



## Form EV

## External verifier visit report VT1000090267

Centre number  Name of centre

Address of centre or assessment site   
 Postcode

Did you visit this address? If not, please enter the address of the site you visited   
 Postcode

Contact name  Telephone number

Contact email address

City & Guilds managing region/nation

Date of last activity  Date of activity  Start time  Finish time

Type of activity  Date of next activity  Type of next activity

EV reference  Surname  Initials  Title

Has the previous action plan been met?

 Yes
  No
  Partially

If no, or partially then review the action plan and consider increasing tariff(s).

Centre representatives met during visit

Name	Role	Name	Role
James Morris	Assessor/IV		
Les Holmes	Assessor/IV		

2391-10	Level 3 Certificate in Inspection, Testing and Certification	01-04-2011	44	0	0	18	None	None
		31-12-2013						
2391-20	Level 3 Certificate in Design, Erection and Verification of	01-04-2011	23	0	0	12	None	None
		31-12-2013						
2392-10	City & Guilds Level 2 Certificate in Fundamental Inspection,	01-04-2011	11	0	0	9	None	None
		31-12-2012						

Sample reference					
Type of assessment	<input type="radio"/> Portfolio <input type="radio"/> Observed <input type="radio"/> Both	<input type="radio"/> Portfolio <input type="radio"/> Observed <input type="radio"/> Both	<input type="radio"/> Portfolio <input type="radio"/> Observed <input type="radio"/> Both	<input type="radio"/> Portfolio <input type="radio"/> Observed <input type="radio"/> Both	<input type="radio"/> Portfolio <input type="radio"/> Observed <input type="radio"/> Both
Qualification unit and title					
Candidate name					
Awarding body enrolment no					
Awarding body registration date					
Centre enrolment date					
Planned completion date					
Name of assessor					
Date of last assessment					
Assessment location					
Name of IV/QA staff responsible					
Was the assessment sampled by IV/QA staff?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Date of last IV/QA sampling					
Details of your sample					
Date qualification completed					
Date claimed/certificated					
Do you agree with the assessor's decision?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Do you agree with the IV/QA staff's decision?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Comments on assessments externally verified					

No NVQ provision being delivered at centre at moment but NVQ provision discussed relating to new QCF qualifications and centre requirements.

Sample reference	VT1000090267/2391-10/01	VT1000090267/2391-10/02	VT1000090267/2391-10/03	VT1000090267/2391-10/04	VT1000090267/2391-20/01
Qualification unit and title	2391-10, Level 3 Certificate in In	2391-10, Level 3 Certificate in In	2391-10, Level 3 Certificate in In	2391-10, Level 3 Certificate in In	2391-20, Level 3 Certificate in D
Candidate name	LEWIS JONES	Robert Ellis	Marshall Robinson	ANDREW TUCKER	ANDREW PETERS
Awarding body enrolment no	IZJ8207	LJQ9605	OXG0140	ZSY0696	ABK1617
Awarding body registration date	22-12-2009	15-10-2009	06-03-2010	06-03-2010	14-08-2009
Centre enrolment date	22-12-2009	15-10-2009	06-03-2010	06-03-2010	14-08-2009
Name of assessor	James Morris	James Morris	James Morris	James Morris	James Morris
Date of last assessment	29-06-2010	16-01-2010	04-09-2010	04-09-2010	31-03-2010
Planned completion date	31-12-2010	31-12-2010	31-12-2010	31-12-2010	31-12-2010
Name of IV/QA staff responsible	Les Holmes	Les Holmes	Les Holmes	Les Holmes	Les Holmes
Was the assessment sampled by IV/QA staff?	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Date qualification completed	12-07-2010	05-05-2010	08-09-2010	08-09-2010	05-05-2010
Details of your sample (indicate whether mandatory or optional assessment)	Unit practical assessment candidate and assessor documentation. IV records and test rigs	Unit practical assessment candidate and assessor documentation. IV records and test rigs	Unit practical assessment candidate and assessor documentation. IV records and test rigs	Unit practical assessment candidate and assessor documentation. IV records and test rigs	Unit project assignment and assessor documentation. IV records
Date claimed/certificated	30-07-2010	11-06-2010	30-09-2010	30-09-2010	11-06-2010
Do you agree with the assessor's decision?	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Do you agree with the IV/QA staff's decision?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA

Assessments externally verified IVQs

Sample reference	VT1000090267/2391-20/02	VT1000090267/2391-20/03	VT1000090267/2392-10/01	VT1000090267/2392-10/02	VT 000090267/2392-10/03
Qualification unit and title	2391-20, Level 3 Certificate in D	2391-20, Level 3 Certificate in	2392-10, City & Guilds Level 2 C	2392-10, City & Guilds Level 2 C	2392-10, City & Guilds Level 2 C
Candidate name	Mark Cook	LEE FURLONG	Michael Canavan	Jon Mayo	Mohammad Hassani
Awarding body enrolment no	GCP9263	SXJ1585	JCJ6222	PTJ2693	RJF9971
Awarding body registration date	19-09-2008	05-04-2009	19-06-2009	31-08-2010	08-09-2010
Centre enrolment date	19-09-2008	05-04-2009	19-06-2009	31-08-2010	08-09-2010
Name of assessor	James Morris	James Morris	James Morris	James Morris	James Morris
Date of last assessment	20-11-2009	21-07-2009	08-05-2010	03-09-2010	01-11-2010
Planned completion date	31-12-2009	31-03-2010	08-09-2010	08-09-2010	08-09-2010
Name of IV/QA staff responsible	Les Holmes	Les Holmes	Les Holmes	Les Holmes	Les Holmes
Was the assessment sampled by IV/QA staff?	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Date qualification completed	02-12-2009	19-09-2009	12-07-2010	08-09-2010	09-11-2010
Details of your sample (indicate whether mandatory or optional assessment)	Unit project assignment and assessor documentation. IV records	Unit project assignment and assessor documentation. IV records	Unit practical assessment candidate and assessor documentation. IV records and test rigs	Unit practical assessment candidate and assessor documentation. IV records and test rigs	Unit practical assessment candidate and assessor documentation. IV records and test rigs
Date claimed/certificated	02-12-2009	02-02-2010	30-07-2010	30-09-2010	11-11-2010
Do you agree with the assessor's decision?	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Do you agree with the IV/QA staff's decision?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA

Sample reference					
Qualification unit and title					
Candidate name					
Awarding body enrolment no					
Awarding body registration date					
Centre enrolment date					
Name of assessor					
Date of last assessment					
Planned completion date					
Name of IV/QA staff responsible					
Was the assessment sampled by IV/QA staff?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Date qualification completed					
Details of your sample (indicate whether mandatory or optional assessment)					
Date claimed/certificated					
Do you agree with the assessor's decision?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Do you agree with the IV/QA staff's decision?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA

Comments on assessments externally verified

All documents verified were to a very high standard. Also checked 2377 documentation and discussed 2330 qualification and changes to qualifications under QCF.



1	Management systems	
1.0	Are the centre's aims and policies in relation to Quality Assurance supported by senior management and understood by the assessment team?	Yes
1.0a	Are there documented quality procedures?	
1.0b	Are progress reports and updates disseminated effectively?	
1.0c	Is there evidence of support from senior management?	
1.1	Are the centre's access and fair assessment policy and practice understood and complied with by assessors and candidates?	Yes
1.1a	Does the centre have a working equal opportunities policy, implementation plan and effective review procedure?	
1.1b	Do candidates have relevant information regarding the centre's equal opportunity provision?	
1.2	Are the roles, responsibilities, authorities and accountabilities of the assessment and verification team across all assessment sites clearly defined, allocated and understood?	Yes
1.2a	Are there adequate records of any remote, satellite or corporate client sites and their personnel?	
1.2b	Are all external provisions (satellite, corporate client etc) clearly documented regarding various roles and responsibilities?	
1.2c	Are CVs of all relevant staff available?	
1.2d	Is a current organisation chart of the centre (or its training department or parent body) available?	
1.2e	Does the centre have named contact(s) responsible for the quality assurance and management of the programmes?	
1.3	Is there effective communication within the assessment team and with City & Guilds?	Yes
1.3a	Are records of team meetings and meetings between team members current and available?	
1.3b	Are staff updates distributed in a timely manner?	
1.3c	Are there records of communication with City & Guilds?	
1.4	Is City & Guilds notified of any changes that may affect the centre's ability to meet the centre approval requirements?	Yes
1.4a	Is there effective notification to the awarding body of changes in staff?	
1.4b	Is there effective notification to the awarding body of changes in physical resources?	
1.4c	Have all programme provision changes been approved by City & Guilds?	
1.5	Do assessors and IV/QA staff have sufficient time, resources and authority to perform their roles and responsibilities effectively?	Yes
1.5a	Are there adequate records of tutor/assessor/candidate allocation?	
1.5b	Are candidate/assessor ratios and time allocation adequate for qualification(s)?	
1.5c	Has adequate time allocation been confirmed orally with staff?	
1.5d	Do the staff have adequate authority to match their role?	

1.6	Is the information supplied to City & Guilds for the purpose of registration and certification complete and accurate?	Yes
1.6a	Have candidates been registered with City & Guilds within the required timescales?	
1.6b	Can you confirm that the centre has <b>NOT</b> attempted to claim certificates whilst under any restrictive sanctions?	
1.6c	Have relevant legislative requirements been complied with (data protection etc)?	
1.7	Are queries about the qualification specification(s), assessment guidance or related City & Guilds material resolved and recorded?	Yes
1.7a	Have issues or queries regarding any undefined programme(s)/ qualification(s) been referred to the most appropriate personnel both internally within the centre and externally to City & Guilds?	
1.7b	Is there an effective mechanism for dealing with issues related to qualification(s)/programme(s)?	
1.8	Are candidate records and details of achievements accurate, kept up to date, securely stored in line with City & Guilds requirements, and available for external verification and auditing?	Yes
1.8a	Are all achievement/assessment records maintained as required by City & Guilds?	
1.8b	Are records stored securely and access appropriately restricted in all locations?	
1.9	Are requests complied with for access to premises, records, information, candidates and staff for the purpose of external verification?	Yes
1.9a	Was all requested access to premises, records, information, candidates and staff made available to you?	
1.9b	Is this an isolated incident that is likely to be resolved before the next activity?	

Comments on management systems including good practice

The centre has very good management systems in place and all information requested was made available to me. Centre has regular communication with me to keep me informed of any issues

	Qualification name and number	EV recommended tariff
	2391-10 Level 3 Certificate in Inspection, Testing and Certification	None
	2391-20 Level 3 Certificate in Design, Erection and Verification of	None
	2392-10 City & Guilds Level 2 Certificate in Fundamental Inspection,	None

2	<b>Resources</b>	
2.0	Are there sufficient competent and qualified assessors and IV/QA staff to meet the demand for assessment and verification/quality assurance activity?	Yes
2.0a	Are there sufficient qualified tutors/assessors (from approved staffing matrix)?	
2.0b	Are there sufficient qualified internal verifiers (from approved staffing matrix)?	
2.0c	Are there any qualified internal verifiers? (from approved staffing matrix)	
2.1	Is a staff development programme established for the assessment and verification/quality assurance team in line with identified needs?	Yes



2.1a	Are development plans in place (including flexible learning opportunities) for all staff involved with City & Guilds provision?	
2.1b	Is a staff handbook (or equivalent) issued to all staff and is their induction adequate?	
2.1c	Are staff development needs action planned and their training records available and appropriate?	
2.1d	Is an ongoing CPD process in place and seen to be working throughout the team?	
2.2	Are resource needs accurately identified in relation to the specific qualification(s) and resource(s) made available?	Yes
2.2a	Are adequate resources available and is this recorded?	
2.2b	Is there evidence that additional resources have been obtained?	
2.2c	Do the delivery resources such as schemes of work or programme plans/outlines clearly indicate content, mode of delivery and timescales and do they comply with the qualification(s)/programme(s)? (P)	
2.2d	Is financial provision sufficient and available to support the qualification(s)?	
2.3	Does the equipment and accommodation used for the purposes of assessment comply with the requirements of relevant health and safety acts?	Yes
2.3a	Is the public employee liability certificate current and on display?	
2.3b	Are records of risk assessments evident (observation/inspection of facilities)?	
2.3c	Are relevant policies such as health and safety compliant?	
2.3d	Are maintenance schedules, relevant to the qualification(s) delivery, up to date?	
Comments on resources including good practice		
All test rigs are meeting required standards. teaching areas have moved within centre but are still high quality. Staff are continuing with CPD and I had meet them at an event yesterday.		
	Qualification name and number	EV recommended tariff
	2391-10 Level 3 Certificate in Inspection, Testing and Certification	None
	2391-20 Level 3 Certificate in Design, Erection and Verification of	None
	2392-10 City & Guilds Level 2 Certificate in Fundamental Inspection,	None
3	<b>Candidate support</b>	
3.0	Are information, advice and guidance about qualification procedures and practices provided to candidates and potential candidates?	Yes
3.0a	Are the induction programmes adequate and in line with City & Guilds requirements?	
3.0b	Is candidate information (qualification content, pathways, student handbook etc) relevant and readily available?	
3.0c	Are adequate candidate support services available?	
3.0d	Were candidates aware of the requirements of the qualification(s)/programme(s) prior to joining?	
3.0e	Are promotional activities and recruitment practices for City & Guilds qualifications effective and efficient?	

3.0f	Is pre-programme information and/or marketing material (paper and web based) available to potential candidates and their sponsors, relevant, accurate and up to date?	
3.1	Are candidates' development needs matched against the requirements of the qualification(s) and an agreed individual assessment plan established?	Yes
3.1a	Are appropriate diagnostic procedures (including knowledge and skill audits for N/SVQs) in place and demonstrated?	
3.1b	Are individual development/assessment plans used and updated where relevant?	
3.1c	Are learner/trainee contracts established and used (where appropriate)?	
3.1d	Is there adequate, documented support for CPD (continuing personal development)?	
3.1e	Is one to one tutorial and/or pastoral support made available?	
3.2	Do candidates have regular opportunities to review their progress and goals and to revise their assessment plan accordingly?	Yes
3.2a	Are meetings between candidates and staff to review their progress adequate and recorded?	
3.3	Is access to assessment encouraged through the use of a range of valid assessment methods?	Yes
3.4	Are particular assessment requirements of candidates identified and met where possible?	Yes
3.4a	Was appropriate use of Welsh or Irish language used in assessments?	
3.4b	Are records of meetings between candidates and staff regarding particular assessment requirements maintained?	
3.4c	Is the proposed optional unit assessment available to review that the methodology was fair, appropriate and met the assessment criteria?	
3.5	Is there an established appeals procedure that is documented and made available to all candidates?	Yes
3.5a	Is the appeals procedure in line with City & Guilds requirements?	
3.5b	Are any records of appeals evaluated and used to inform the centre's practice?	
3.6	Is unit certification made available to candidates?	Yes
3.6a	Does the qualification documentation (induction or general information) state that unit certification is available?	
3.6b	Have unit certification claims been made in accordance with City & Guilds procedures?	

Comments on candidate support including good practice

Good support being given to candidates evidenced on documentation and learners who I have spoken to.

	Qualification name and number	EV recommended tariff
	2391-10 Level 3 Certificate in Inspection, Testing and Certification	None
	2391-20 Level 3 Certificate in Design, Erection and Verification of	None
	2392-10 City & Guilds Level 2 Certificate in Fundamental Inspection,	None

4	<b>Assessment and verification</b>	
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4.0	Are IV/QA procedures and activities clearly documented, consistent with national requirements and do they ensure the quality and consistency of assessment?	Yes
4.0a	Are internal verification/quality assurance policies and activities consistent with qualification requirements?	
4.1	Are assessment decisions and practices regularly sampled and findings acted upon to ensure consistency and fairness?	Yes
4.1a	Are assessments planned and carried out according to qualification requirements?	
4.1b	Are assessment decisions fair?	
4.1c	Are assessment decisions consistent?	
4.1d	Do assessments meet national standards?	
4.1e	Is the assessed evidence authentic?	
4.1f	Does the assessment process ensure candidates are not disadvantaged?	
4.1g	Have any changes to results been resolved?	
4.1h	Were assessments ONLY undertaken in English, Welsh or Irish languages?	
4.1i	Do all certificate claims meet assessment requirements?	
4.1j	Does the IV sampling plan adequately cover the full range of assessment options and variations (CAMERA)?	
4.1k	Have all assessments been sampled as planned?	
4.1l	Is appropriate feedback given to tutors and assessors regarding their assessment decisions?	
4.1m	Do IV/QA staff facilitate regular standardisation activities?	
4.2	Are the records of internal verification activity maintained in line with City & Guilds requirements and made available for the purposes of auditing?	Yes
4.2a	Were IV/QA plans notified to City & Guilds before implementation?	
4.2b	Are records of assessment free from serious anomalies?	
4.3	Is the effectiveness of the internal verification strategy reviewed against national requirements and are corrective measures implemented?	Yes
4.3a	Is the effectiveness of the IV/QA policy and practice regularly reviewed?	
4.3b	Are recommendations for enhancements to IV/QA practices documented and implemented with a minimum of delay?	
4.4	Is assessment conducted by qualified and occupationally competent staff?	Yes
4.4a	Was countersigning used appropriately?	
4.5	Is internal verification conducted by appropriately qualified and experienced staff?	Yes
4.5a	Was countersigning used appropriately?	
Comments on assessment and verification including good practice		
All assessments meet required standards for awards being delivered.		
	Qualification name and number	EV recommended tariff
	2391-10 Level 3 Certificate in Inspection, Testing and Certification	None

	2391-20 Level 3 Certificate in Design, Erection and Verification of	None
	2392-10 City & Guilds Level 2 Certificate in Fundamental Inspection,	None
<b>5</b>	<b>Records</b>	
5.0	Are the achievements monitored and reviewed and used to inform future qualification development activity?	Yes
5.0a	Is a review of the qualifications undertaken?	
5.0b	Are the results of this review effective and used to make improvements?	
5.1	Are candidate, employer and other feedback used to evaluate the quality and effectiveness of qualification provision against the centre's stated aims and policies, leading to continuous improvement?	Yes
5.1a	Are views and opinions of external parties used to review the centres performance?	
5.1b	Are the results of this review effective and used to make improvements?	
5.2	Are the actions identified by external verification visits disseminated to appropriate staff and corrective measures implemented?	Yes
5.2a	Has the EV's action plan been disseminated appropriately within the centre?	
5.2b	Are City & Guilds action plans being implemented as appropriate and within agreed timeframes?	
5.3	Do information and recording systems enable candidates' achievements to be monitored and reviewed in relation to the centre's equal opportunities policy?	Yes
5.3a	Is equal opportunities monitoring and review of achievements conducted and recorded?	
5.3b	Is this review used to enhance the centre's approved City & Guilds provision?	
Comments on records including good practice		
All records kept to a very high standard		
	Qualification name and number	EV recommended tariff
	2391-10 Level 3 Certificate in Inspection, Testing and Certification	None
	2391-20 Level 3 Certificate in Design, Erection and Verification of	None
	2392-10 City & Guilds Level 2 Certificate in Fundamental Inspection,	None