



## *F/EAL/35183 - Visit to Morris Services Limited*

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Summary at 24/03/2016 13:05:50

**Form type**

Centre visit report (v2)

**Who has control?**

EAL

**Linked to qual**

Level 3 Certificate In Installing, Testing and Ensuring Compliance of Electrical Installations in Dwellings (SE) (QCF) (600/7695/1)

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### **SECTION: Visit purpose**

Summarise the purpose and scope of the visit.

**Type of visit**

Visit - SELECTED

**Additional EAL representative (if appropriate)**

No answer provided.

**Date of the visit**

09/03/2016

**Name of centre liaison**

J.Morris

**Details of the visit strategy.**

I have submitted details into the centre visit form in Smarter Touch, of my planned activities during the centre visit scheduled for Wednesday 9th February, as we had previously agreed. I have identified the qualifications to be sampled in the Visit Purpose section, together with any other requirements during the day. Any staff members that I wish to meet will be confirmed during the day of the visit. You will also find a list of learners below that I wish to sample on the day for the qualifications claimed since my previous visit.

Once you have reviewed the Visit Purpose, please will you return the form to me, by clicking on the 'Return to EAL' button at the bottom of the form section in the Smarter Touch system.

#### Visit Plan:

- Arrive at approximately 10.00 -10.30 traffic permitting
- Discuss Centre Update
- Review any recommendations/corrective actions made during the previous visit
- Agree sample with the IQA team
- Carry out verification activity, evidence portfolio sampling, audit IQA records and exam records, if applicable
- Discuss EV feedback
- Discuss Centre feedback
- Review your centre External Verification Strategy
- Agree date and purpose of next visit

#### Visit Process/Strategy:

- Review the previous visit report
  - Review the previous visits recommendations and corrective actions
  - Review the centres Smarter Touch records
  - Check centre details & qualification remit
  - Review and discuss staff listing and any changes
  - Review centre systems and procedures
  - Discuss the internal quality assurance (IQA) approach and findings
  - Sample the learner evidence portfolios/assessment records as requested
  - Audit the IQA sampling records for the certificated qualifications and any others being delivered
  - Audit the IQA strategy documents, sampling plans, assessor/teaching session observations, team meeting and standardisation meeting records, etc.
  - Audit the exam records for the appropriate qualifications
  - Interview any additional staff members as required during the visit
  - Discuss and confirm any identified corrective actions, risks and recommendations
- Learner's evidence portfolios/assessment records and IQA records to be sampled are listed below.

For information, your Centre's SAP Certificate Claims Report and External Verification Strategy documents are also attached.  
No documents added.

### **Reattach any actions carried forward from previous visit**

No actions added.

### **Visit reason**

Monitoring of assessment and/or delivery - **SELECTED**

Drop-in - **SELECTED**

Raise profile of a new service/qualification - **SELECTED**

### **Additional details in relation to the visit purpose (where appropriate- SAP**

**report)**

600/7695/1 Cert Ins Test&amp;Ens Comp El Ins Dwell3(QCF 70942283 MARTIN THOMAS

600/7695/1 Cert Ins Test&amp;Ens Comp El Ins Dwell3(QCF 70896175 LEE MARTINSON

600/7695/1 Cert Ins Test&amp;Ens Comp El Ins Dwell3(QCF 70942485 TONY COOMBE

600/7695/1 Cert Ins Test&amp;Ens Comp El Ins Dwell3(QCF 70904948 DANIEL MOIR

1 - Claims.xlsx private to this form

1 - External Verification strategy for 2016.docx private to this form

**If visit was cancelled/postponed insert details of why?**

No answer provided.

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**SECTION: Centre update**

Summarise main developments at the centre

**What's new/changed?**

No documents added.

**What recent external audits, visits, awards have you had that may help focus this visit?**

No documents added.

**Possible new opportunities/areas of interest at the centre where further support may be required**

No documents added.

**Does the centre have any current sub-contracting arrangements in place? If so provide details of the type, number and range of the sub-contracting arrangements**

No answer provided.

**How many satellite sites does the centre currently have in place against recorded centre documents?**

No answer provided.

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**SECTION: Governance**

Focuses on the centre's core systems, partnership arrangements, developments and policies

**Does the centre have robust governance arrangements?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Is the centre receiving funding directly or through a consortium?**

No answer provided.

**Does the centre have appropriate management resources and staff records and arrangements in place to deliver the qualification(s) in accordance with the relevant qualification and/or regulatory requirements?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Does the centre have appropriate learner registration, tracking and certification request arrangements and are they maintained for a minimum of 3 years?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Does the centre have appropriate arrangements in place to prevent and, if they occur, investigate allegations of malpractice and maladministration?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Is the centre aware and adhering to EAL Policies and procedures?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Has the centre provided learners with access to their complaints and appeals procedures and policies?**

No options selected.

**Expand on the above findings**

No answer provided.

**Provide any details of findings which may indicate suspected Malpractice / Maladministration, (e.g. false record keeping)**

No answer provided.

**Attach an action**

No actions added.

**Recommendations you feel the centre should consider in order to enhance their current governance arrangements (if appropriate)**

No documents added.

**Other areas covered in relation to Governance.**

No documents added.

**Risk Status in relation to the centre's Governance arrangements**

No options selected.

## Details of the potential future risks in relation to the centre's governance arrangements

No answer provided.

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## SECTION: Quality assurance arrangements at the centre

Focuses on the centre's internal quality assurance arrangements

### What is the centre's approach to internal quality assurance?

The IQA processes being implemented, ensures all assessment is conducted in line with strategy requirements, and all IQA is recorded using internal/centre records/documents.

No documents added.

### Attach an action

No actions added.

### What is the centre's approach to standardisation?

Standardisation is held as and when required but at least annually, to ensure all staff are working to agreed procedures.

No documents added.

### Attach an action

No actions added.

### What evidence did you review in relation to the centres quality assurance and standardisation arrangements?

Internal Verification Sampling Records - Sampling Reports - Sampling Teaching / Training Records & sampling Internal Assessments records.

No documents added.

### Attach an action

No actions added.

### Findings in relation to the effectiveness of the centre's arrangements to quality assurance and standardisation?

Yes - SELECTED

## Expand on the above findings

QA is being conducted in accordance with EAL requirements, and recorded appropriately.

## Attach an action

No actions added.

## Recommendations you feel the centre should consider in order to enhance their current quality assurance and standardisation arrangements (if appropriate)

No documents added.

## Other areas covered in relation to quality assurance.

No documents added.

## Risk status in relation to the centre's quality assurance arrangements at the centre

Low - SELECTED



## Details of the potential future risks in relation to the centre's quality assurance arrangements

No major risks identified during this visit

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## SECTION: Delivery and sampling of centre provision

Focuses on how the centre delivers recognised provision. (e.g. The assessment methods used, and the adequacy of the centre's staff and resources including sites used to deliver the qualification)

### Delivery staff sampled/interviewed

L HOLMES  
J MORRIS  
A WILSON

### QA staff sampled/interviewed

L HOLMES

### Details of the staff you sampled/interviewed not listed in the centre profile

No documents added.

### List the associate sites visited (if appropriate)

No answer provided.

## Details of any sites visited that were not on the Smarter Touch system

No answer provided.

## Details of the learners you sampled

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70942283 MARTIN THOMAS

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70896175 LEE MARTINSON

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70942485 TONY COOMBE

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70904948 DANIEL MOIR

No documents added.

## If appropriate units covered during the visit

VRQ units

No documents added.

## In summary what is the centre's approach to delivering and quality assuring the assessments being undertaken?

All assessors are ensuring all learners receive sufficient and relevant feedback and this is clearly recorded within the learners delivery packs and assessment records.

Quality Assurance arrangements are appropriately documented, & records relating to current learners/claims were made available.

No documents added.

## Attach an action

No actions added.

## Assessment methods sampled

Observing learners perform naturally in the workplace - **SELECTED**

Asking learners questions - **SELECTED**

Setting tests/examinations - **SELECTED**

Setting projects and tasks - **SELECTED**

Observe learners' performance in simulated conditions - **SELECTED**

Assessing the learner's report of their work - **SELECTED**

## Expand on the above findings

All evidence sampled today, can clearly be attributed to the individual learner/s, and includes photographs, method statements/job write-ups, Assessment tasks outcomes & assessment marking sheets.

## Attach an action

No actions added.



## What methods did EAL staff deploy in order to sample these arrangements?

Reviewing assessment records - **SELECTED**

Reviewing IQA records - **SELECTED**

Reviewing internal verification methods - **SELECTED**

Interviewing delivery staff - **SELECTED**

Interviewing internal quality assurance staff - **SELECTED**

## Where appropriate, did the centre take all reasonable steps to prevent the loss, theft of, or breach of confidentiality in, assessment materials (and should such an incident occur did the centre immediately inform EAL)?

Yes - **SELECTED**



## Expand on the above findings

All learner portfolio's & Assessment Records are securely retained at the centre, and systems applied ensure learner records remain confidential and secure.

## Attach an action

No actions added.

## Were assessments carried out in a language other than English?

The Centre stated that Assessment has not been conducted in a foreign language.

## If another language was used list the language used and confirm if approval was sought from EAL beforehand and provide your view on whether the level of demand is consistent with those delivered in English, Welsh or Irish?

No answer provided.

## Expand on the above findings.

No answer provided.

## Attach an action

No actions added.

## Were Particular Assessment Requirements applied in assessment as per EAL guidance?

Yes - approval was sought where necessary and adequate records maintained - **SELECTED**



### **Expand on the above findings**

Particular assessment requirements have been considered, and appropriately implemented

### **Attach an action**

No actions added.

**Are there any conflicts of interest at the centre (e.g. Internal Verifiers signing off their own assessments; someone assessing the work of a family member; or someone whose pay is unduly influenced by positive assessment results)**

No - **SELECTED**



### **Expand on the above findings**

There were no conflicts of interests identified and no conflicts of interests reported by the centre at today's visit.

### **Attach an action**

No actions added.

**Were the assessment methods used fit for purpose and consistent with the expectations of EAL and align with the guidance in the associated qualification specification(s)**

Yes - the assessment methods used, and their content, were fit for purpose - **SELECTED**



### **Expand on the above findings**

Assessments are completed in accordance with specified criteria, evidence is attributable to the learner and performance requirements within specific qualifications is understood and consistently applied without the need for adjustments.

### **Attach an action**

No actions added.

**Were the centre's arrangements to assess and internally quality assure the qualifications sampled effective?**

Yes - **SELECTED**



**Expand on the above findings**

The internal quality assurance arrangements were clearly documented and assessment decisions and practices have been sampled. Actions identified through IQA processes, show a clear audit confirming action completion/sign off.

**Attach an action**

No actions added.

**Please provide details if changes had to be made to the marking/assessment of learners' evidence if the 'level of demand' or the marking was inappropriate**

There were no centre marked Centre devised assessments.  
No documents added.

**Attach an action**

No actions added.

**If such changes were made, provide details of the review you carried out to ascertain how widespread this was and any actions the centre or EAL must take to prevent this from reoccurring and/or details of results previously issued which may need to be amended**

No documents added.

**Attach an action**

No actions added.

**Has the centre provided appropriate teaching, stimulus, support, learning materials and resources?**

Yes - centre has provided appropriate teaching, support, learning materials and resources -  
SELECTED

**Expand on the above findings**

There is evidence within portfolios of all learners receiving sufficient induction and appropriate materials and information, including on-going support, for them to undertake their qualifications. There is also sufficient evidence of constructive feedback to the learner which is clearly documented throughout all assessment documentation within learners assessment files.

**Attach an action**

No actions added.

## Does the centre have appropriate staff in place to deliver the qualification(s) in accordance with the relevant qualification and/or regulatory requirements?

Yes - appropriate staff in place - SELECTED



## Was the staff performance and knowledge adequate?

Appropriate staff are in place to manage current EAL provision.

## Provide any details of findings which may indicate suspected Malpractice / Maladministration, (e.g. in appropriate assessment or internal verification activities)

No answer provided.

## Attach an action

No actions added.

## Recommendations you feel the centre should consider in order to enhance their current quality assurance and standardisation arrangements (if appropriate).

1. Ensure assessor signs documents
2. Ensure learner completes all assessment material and requests after marking

## Other areas covered in relation to delivery arrangements.

No documents added.

## Risk status

Low - SELECTED



## Potential future risks relating to the centre's assessment and sampling arrangements

No major risks were identified during the visit

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## SECTION: Delivery of Exams/Tests

Focuses on how the centre delivers exams and whether this is being carried out in accordance with EAL's "Procedures for conducting the exam component within EAL qualifications"

### List the exam staff you interviewed

Anne Morris

**Name the learners you interviewed in relation to Exams/Tests delivered through the recognised centre**

No documents added.

**Did the exam venue(s) comply with EAL's exam procedures?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Are the centre's pre-exam arrangements compliant with EAL's exam procedures?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Are the centre's exam delivery arrangements compliant with EAL's exam procedures?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**All exam materials are returned or destroyed in accordance with EAL's**

## procedures? (Checked against EAL's Exam Conduct Report)

No options selected.

### Expand on the above findings

No answer provided.

### Attach an action

No actions added.

### Provide any details of findings which may indicate suspected Malpractice / Maladministration, (e.g. compliance to EAL exams procedures including loss or theft or confidentiality of assessment materials)

No answer provided.

### Attach an action

No actions added.

### Other areas covered in relation to exam delivery.

Live exams were not monitored today, however Attendance Registers and Supervision Reports relating to claims for this period were requested, and made available for audit purposes.

No documents added.

### Risk status in relation to the centre's exam arrangements

Low - SELECTED



### Potential future risks related to the centre's examination arrangements

No risk identified during this visit

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## SECTION: Learner Experience

Focuses on the learners' experiences whilst undertaking the qualification(s)

### Learners you interviewed

No answer provided.

### Has the learner(s) met their relevant delivery staff?

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Did the learner(s) know about the relevant QA staff and arrangements?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Has the centre provided learners with access to complaints and appeals procedures and policies and do they have an acceptable awareness of these policies?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Did the learner(s) have access to the appropriate materials to undertake the course/qualification/unit?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Has the learner(s) received feedback from their associated delivery staff?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Did the learner(s) feel they had enough time to complete the qualification/course/units?**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Did the learner receive an induction appropriate for their qualification(s)**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Did the learner(s) feel adequately informed and supported throughout the undertaking of their qualification**

No options selected.

**Expand on the above findings**



No answer provided.

**Provide any details of findings which may indicate suspected Malpractice / Maladministration, (e.g. learner malpractice and/or false learner evidence and records)**

No answer provided.

**Attach an action**

No actions added.

**Did the learner(s) have any views on EAL (e.g. in relation to the qualification, the course, the centre and materials, etc)**

No answer provided.

**Other areas covered in relation to learner experience.**

No documents added.

**Risk status in relation to learner experience**

No options selected.

**Potential future risks related to learner experiences at the centre**

No answer provided.

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## **SECTION: Advice and Support**

Captures details of the advice, support and guidance given to the centre

**(Additional) Topics/details covered in this visit**

1. Moderation
2. Retention of assessment materials
3. Powerpoint.
4. Short Course provision
5. Windows 10 for exams

No documents added.

**Expand on the above findings.**

No documents added.

## SECTION: Visit summary and main outcomes/recommendations

Summarises the outcomes of the visit

### Level of compliance in relation to the qualifications they offer in the Engineering sector

No options selected.

### Rationale for the above compliance judgement

No answer provided.

### Level of compliance in relation to the qualifications they offer in the Building Services sector

Fully compliant - SELECTED



### Rationale for the above compliance judgement

No major non compliances identified during this visit.

### Level of compliance in relation to the qualifications they offer in the Retail sector

No options selected.

### Rationale for the above compliance judgement

No answer provided.

### Level of compliance in relation to qualifications they offer in the Rail Sector

No options selected.

### Rationale for the above compliance judgement

No answer provided.

### Level of compliance in relation to the non-regulated provision they offer

No options selected.

**Rationale for the above compliance judgement**

No answer provided.

**Level of compliance in relation to the qualifications they offer in other sectors**

No options selected.

**Rationale for the above compliance judgement**

No answer provided.

**Has there been a major non-compliance identified during this visit which could be deemed an adverse effect by the regulators**

No options selected.

**Expand on the above findings**

No answer provided.

**Attach an action**

No actions added.

**Areas of considerable strength/good practice**

Extremely supportive and customer focused centre providing a good learner environment.

**Recommendations for the centre**

No answer provided.

**Sections of the report that contain actions**

No new actions assigned - SELECTED

**Sections of the report that identify risks**

No options selected.

**If appropriate, sanctions that will be imposed**

No options selected.

## If appropriate sanctions that will be recommended

No options selected.

## Rationale for the sanctions (if appropriate)

No answer provided.

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## SECTION: Centre feedback

Please provide your views on the visit outcomes.

### Views on the approach to the final visit report (e.g. nature of the questions and feedback to the centre, do you accept it is an accurate reflection of the findings)

I fully accept the finding of the EQA.

### Views on the work and approach of the EV during the visit

Very satisfied - SELECTED

### What are your views regarding the assessment arrangements for the qualification(s) covered by this visit? Were they fit for purpose and/or enable your centre to deliver the qualification efficiently and effectively?

Fit for purpose

### What are your views on the appropriateness of our materials

Fit for purpose

### What are your views on the appropriateness of our qualifications

Fit for purpose

### What are your views on the appropriateness of our assessment guidance and/or arrangements

Fit for purpose

### What are your views on the appropriateness of the services your centre has received from EAL

Excellent customer service and advice provided when sought

**Any other comments/feedback the centre wishes to make about the visit and/or EAL**

Professional and supportive service - thankyou

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End of form