation of a previous order. Data for examination attendance will also be sent back to centres; but only where it has been submitted by electronic means other than A2C.

The Awarding Organisation to Centre transaction will also send back data for Centre Assessed Outcomes and Award Claims made outside A2C where an associated order has not been placed and where it will be the first time the awarding organisation will have become aware of the learner in the context of that qualification (and series if applicable). See A02 for further details.

This process aims to allow a centre's MIS to remain as up to date as possible across all their activity with awarding organisations; distinguishing how data has been transmitted for each submission where A2C has not been used. The time of the submission along with the user identifier (where applicable) for the data transfer will also be provided. This system is not intended to be a full automatic synchronisation of MIS and awarding organisation databases: there will always be an option to reject a notification, although this is not recommended as the data issues that have been highlighted will remain unresolved. Centres will be able to control when and how this data is resolved into their MIS.

As these notifications reflect genuine data held by an awarding organisation rejecting or ignoring the notification will not change the data held by the awarding organisation. The centre should contact an awarding organisation to resolve any issues should the notification not provide sufficient clarity.

In line with the Twin Track Strategy, centres will be free to use their access to awarding organisation extranets to make changes to data that might otherwise have been sent through A2C. Depending on the awarding organisation, there will not be any restriction on the use of the extranet.

When an order or relevant assessment submission is made via non-A2C routes the awarding organisation will make available a notification of these submissions for centres to accept into their MIS or reject. Non-A2C routes would include any data change that the centre requests through another awarding organisation authorised route, which might include emails, letters, phone calls from centre administrative offices as well as awarding organisation extranets. These notifications will be provided every time a non-A2C order or relevant assessment submission is made and will not be sent in consolidated sets in relation to certain periods of time.

In addition to data sent by the centre through non- A2C routes, some changes can arise due to the submission of examination scripts or other assessments that are at variance with the order made for a learner. These could include scripts submitted without any order and those scripts or assessments that are presented at a tier or level which differs from the order made. In the absence of a new order from the centre, the awarding organisation will need to change the order. This will allow the learner's work to be processed and the award of a result. These changes to the original order will be made available to centres as a notification.

Any non-A2C submissions that do not pass validation will be reported back via the same non-A2C route. Only successfully processed data submitted through non-A2C routes will generate a notification to be sent back to the centre's MIS via A2C. This will include those submissions processed successfully that might also trigger warning messages.

This section of the A2C specification does not include New to Old Mapping as notifications were not included in any of the systems A2C is replacing.

## 2 Process Diagrams

### 2.1 AO to Centre Notification Processes

The processes within this document fall in the Manage/Process AO Centre Updates section of the high level diagram in Section 1.

**Note this has not been updated for 2018 as it will not be implemented for the VQ Pilot in 2018.**

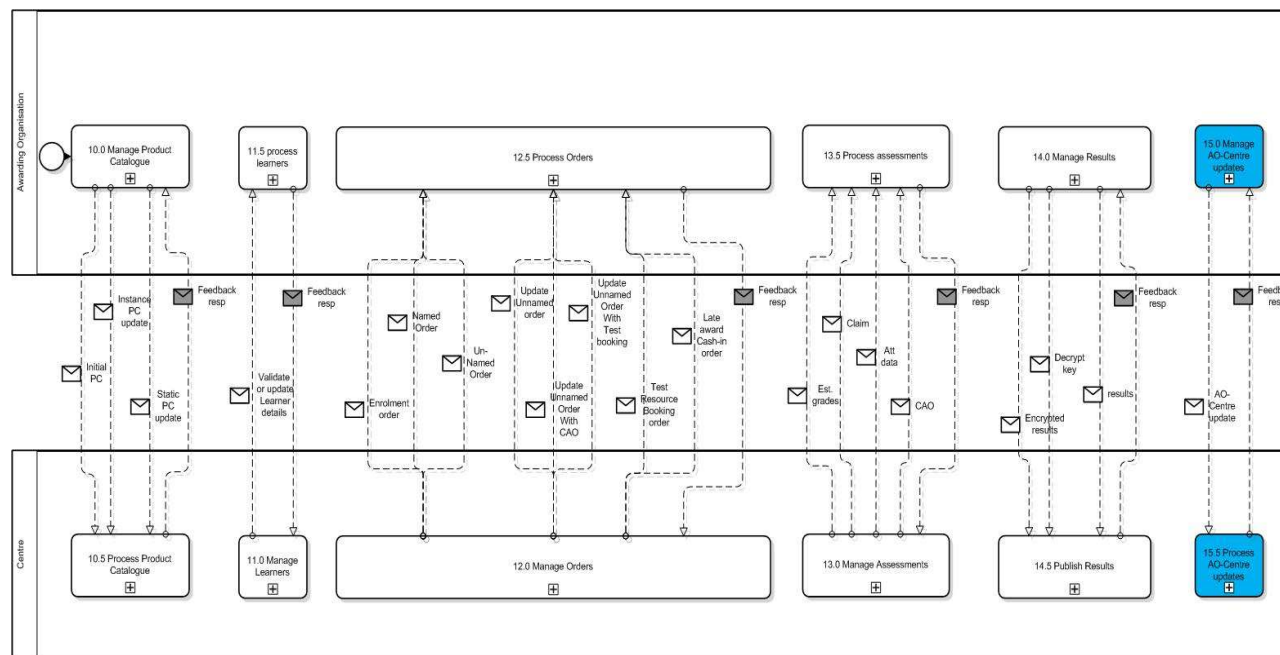


Figure 1.12.1 AO to Centre Notification Processes

Please note that the use of the terms "Manage" and "Process" in this diagram are not intended to relate to the use of those terms in the Action Codes defined in Appendix 3, Sheet 8. The Action Codes which include the word "Manage" all relate to management of feedback and those which include the word "Process" relate to the initial submission by centres of messages for orders, etc or publication of product catalogues, results, etc by awarding organisations.

## 2.2 Awarding Organisation to Centre Notification Process Diagram

This process diagram shows the end-to-end business process for AO to Centre Notifications and is designed for use with end-users, eg examination officers.

**Note this has not been updated for 2017 as it will not be implemented for the VQ Pilot in 2018.**

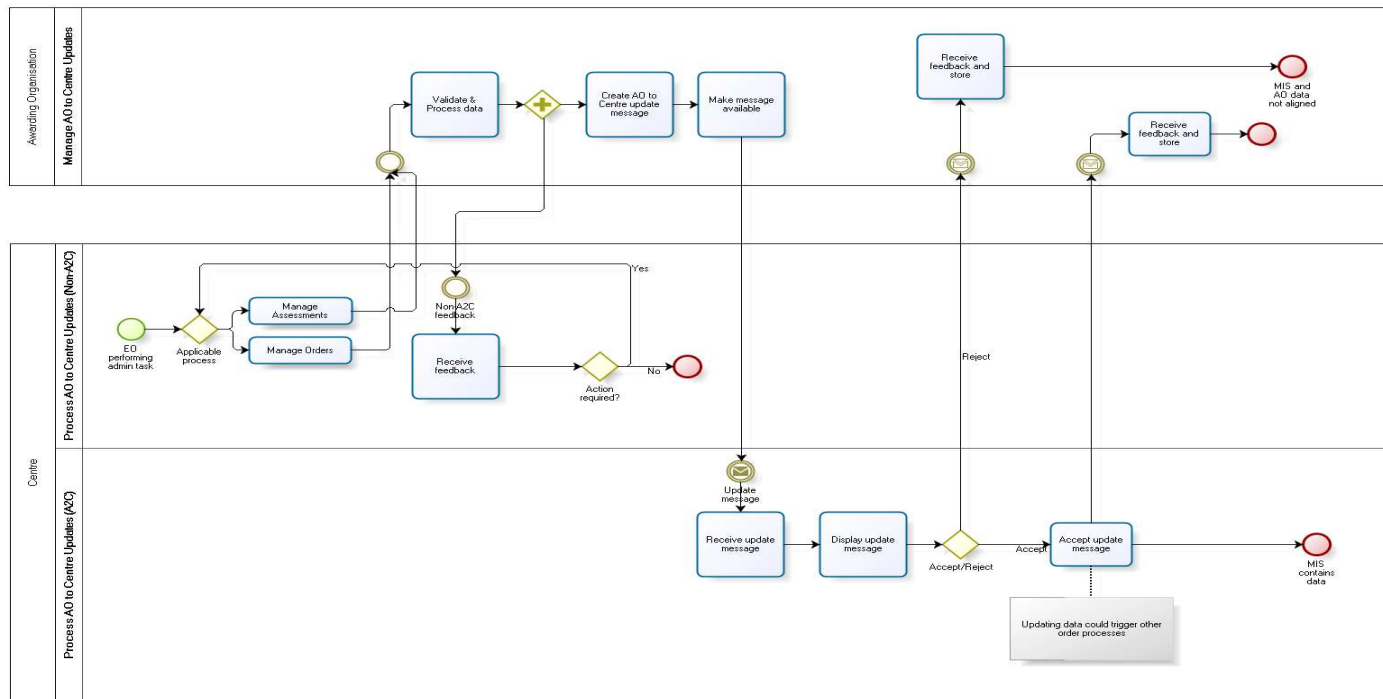


Figure 2 Awarding Organisation to Centre Notification Process Diagram

### 3 User Stories

The user stories listed here provide contextual information about how the business process has been designed.

#### User story 1 / Data submitted via non-A2C route

<b>As a:</b>	centre
<b>I want to:</b>	submit order data to an awarding organisation via a non-A2C mechanism
<b>So that:</b>	I can continue to perform key transactions if my MIS is not accessible.

**Note:** A2C will be the desired route of communication - other means are expected to be used only in exceptional circumstances.

#### User story 2 / Data processed

<b>As an:</b>	awarding organisation
<b>I want to:</b>	process data submitted by a centre
<b>So that:</b>	materials and other resources required by the centre to administer examinations and assessments can be provided.

#### User story 3 / Data processed

<b>As an:</b>	awarding organisation
<b>I want to:</b>	amend learner orders to match scripts/assessments submitted by the centre
<b>So that:</b>	the learner's work can be processed and a result awarded.

#### User story 4 / Publish notification message

<b>As an:</b>	awarding organisation
<b>I want to:</b>	publish a notification message to a centre
<b>So that:</b>	the centre can accept the data processed by the awarding organisation and check their MIS to ensure that all changes are correctly reflected in the MIS.

This is specifically for all orders that have been successfully submitted via non-A2C mechanisms and provides the potential for centres to review the data before accepting it or replicating it in their MIS. This does include those successfully processed submissions which also have warning messages. Some notifications may relate to changes that the awarding organisation needs to make if a learner has taken a different assessment from that shown in the order.

**User story 5 / Centre accepts notification message**

<b>As a:</b>	centre
<b>I want to:</b>	accept a notification message
<b>So that:</b>	I can see that data submitted to an awarding organisation via a non A2C mechanism is reflected in our MIS, so there is no disparity between an awarding organisation's data and that held in our MIS.

**User story 6 / Centre ignores a notification message**

<b>As a:</b>	centre
<b>I want to:</b>	ignore a notification message
<b>So that:</b>	I can see the data submitted to an awarding organisation via a non A2C mechanism, but would not want it reflected in my MIS as these changes may have already been made manually.



## 4 Business Rules

The business rules listed here outline key features and behaviours which must be adhered to by awarding organisations and MIS software suppliers when developing systems and designing in-house business processes. Some of these rules will feature in the compatibility testing of the data and messaging standards.

### 4.1 Common Business Rules

The following common business rules are applicable to this process:

ID	Process step ID	Affects	Rule
C1	All	All	Data and messaging will comply with the JCQ <sup>CIC</sup> A2C Data Standards and Schema, sending only the data required or permitted by the appropriate product catalogue.

### 4.2 Process-specific Business Rules

The following rules have been identified specifically in relation to the process for Awarding Organisation to Centre Notification:

Rule ID	Process Flow Reference	Party affected	Rule title and description
AO1	Non-A2C data submitted to AO	Centre MIS	<b>Centre submits data to an awarding organisation via a non-A2C mechanism</b> The following assumptions are made: <ul style="list-style-type: none"> <li>• A2C users will not be restricted from using other entry mechanisms</li> <li>• Sending notification messages through A2C will not prevent feedback messages for the alternative route remaining in place.</li> </ul>
AO2	Data processed	AO	<b>Awarding organisation processes data</b> Data may be submitted for any of the following order processes: <ul style="list-style-type: none"> <li>• Unnamed Order (registrations/entries)</li> <li>• Named Order (registrations/entries)</li> <li>• Test Resource Booking</li> <li>• Late Award Cash-ins</li> <li>• Examination attendance</li> <li>• Cancellation of a previous order</li> <li>• Centre Assessed Outcomes without accompanying orders</li> <li>• Award Claims without accompanying orders.</li> </ul>

Rule ID	Process Flow Reference	Party affected	Rule title and description
			Centre Assessed Outcomes (CAOs) are included in the Awarding Organisation to Centre Notification only where an associated order has not been placed and where it will be the first time the awarding organisation will have become aware of the learner in the context of that qualification (and series if applicable). If a CAO for a learner was submitted via non-A2C means and the awarding organisation is aware of the order/qualification, no Awarding Organisation to Centre Notification is required. For Vocational Qualifications, this would generally start the awarding and results process so no Awarding Organisation to Centre Notification would be required.
AO3	Make notification message available	AO	<b>Awarding organisation publishes notification message</b> This will be as per A2C SLRs. A message will contain standard learner and product details along with the submission method, submission date/time and, where applicable, the user submitting the message.
AO4	Get notification message	Centre	<b>Centre receives notification message and MIS automatically confirms receipt to AO.</b> This will be as per A2C SLRs.

## 5 Service Level Recommendations

Further discussion is taking place regarding SLRs for this business process and will be circulated when available. The availability of notifications will depend on a number of variables such as the non-A2C route of submission, the time of day of the submission, the awarding organisation performing the processing, as well as whether or not there are errors within the submission.

## 6 Transaction Types

This section provides business descriptions and contextual information for each of the transaction types that support this business process.

### 6.1 Awarding Organisation-to-Centre Transaction Types

**AO to Centre Notification:** Awarding organisations will publish notification messages for a centre to reconcile into their MIS.

### 6.2 Centre-to-Awarding Organisation Transaction Types

**Publish feedback - AO to Centre Notification:** The centre will provide feedback on notifications received.