Norland Diploma Academic Regulations

Academic Year 2026-27

1. Scope

1.1 These Norland Diploma Assessment Regulations apply to the assessment and award of the Norland Diploma for students studying for the Norland Diploma alongside the BA Early Childhood Education and Care (ECEC) degree. Academic Regulations for the BA (Hons) ECEC can be found in a separate document.

1.2 Norland is the awarding body for the Norland Diploma. No other body may award the Norland Diploma.

1.3 These regulations apply to all students studying on the Norland Diploma from 2026/27 onwards. They have been approved by the Academic Board in 2026.

1.4 For students entering Norland prior to 2026/27, these regulations replace any previous regulations.

1.5 The regulations are determined by the Academic Board of Norland. The Academic Board authorises committees, boards, panels and individuals to act on its behalf in applying the regulations.

1.6 The application of the regulations is underpinned by a set of policies and procedures, all of which are available on the Norland SharePoint. These include the Fitness to Practise and Study Policies, Attendance Policy, Learning & Teaching Policy, Internal Moderation Policy, Equal Opportunities Policy and Code of Professional Responsibilities.

1.7 Norland will ensure that all students are aware of these regulations and that they have access to them at all times.

1.8 Changes to the Norland Diploma Assessment Regulations may be made from time to time, subject to normal approval mechanisms. Any changes will normally be made with effect from the following academic year unless Norland is confident that immediate effect is in the best interests of current students, or where there is an external requirement. In these circumstances, Norland will consult with all students in order to explain the rationale for the changes and to take feedback before confirming them.

2. Structure and Definitions

The following definitions are assumed within the regulations:

2.1 *Award* - the award of the Norland Diploma is conferred on the basis of achievement of specified units of learning. Awards made by Norland are approved by the Norland Diploma Awards/Progression Board and ratified at the Academic Board. The Norland Diploma is awarded to those meeting the award requirements as outlined in the Programme Specification.

2.2 *Programme* - a student follows a programme of study by taking permitted units as articulated in the Programme Specification.

2.3 *Course* - a course is a coherent package of specified units, approved via validation, constituting a named award. The programme specification specifies the units which may count towards, and those that are required for, a specific named award.

2.4 *Unit* - a unit is a self-contained unit of study with its own learning outcomes, assessment and, where appropriate, prerequisites as approved at validation. A unit is designated by level of study. All units are articulated through a unit specification.

2.5 *Refer* - an assessment receives a refer grade if it has not yet met the pass mark but the student is eligible for a second attempt within the same academic year.

2.6 *Fail* - an assessment receives a fail grade if it is not submitted at first attempt or has not met the pass mark at second attempt. The student is not normally eligible for a second attempt within the same academic year.

2.7 *Resubmission* - a resubmission is a second attempt at an assessment following a Refer grade, normally within the same academic year. Resubmissions may improve the work from the first submission in order to achieve a pass mark.

2.8 *Retake* - if a student fails an assessment, they must retake the complete module the following academic year. The assessment for the retake may include some improved parts of the original work if this is deemed appropriate by the Unit Leader.

2.9 *Definitive documentation* - All named awards are supported by a set of definitive documentation, comprising a programme specification and unit descriptors. Unit descriptors are published on the Norland website. The programme specification is published to students in the course handbook.

2.10 *Transcripts* - All students will be eligible to receive a transcript indicating credit earned as a result of their studies.

3. Study Requirements

3.1 The Norland Diploma is taught and assessed in English.

3.2 Attendance will be required in line with course requirements and attendance may be required during evenings, weekends and outside standard term time.

3.3 Students are expected to attend all scheduled learning opportunities. Where concern is raised about a student's attendance, the Cause for Action procedure will be followed.

4. Admissions, Enrolment and Registration

4.1 The Norland Diploma cannot be studied as a standalone qualification; its co-requisite is the BA Early Childhood Education and Care degree.

4.2 To be eligible for admission, an applicant must satisfy the minimum entry requirements of Norland and any specific entry requirements as articulated at the time of offer.

4.3 An applicant whose first language is not English will need to satisfy the English language entry requirements, for example by achieving IELTS at 6.0 or above in all categories.

4.4 Entry requirements are published on the Norland website.

4.5 If a student is in debt for tuition fees for the previous period of study, the student will not be permitted to re-enrol unless in exceptional circumstances.

4.6 A student may apply to interrupt their studies. Diploma studies must be completed within 2 years of completion of the student's BA degree.

4.7 If a student defers completion of the NQN unit for longer than 12 months, Norland may require evidence of current childcare practice to the required level, before permitting progression to the NQN year. This requirement will be negotiated on a one-to-one basis, depending on the reason for the interruption and the activity of the student while interrupted.

4.8 Students must comply with the Fitness to Practise policy. A student may be required to interrupt their studies or withdraw from Norland as a result of the application of the Fitness to Practise policy. This is to safeguard the welfare of both the student and the children and families they may be required to work with as part of their studies.

4.9 Any student found to have submitted false or incorrect information to gain entry to Norland, or found to have misrepresented their achievements at Norland to an external person or body, may be required to leave Norland. Norland will notify appropriate authorities of this action and the nature of the offence.

5. Units

5.1 All units are compulsory on the Norland Diploma.

5.2 The Norland Diploma Units are as per the course map.

6. Assessment

6.1 Norland will publicise, and provide reasonable notice of, assessment requirements.

6.2 The form of assessment and the submission date will be communicated to students via the assessment schedule. The assessment brief, assessment schedule and assessment criteria

will be discussed and approved by an Assessment Scrutiny Panel prior to the start of each unit. During the teaching of the unit, students will receive specific information related to the assessment task to be completed.

6.3 Students will submit coursework as determined by the assessment schedule. Failure to submit may result in failure of the unit. All times specified for assessment are in UK local time (GMT/BST as applicable) and it is the student's responsibility to ensure the GMT/BST deadline is met.

6.4 Late submission of coursework without documented and approved Exceptional Assessment Circumstances is penalised as follows:

- Up to and including 2 working days late – a capped mark of a pass
- More than 2 working days late – mark of 0 will be recorded and therefore the unit will be failed.

Working days refer to any days other than Saturdays, Sundays or bank holidays. Therefore, if a submission was due in at midday on a Monday, the student would have until midday on the Wednesday to submit their work for a capped mark. If a submission was due at 9am on Friday, the student would have until 9am on the Tuesday to submit for a capped mark. Working days apply year round, including within term-time and during holiday periods and half terms.

For pass/fail assessments, assessment requirements must be met by the published deadline. There is no grace period because a pass cannot be capped.

All coursework submitted for reassessment after the due date and without documented and approved Exceptional Assessment Circumstances will receive a fail mark.

6.5 Abbreviations to be used by the Norland Diploma Assessment and/or Award/Progression Board of Examiners:

- EACs - Exceptional Assessment Circumstances
- PCAP - Grade capped at a pass because of resubmission
- PL - Late submission within 2 working days; grade capped at a pass (where permitted)
- INT - Student started the unit but has not submitted due to an interruption in their studies, such as suspending or deferring. Unit may be repeated on the student's return
- W - Student has withdrawn from their studies
- BR - Confirmed academic breach

6.6 In the case of students with specific needs, reasonable adjustments may be approved in accordance with appropriate Norland procedures (see Reasonable Adjustments Procedure). It is the student's responsibility to inform Norland of any known conditions and to cooperate with Norland in identifying and accessing the support required.

6.7 Units will be marked on a pass, refer or fail basis unless otherwise specified in the assessment brief. All assessment criteria must be met in order to achieve a pass grade.

All submitted work will usually be assessed and returned to students within 20 working days (working days comprise the normal working week, excluding periods when Norland is shut and weekends).

6.8 A student will be entitled to a single reassessment opportunity in the event of a refer grade. This reassessment opportunity will usually take place after the next Norland Diploma Assessment Board of Examiners meeting. If the student refers again at the second attempt, the unit will be failed and no further attempt may be made within the academic year, unless in exceptional circumstances where this may prevent a student's progression to the next level of the Diploma and as agreed by the Award/Progression Board of Examiners

6.9 Where a unit requires assessment in more than one element, all assessed elements must pass in order for the unit to be passed.

6.10 When one or more elements of assessment are submitted as a reassessment opportunity, only the reassessed element will be capped at a pass. The overall unit mark will not be capped.

6.11 A student will be entitled to a single re-take opportunity for any unit that has been failed. This may require the student to attend the taught elements for that unit when it is taught the following year, before submitting a new assessment. A cost of £100.00 per unit will also be incurred. All units must be passed before a student can progress to the NQN year. The NQN jobs list will not be available until all assessments have been passed.

6.12 Where a fail has been recorded at an Assessment Board, retrieval of assessment should be used where possible. Retrieval means that parts of the original submitted material can be improved and incorporated into the new assessment. The new assessment should not, however, just be a modified version of the original.

6.13 In circumstances of significant failure in a piece of work, it may be agreed through conversation with the Unit Leader that retrieval is not appropriate, and that the student should produce a new piece of work.

6.14 A student's submitted work is expected to be their own. Where it is suspected that the work is not the student's own, and sources have not been acknowledged, the matter will be referred to the Student Academic Misconduct Procedure.

6.15 Academic judgment will be exercised on matters relating to student assessment, guided by the published learning outcomes and assessment criteria.

6.16 Exceptional Assessment Circumstances are unforeseen factors which affect a student's ability to complete the assessment to the normal schedule. It is the responsibility of the student to submit evidence in support of any claim for exceptional assessment circumstances. Normally, where exceptional assessment circumstances have been approved, the student will be offered an extension to the deadline.

6.17 Once coursework has been submitted, the mark for that assessment will stand. The Academic Board does not have the discretion to adjust marks, in light of exceptional assessment circumstances.

6.18 Any student who fails any unit twice will be required to withdraw from the Norland Diploma without the opportunity to re-enrol, however they may still be entitled to complete the BA Early Childhood Education and Care. The decision will be made by the Academic Board on a case-by-case basis and according to the Academic Regulations of the degree.

7. Progression and Awards

7.1 Newly Qualified Nanny year (NQN year)

7.1.1 Progression to the NQN year may only take place under the following conditions:

7.1.1.1 The student has achieved at least a pass grade in all other units of the Norland Diploma.

7.1.1.2 The student has achieved a level 6 BA Early Childhood Education and Care degree at Norland. Progression will be delayed if the student has any outstanding resubmissions or retakes.

7.1.1.3 The student has achieved all Graduate Practitioner Competencies.

7.1.1.4 The student has a current 12 hours paediatric first aid qualification.

7.1.1.5 The student has achieved a Food Hygiene Certificate.

7.1.1.6 The student has participated in all scheduled face to face masterclasses or has valid and approved reasons for not doing so.

7.1.1.7 There are no outstanding practice-based action plans in existence.

7.1.1.8 the student has demonstrated, to the satisfaction of the Awards/Progression Board, the qualities and competencies outlined in the Norland Code of Professional Responsibilities.

7.1.1.9 There are no outstanding fees at the time of progression to the NQN year.

7.1.2 During the NQN year, the NQN will no longer be classed as a student as they will be in full time employment. Norland will continue to support the NQN and will assess their practice in order to provide evidence that they meet the competency standards set out within the NQN unit.

7.1.3 The NQN unit must be completed in paid employment as a private nanny over a minimum 12-month period. Within a 12-month contract the NQN must work a minimum of 45 hours per week, with a maximum of 33 days (including bank holidays) of annual leave per annum. The position should normally be obtained through the NQN registration process.

7.1.4 In some circumstances the NQN or the NQN Team may deem it necessary to apply for reasonable adjustments to the NQN unit (e.g. illness). In these situations, the Reasonable Adjustments Procedure should be followed.

7.1.5 All NQNs will have 2 years from the completion of the BA degree at Norland to complete their Norland Diploma, including their NQN unit, unless there are exceptional assessment circumstances. For periods of absence the Exceptional Assessment Circumstances process should be applied.

7.1.6 In the case that the approval of exceptional assessment circumstances or interruption extends the start of the NQN year by more than one year, evidence of current childcare experience and/or further training (e.g. first aid), may need to be shared before the student returns to start or complete their NQN unit. The student will be required to organise and fund any additional experiences and updated progression requirements, such as first aid or DBS.

7.1.7 Those NQNs who interrupt their NQN unit due to ill health will need to have a return to work interview with the NQN Manager and an Occupational Health assessment. An appointment with a Norland counsellor may in some circumstances also be advised or required should this be linked to a safeguarding issue.

7.1.8 NQNs who leave their NQN employment or are asked to leave, will in most circumstances be expected to work the uncompleted months of their NQN unit in a new position plus an additional 2 months.

7.1.9 If an NQN is dismissed or withdraws from their job , a Cause for Action may be raised. If the Cause for Action process finds that the NQN's practice and/or competence and/or professionalism led to the dismissal or withdrawal, they may be referred to an NQN Disciplinary Panel, which will determine whether another attempt is permitted. If the panel determines that the NQN is permitted another attempt, further training may be required before the NQN can continue. A maximum of 2 attempts is usually permitted for the NQN year.

7.1.10 If the NQN is not permitted another attempt, they will be required to withdraw from the Norland Diploma.

7.1.11 If an NQN fails to complete the NQN unit in a single family for non-practice-based reasons, for example a change in the family's or NQN's circumstances, the NQN Manager will consult with the Academic Board to plan an appropriate resolution.

7.1.12 The qualifying NQN unit can only be made up of assessments from a maximum of two separate positions of at least 3 months duration each. Where more than two NQN positions have been started, the NQN and NQN Team will discuss which two positions combined will best meet the assessment criteria of the NQN unit.

7.1.13 In order to complete the NQN unit, the NQN must meet all assessment criteria to a satisfactory level. If at any stage throughout the NQN unit it becomes clear that the student will not be able to meet the NQN unit assessment criteria in the usual 12 month time frame, the Academic Board may discuss and agree an additional amount of time the student will need to complete, on top of the usual 12 months,

in order for the assessment criteria to be met. This may also apply to any practice related concerns, which are not a direct breach of the Norland Code, where additional experience under the support of the NQN Team is deemed necessary.

7.1.14 The NQN must normally have completed a minimum of 12 months paid employment by the first working day of the month prior to the month of the graduation ceremony in order to graduate that year. For example, if the graduation ceremony is on 31st March, they must have completed their 12 month NQN unit by 1st of February in order to graduate in March of the same year. Later completions will normally graduate the following year. In exceptional circumstances that are beyond the NQN's or Norland's control, this deadline may be extended and this will be decided on a case-by-case basis.

7.1.15 The NQN must provide the evidence for completing their NQN unit no later than 20 working days following the submission of their final appraisal.

7.1.16 If the NQN team corresponds with an NQN and does not receive a response from the NQN for more than a month during their NQN year or during a period of interruption, Norland reserves the right to withdraw the NQN from the Norland Diploma. This course of action must only be taken if all attempts to contact the NQN via email, phone and posted letter have failed.

7.1.17 If an NQN does not complete their NQN unit, they will not be eligible for the Norland Diploma. They may return to complete the NQN unit and qualify for the Norland Diploma under the following conditions:

A) an Occupational Health assessor has cleared them as fit to practise.

B) they have had recent, relevant and significant experience working with children. Recent means within the last 2 months, relevant means experience with babies/toddlers under 24 months and significant means at least one month and at least 45 hours per week.

C) they have a current Enhanced DBS and paediatric first aid certificate and their portfolio and CV are both up to date with recent references.

7.2 Award of the Norland Diploma

7.2.1 Awards and progression decisions are made by the Awards/Progression Board on behalf of the Academic Board.

7.2.2 The student's overall grade for the Norland Diploma will be pass or fail. The student's levels of unit achievement will be reported within their transcript. The NQN year is graded excellent, good, satisfactory, refer or fail.

7.2.3 The full requirements to be achieved before award are as follows:

- Achieve at least a pass grade in each Norland Diploma unit.

- Achieve the BA in Early Childhood Education and Care.
- Achieve a Food Hygiene Certificate.
- Achieve a 12 hour Paediatric First Aid Certificate.
- Successfully complete the Newly Qualified Nanny year, including production of appropriate and effective professional documentation.
- Has adhered to the Norland Code of Professional Responsibilities throughout the NQN year and has no outstanding practice-based Causes for Action, Notices for Improvement or warnings.
- Have no outstanding fees, debts in arrears to the Norland Foundation or practice-based action plans at the time of the Award.

7.2.4 The Awards/Progression board may vary the conditions for the award of the Norland Diploma in exceptional circumstances. Any request to deviate from these regulations must be accompanied by supporting evidence and will be presented to the Academic Board for a decision.

7.2.5 A student no longer in good standing with Norland, as a result of disciplinary offences, failure to pay fees, debts in arrears to the Norland Foundation, breaches in codes of conduct, or any other fault, may be required by the Academic Board to withdraw from their programme of study, losing eligibility for the award of the Norland Diploma.

7.2.6 If the Norland Diploma transcript has already been sent to an NQN who is no longer in good standing for the reasons outlined in 7.2.5, the Norland Diploma certificate and badge may be withheld until such time that the issue has been resolved.

7.3 Progression

7.3.1 Progression whilst trailing a maximum of two failed units is permitted within the Norland Diploma.

8. Appeals

8.1 A student has the right of appeal, as per the Academic Appeals Policy.

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