

Centre Activity Report



External Quality Assurance Sampling Visit

Section 1 Contact details

1.1 Transaction number	8000121804
-------------------------------	------------

1.2 Centre Name	Morris Services Ltd
1.3 Centre number	008107

1.4 Centre contact	
Title	
First name	James
Surname	Morris
Telephone number*	+441179610880
Email address*	james.morris@morrisservices.co.uk

Consultant Name	Shaun Smith
Type of activity	External QA Sampling Visit
Date of activity (dd.mm.yyyy)	24.08.2016
Start Time (24 hrs clock)	09:30:00
Finish Time (24 hrs clock)	15:30:00

Location of activity	Centre
----------------------	--------

Section 2 Summary of activity & centre staff met

2.1 General comments regarding the day including good practice. For a support visit outline advice, guidance & training provided	<p>This external quality assurance visit was carried out by the External Quality Assurer (EQA) as a routine planned sampling activity requested by the City and Guilds managing territory office.</p> <p>The visit began with the EQA providing the centre with an update on the electrotechnical award suite. Specifically this included;</p> <ul style="list-style-type: none"> - The 2357-30 assessment strategy. - The new online on-demand 2394-01 and 2395-01 Unit 302 written examinations. - The EQA also discussed the new electrical trailblazer apprenticeship (5357) and its associated strategy. - The new 8202 Technical awards at level 2 and level 3 <p>On the basis of the evidence EQA sampled on this activity, the EQA recommends the 2377-22, 2392-10, 2394-01, 2395-01 and 2396-01 awards are set to remain at 'Low' risk - Full approval.</p> <p>As learners have not yet fully completed the 2397-30, the EQA recommends this award remains at 'Medium' risk pending first monitoring of completed learners. This recommendation does not infer any formal non-compliances on the part of the centre. It is based on award progress to-date.</p> <p>The observations and outcomes of this report were fully discussed with the centre staff on the date of this visit.</p>
--	--

2.2 Centre staff met	
----------------------	--

Staff Name	Role	Met
James Morris	Centre Manager/Assessor	<input checked="" type="radio"/> Yes <input type="radio"/> No
Alan Wilson	Assessor	<input checked="" type="radio"/> Yes <input type="radio"/> No
Les Holmes	IQA	<input checked="" type="radio"/> Yes <input type="radio"/> No

Has the previous action	Yes
-------------------------	-----

plan been met by the centre?	
Comments	<p>The statement and action point detailed below reflect progress/completion for an action point set on an EQA external quality assurance visit that took place on 01.05.2015 ref 8000093171 .</p> <p>ACTION POINT ONE</p> <p>Actual copies of staff competence (CVs and qualification copies) and CPD are to be forwarded to the EQA for validation against award standards.</p> <p>This action is set to meet the requirements of City and Guilds - Our Quality Assurance Requirements - 2.3</p> <p>PROGRESS</p> <p>The centre provided the EQA with evidence of occupational competence in the form of certification and CVs shortly after the last physical EQA activity on 01.05.2015. The EQA was satisfied this evidence met award requirements. This action point is therefore closed.</p>

Section 3 Qualification related information

3.1 Qualifications sampled/advised

Qualification number	Qualification title	Number of active registered learners	Number of certificated learners from last 12 months	Prior qualification approval status	New qualification approval status
2377-22	Code Of Prct. For In-Service	26	16	Low (Full Approval)	Low (Full Approval)
2392-10	Fundamental Initial Verifica	6	9	Low (Full Approval)	Low (Full Approval)
2394-01	Level 3 Award in the Initial	30	15	Low (Full Approval)	Low (Full Approval)
2395-01	Level 3 Award in the Periodi	7	10	Low (Full Approval)	Low (Full Approval)
2396-01	Design, erection & verificat	3	1	Low (Full Approval)	Low (Full Approval)
2397-30	Level 3 Certificate in Insta	5	0	Medium (Registration C	Medium (Registration Only)

3.2 Checklist

Please add comments to explain your response.

Quality Assurance Requirement	Finding	Comments
Is the Staff Matrix up-to-date?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Staff matrix was fully discussed at the outset of the visit and was noted to reflect appropriate deployment for the awards delivered.
Are all current staff approved, and hold the relevant recognised qualifications?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Occupational competence and CPD records were validated by the EQA for the staff related to the awards sampled and all were noted to full meet scheme requirements.
Is the centre registered for and receiving the monthly mailings?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Centre receives relevant mailings.
Does centre access centre section of website - to obtain latest guidance and updates?	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>EQA sampled evidence reflected the current versions of all required award assessment documentation.</p> <p>Evidence requirements and mapping using the 2397-30 candidate logbook was fully discussed with centre staff. Centre staff demonstrated full understanding of award requirements based on documentation held.</p>
	<input type="radio"/> Yes <input checked="" type="radio"/> No	Staff defined for the awards sampled were employed directly by the centre.

Does the centre work with any subcontractors, partners or third parties in the delivery and/or assessment of these qualifications? If so, please describe the nature of that relationship with details of how roles are documented and understood, and how arrangements are quality assured.		
Are learners development needs matched against the requirements of the qualification(s) and an agreed individual assessment plan established?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Learner/assessor evidence reflected appropriate assessment planning and target dates.
Do learners have regular opportunities to review their progress and goals?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Use of assessment tracking was noted across all schemes as appropriate. There was additionally a good systematic audit trail in place with clear ongoing review and updates. Observed assessment by the EQA during this visit also supported this finding.
Do learners have regular opportunities to revise their assessment plan accordingly?	<input checked="" type="radio"/> Yes <input type="radio"/> No	See comment above and observation of assessment in section 3.3 below.
Are particular assessment requirements of learners identified and met where possible?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Initial induction includes opportunities for self-declaration of barriers to learning. Centre have appropriate procedures in place in accordance with access to assessment policy provision.
Were any assessments completed in Welsh? If so, please provide further details in section 2.1	<input type="radio"/> Yes <input checked="" type="radio"/> No	None identified during this EQA sampling.

3.3 Sampling Pages

Learner name and Reg. number	Reg. and Cert date	Qual. and Unit(s) sampled	Assessor name	Type of assessment and Date of Assessment (dd.mm.yyyy)	Do you agree with the Assessor finding?	Internal Quality Assurer (IQA) name	Internal quality assurance activity and date	Do you agree with Internal Quality Assurer finding?	Hide All
Adam Pugsley LBA4053	16.07.2015 15.12.2015	2377-22 601 and	James Morris	Assignments 09.12.2015	Yes	Les Holmes	Final 14.12.2015	Yes	Hide
Unit 601 - Results summary - Evolve online assessment - 09.12.2015 - This was noted as a pass at that time 84%									
Unit 602 - Tasks A, B and C - The respective task locations of a school and office scenario were correctly used. Correct frequencies of formal visual inspection and combined inspection and testing were identified as per current IET COP. Assessor records were fully completed with declarations of authenticity signed by learner, assessor and IQA.									
Assessment date reflects the final assessment of Task C.									
IQA sampling was summative for all tasks. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.									
Christopher Day OVZ2121	14.03.2016 20.04.2016	2392-10 102	James Morris	Assignments 22.03.2016	Yes	Les Holmes	Final 18.04.2016	Yes	Hide
Learner evidence - Tests (1-9) - Practical assessment records, declarations of authenticity (signed by learner, assessor and IQA) and IQA sampling documentation.									
Assessment date refers to final practical Test 9 completion.									
Good use of recorded assessor feedback was evidenced for the learner.									
IQA sampling was summative for all tasks. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.									
Kyle Hawkins OZE5013	07.01.2016 20.04.2016	2392-10 102	James Morris	Assignments 22.03.2016	Yes	Les Holmes	Final 18.04.2016	Yes	Hide
Learner evidence - Tests (1-9) - Practical assessment records, declarations of authenticity (signed by learner, assessor and IQA) and IQA sampling documentation.									
Assessment date refers to final practical Test 9 completion.									
Good use of recorded assessor feedback was evidenced for the learner.									
IQA sampling was summative for all tasks. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.									
Oliver West	02.12.2014	2394-01	James Morris	Assignments	Yes	Les Holmes	Final	Yes	Hide

OPB3346	27.06.2015	303		26.05.2015			27.06.2015		
Learner evidence - Tasks (A, B, C and D) - Learner evidence - (Task results, Electrical Installation Certificate, schedule of inspections, generic schedule of results, practical assessment records, declarations of authenticity and IQA sampling documentation).									
Assessment date refers to final practical Task D completion.									
IQA is summative and reflects full unit coverage. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.									
Tom Bailey OVG5581	09.12.2015 27.06.2016	2394-01 303	James Morris	Assignments 16.05.2016	Yes	Les Holmes	Final 23.05.2016	Yes	Hide
Learner evidence - Tasks (A, B, C and D) - Learner evidence - (Task results, Electrical Installation Certificate, schedule of inspections, generic schedule of results, practical assessment records, declarations of authenticity and IQA sampling documentation).									
Assessment date refers to final practical Task D completion.									
IQA is summative and reflects full unit coverage. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.									
Alice Gregory FKD4928	01.09.2015 11.04.2016	2395-01 303	James Morris	Assignments 29.02.2016	Yes	Les Holmes	Final 22.03.2016	Yes	Hide
Learner evidence - Tasks (A and B) - Learner evidence (Task A - Photographic visual non-compliances assignment plus Task B - Electrical Installation Condition Report, schedule of inspections, generic schedule of results, Practical assessment records, declarations of authenticity and IQA sampling documentation).									
Task B - The installation was correctly identified as being unsatisfactory due to the two identified and recorded circuit faults. This was appropriate.									
Assessment date refers to final practical Task B completion.									
IQA is summative and reflects full unit coverage. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.									
Bob McClung JPL4781	23.02.2015 18.01.2016	2395-01 303	James Morris	Assignments 05.08.2015	Yes	Les Holmes	Final 12.08.2015	Yes	Hide
Learner evidence - Tasks (A and B) - Learner evidence (Task A - Photographic visual non-compliances assignment plus Task B - Electrical Installation Condition Report, schedule of inspections, generic schedule of results, Practical assessment records, declarations of authenticity and IQA sampling documentation).									
Task B - The installation was correctly identified as being unsatisfactory due to the two identified and recorded circuit faults. This was appropriate.									
Assessment date refers to final practical Task B completion.									
IQA is summative and reflects full unit coverage. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.									
Martin Leighfield FGB1558	03.12.2015 25.05.2016	2396-01 401	James Morris	Projects 18.05.2016	Yes	Les Holmes	Final 23.05.2016	Yes	Hide
Tasks A, B and C - Learner evidence - Final assessment of tasks outcomes had been fully completed. Evidence included learner design project, annotated drawings, design calculations, written question responses, assessor records, declarations of authenticity (signed by learner, assessor and IQA) and IQA sampling report.									
In addition to final assessment outcomes, EQA sampling reflected interim assessor support and assessment for learners as are required by Unit 401 project specification.									
IQA sampling reflected final summative sampling, which for the type of award is appropriate.									
Project task reflected the 2015/16 - Bennets High School Library scenario.									
For each task a full technical learner/assessor narrative was recorded against work completed. This was good quality and reflected appropriate assessment feedback.									
Date of assessment records final award unit sign-off.									
Nigel Francis-Han JWY0669	28.09.2015	2397-30 301-30E	James Morris	Observation of Assessment Activ 24.08.2016	Yes	Les Holmes	Interim 24.08.2016	Yes	Hide
This learner was observed by the EQA in an assessment process addressing the totality of interim portfolio performance evidence and referencing/inclusion to meet award requirements.									
The assessor clearly defined with the learner the requirements for overall final evidence sufficiency and types of evidence suitable for assessment i.e. observation of on-site practice, witness testimony, product and professional discussion.									
The learner was clear on the outcome of the assessment meeting and the suitability of presented evidence addressed, or otherwise. The learner was also presented with a clear action plan going forward supported by SMART target dates.									
This was a good assessment review and was fully supported by the centre IQA completing an observation of the process and by separately interviewing the learner.									
The learner had completed the majority of online knowledge based assessments for the units comprising this award and was at an interim stage of unit performance evidence gathering.									
In view of the learner position, no certification for this award has yet been applied for. This was appropriate.									
Robert Panes KLF3029	28.09.2015	2397-30 301-30E	James Morris	Observation of Assessment Activ 24.08.2016	Yes	Les Holmes	Interim 24.08.2016	Yes	Hide

This learner was observed by the EQA in an assessment process addressing the totality of interim portfolio performance evidence and referencing/inclusion to meet award requirements.

The assessor clearly defined with the learner the requirements for overall final evidence sufficiency and types of evidence suitable for assessment i.e. observation of on-site practice, witness testimony, product and professional discussion.

The learner was clear on the outcome of the assessment meeting and the suitability of presented evidence addressed, or otherwise. The learner was also presented with a clear action plan going forward supported by SMART target dates.

This was a good assessment review and was fully supported by the centre IQA completing an observation of the process and by separately interviewing the learner.

The learner had completed the majority of online knowledge based assessments for the units comprising this award and was at an interim stage of unit performance evidence gathering.

In view of the learner position, no certification for this award has yet been applied for. This was appropriate.

Craig Rogers OZD6624	07.01.2016 22.03.2016	2377-22 601 and	James Morris	Assignments 24.02.2016	Yes	Les Holmes	Final 22.03.2016	Yes	Hide
-------------------------	--------------------------	--------------------	--------------	---------------------------	-----	------------	---------------------	-----	------

Unit 601 - Results summary - Evolve online assessment - 24.02.2016 - This was noted as a pass at that time 98%

Unit 602 - Tasks A, B and C - The respective task locations of a school and office scenario were correctly used. Correct frequencies of formal visual inspection and combined inspection and testing were identified as per current IET COP. Assessor records were fully completed with declarations of authenticity signed by learner, assessor and IQA.

Assessment date reflects the final assessment of Task C.

IQA sampling was summative for all tasks. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.

Summary of comments on sampling	See individualised comments above.
---------------------------------	------------------------------------

3.4 Final Questions

Please add comments to explain your response.

Quality Assurance Requirement	Finding	Comments
Have all programme operations been complied with?	<input checked="" type="radio"/> Yes <input type="radio"/> No	All award operations were fully complied with respect to learner evidence EQA sampled.
Is the assessment strategy complied with?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Awards sampled reflected the correct application of the assessment strategy.
Have all assessments been sampled as planned?	<input checked="" type="radio"/> Yes <input type="radio"/> No	IQA sampling activity reflected compliance with centre set IQA plans.
Do IQA staff facilitate regular standardisation activities?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Standardisation was evidenced throughout centre records and formed part of the IQA activity observed during the visit.
Do IQA staff give appropriate feedback to assessors regarding their assessment decisions?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Clear IQA sampling outcomes were recorded on centre documentation. Detailed feedback to the assessor on learner assessment practice was fully recorded and annotated in appropriate records.
Do IQA staff maintain appropriate sampling plans in line with CAMERA?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Sampling plans were effectively maintained in respect of individualised sampling strategies across discrete awards and also discrete learner cohorts.
Are records of IQA activity maintained and made available in line with City & Guilds / ILM requirements?	<input checked="" type="radio"/> Yes <input type="radio"/> No	All requested records were made available to the EQA during the visit. A full remit of additional centre information was also present and available.
Do all claims for certificates meet the necessary requirements?	<input checked="" type="radio"/> Yes <input type="radio"/> No	All assessment decisions were appropriate and are upheld by the EQA.
Are there any other risks concerning IQA activity?	<input type="radio"/> Yes <input checked="" type="radio"/> No	None identified during this activity.

Section 4 Action, Improvement Plan

Date set (dd.mm.yyyy)	Action/Improvement Point	Level of risk	By whom	By when (dd.mm.yyyy)	Date completed (dd.mm.yyyy)	* To be checked by (mandatory field)

Print