



©2026 NxtGen Education

Policy Name	Communication and Co-operation Policy
--------------------	---------------------------------------

Recent Review Date	March 2026	Next Review Date	April 2027
---------------------------	------------	-------------------------	------------

Introduction

NXT GEN Education Ltd recognises the importance of establishing and maintaining strong and effective communication channels with our Users to achieve our aims as an Awarding Body. We also acknowledge the necessity of working collaboratively with the Qualifications Regulators to uphold qualification standards and safeguard Learners.

This document outlines our ongoing commitment to fulfilling the communication and cooperation obligations outlined in the General Conditions of Recognition.

Intended Audience

This document is intended for the following stakeholders:

- Users of our qualifications and units
- Members of the NXT GEN Education Ltd governing body
- Senior leadership at NXT GEN Education Ltd
- Consultants representing NXT GEN Education Ltd
- Qualifications Regulators

Scope

This document covers all operational areas related to the design, delivery, and award of regulated qualifications and units offered by NXT GEN Education Ltd.

Engagement with Qualifications Regulators

NXT GEN Education Ltd acknowledges its responsibility to maintain open, transparent, and constructive communication with the Qualifications Regulators. This is critical to ensuring that the qualifications and units we develop, deliver, and award meet the required standards, that learners are adequately protected, and that public trust in the qualifications system is upheld.

We are committed to providing any assistance requested by the Qualifications Regulators and to complying with any written requirements issued by them. We will also uphold any commitments made by our appointed Responsible Officer, who will act as the official representative authorized to engage with the Qualifications Regulators on behalf of NXT GEN Education Ltd.

The Responsible Officer will ensure that all communication is timely, accurate, and based on verifiable information, focusing on the following key areas:

Compliance with Conditions of Recognition

Our ability to develop, deliver, and award qualifications and units efficiently

The standard and integrity of both current and proposed qualifications and units

Any issues that could affect public trust in the qualifications system

Ensuring qualifications and units remain accessible and delivered in accordance with Equalities Law

Responsibilities of the Responsible Officer

The Responsible Officer at NXT GEN Education Ltd has the following responsibilities, ensuring proper engagement with the Qualifications Regulators:

A4: Conflicts of Interest

- Submit our Conflict of Interest Policy and Procedures to the Qualifications Regulators upon written request.

B2: Annual Compliance Statement to Ofqual

- Submit an annual compliance declaration to Ofqual that has been reviewed and approved by our governing body, and signed by both the Chair and the Responsible Officer.
- The statement will confirm:

Full compliance with the Conditions of Recognition as of the statement date, or

If non-compliance exists:

- The nature of the issue
- Expected resolution date

Anticipated risks of future non-compliance within the next 12 months, including:

- A description of each risk
- The reasons for its expected occurrence
- The actions being taken to address or mitigate the risks

B3: Notification of Significant Events to the Qualifications Regulators

- Notify Ofqual via the designated portal if we believe any incident may result in an Adverse Effect.
- Inform the Qualifications Regulators if we are subject to, or reasonably expect to be subject to:

A significant change in legal status or governance

A change of ownership or control

A merger with another organisation

Any form of insolvency or bankruptcy proceedings

- Inform the Qualifications Regulators in advance if we plan to offer qualifications that differ significantly from our current offerings, in terms of type or content.

- Keep the Qualifications Regulators informed about actions taken or planned to prevent, address, or mitigate the impact of events that could result in an Adverse Effect.

B4: Requests for Information

- Respond to any written request from the Qualifications Regulators promptly, providing complete and accurate information.

D7: Withdrawal of Qualifications or Units

- Provide reasonable advance notice to the Qualifications Regulators if we anticipate withdrawing any qualifications or units. This will occur before informing Centres, Learners, or other Users, in accordance with our Withdrawal of Qualifications and Units Policy and Procedure.

Users of Our Qualifications and Units

At NXT GEN Education Ltd, we are dedicated to fostering effective and constructive communication with all our Users. In accordance with the Qualifications Regulators, "Users" are individuals or organisations with a legitimate interest in our qualifications, and may include:

- Learners and their representatives
- Approved Centres that offer our qualifications
- Employers and their representatives who utilise our qualifications
- Further and Higher Education institutions that accept our qualifications
- Schools that incorporate our qualifications into their curriculum
- Government departments and agencies involved in education and workforce development
- Professional bodies that recognise or accredit our qualifications

We are committed to meeting all regulatory obligations while ensuring full transparency with our Users. We strive to maintain clear and open lines of communication to help our Users make informed decisions and successfully engage with our qualifications.

It is important to note that some units within our qualifications may be owned by third-party organisations. In these cases, NXT GEN Education Ltd is subject to the decisions of those external bodies, which may include changes, amendments, or withdrawals of units. However, we will always take reasonable steps to protect the interests of our Centres and Learners, ensuring minimal disruption.

Regulatory Responsibilities

A8: Malpractice and Maladministration

- If we identify or suspect malpractice or maladministration that may affect a Centre delivering part of a qualification, we will inform the affected Centre and any relevant awarding body.

B5: Representations Regarding Qualifications

- We ensure that no misleading statements are made about the regulatory status of our qualifications.
- All advertising will accurately reflect the nature and status of our qualifications.
- We adhere to Ofqual's requirements regarding logos and certificate formats.

C2: Centre Agreements

- We formalise relationships with each Centre through written agreements and provide comprehensive guidance on their roles in delivering qualifications.

D3: Considering User Feedback

- We actively consider feedback from Users to improve our qualifications, with any concerns regarding third-party units being forwarded to the relevant organisation.

D4: Enquiries and Complaints

- We respond to all reasonable enquiries from Users within 10 working days and maintain a clear Complaints Policy and Procedure accessible to all.

D7: Qualification Withdrawal

- When withdrawing qualifications or units, we will provide affected parties with at least six months' notice, except where units are withdrawn by external owners.

E1: Qualification Development

- Before launching new qualifications, we will consult with relevant Users to assess demand and support.

E2: Qualification Titles

- We ensure that qualification and unit titles accurately reflect the assessed skills and knowledge, avoiding misleading titles.

E3: Qualification Specifications

- A clear and accurate specification will be published for each qualification, outlining learner requirements and the qualification's purpose.

F1: Information on Fees

- We will provide detailed fee information to prospective purchasers well in advance.

G6: Reasonable Adjustments

- We have procedures in place for making reasonable adjustments to support Learners with specific needs.

H1: Assessment Marking

- We ensure that assessors understand the criteria for marking Learner performance for each qualification.

H2: Centre-Based Marking and Moderation

- We implement robust moderation processes for Centre-based marking.

I1: Appeals Process

- Information about our Appeals Policy and Procedure will be made readily available to all Users.

Certificates and Replacements

- Timelines for issuing certificates will be published as it will vary in terms of different awarding body. Certificates will be clear and easily understandable.