Form EV
External verifier visit report VT1000132329

City& Guilds

Centre number 008107   Name of centre   Morris Services Ltd

Address of centre or assessment site   Unit 17,18, 23, 43 & 46

Woodland Way   Postcode   BS15 1AW

Did you visit this address? If not, please

enter the address of the site you visited   Postcode

Contact name   James Morris   Telephone number   07976627313

Contact email address   enquiries@morrisservices.co.uk

City & Guilds managing region/nation   South West

Date of last activity   Date of activity 18-01-2012   Start time 10:00:00   Finish time 14:30:00

Type of activity 0   Date of next activity 16-01-2013   Type of next activity 0

EV reference   09LO213   Surname Long   Initials S   Title Mr

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
Alan Wilson	Assessor/Verifier		
James Morris	Assessor/IV		
Les Holmes	Assessor/IV		

2330-07	Level 3 Certificate in Electrotechnical Technology	31-12-2012 31-12-2015	11	0	0	11	01	None
2391-10	Level 3 Certificate in Inspection, Testing and Certification	31-07-2012 31-07-2015	73	0	0	34	None	None

Assessments externally verified (N/SVQs)

	Column 1	Column 2	Column 3	Column 4	Column 5
Sample reference					
Type of assessment	◯ Portfolio ◯ Observed ◯ Both	◯ Portfolio ◯ Observed ◯ Both	◯ Portfolio ◯ Observed ◯ Both	◯ Portfolio ◯ Observed ◯ Both	◯ Portfolio ◯ Observed ◯ 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?	◯ Yes ◯ No	◯ Yes ◯ No	◯ Yes ◯ No	◯ Yes ◯ No	◯ Yes ◯ 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?	◯ Yes ◯ No	◯ Yes ◯ No	◯ Yes ◯ No	◯ Yes ◯ No	◯ Yes ◯ No
Do you agree with the IV/QA staff's decision?	◯ Yes ◯ No ◯ NA	◯ Yes ◯ No ◯ NA	◯ Yes ◯ No ◯ NA	◯ Yes ◯ No ◯ NA	◯ Yes ◯ No ◯ NA

Comments on assessments externally verified

No NVQ's are currently undertaken by the Centre.

Assessments externally verified (VRQs)

Sample reference	VT1000132329/2330-07/01	VT1000132329/2330-07/02	VT1000132329/2330-07/03	VT1000132329/2330-07/04	VT1000132329/2330-07/05
Qualification unit and title	2330-07, Level 3 Certificate in E	2330-07, Level 3 Certificate in	2330-07, Level 3 Certificate in E	2330-07, Level 3 Certificate in E	2330-07, Level 3 Certificate in E
Candidate name	Simon Gould	Aaron Keith Jones	DANIEL ANDREWS	Lee Adams	Paul Skuse
Awarding body enrolment no	GBA2233	IJQ3970	IRH9514	KWM6160	LVI3868
Awarding body registration date	28-09-2010	20-11-2008	28-09-2010	28-09-2010	28-09-2010
Centre enrolment date	28-09-2010	20-11-2008	22-09-2010	22-09-2010	22-09-2010
Name of assessor	Les Holmes	Alan Wilson	Alan Wilson	Alan Wilson	James Morris
Date of last assessment	17-12-2010	16-12-2010	15-12-2010	02-02-2011	15-12-2010
Planned completion date	17-12-2010	17-12-2010	17-12-2010	17-12-2010	17-12-2010
Name of IV/QA staff responsible	James Morris	James Morris	James Morris	James Morris	Les Holmes
Was the assessment sampled by IV/QA staff?	● Yes ○ No	● Yes ○ No	● Yes ○ No	● Yes ○ No	● Yes ○ No
Date qualification completed	04-02-2011	04-02-2011	04-02-2011	04-02-2011	04-02-2011
Details of your sample (indicate whether mandatory or optional assessment)	Centre internally assessed assignments units 302 and 303 candidates were reviewed with IV reports and sampling.	Centre internally assessed assignments units 302 and 303 candidates were reviewed with IV reports and sampling.	Centre internally assessed assignments units 302 and 303 candidates were reviewed with IV reports and sampling.	Centre internally assessed assignments units 302 and 303 candidates were reviewed with IV reports and sampling.	Centre internally assessed assignments units 302 and 303 candidates were reviewed with IV reports and sampling.
Date claimed/certificated	07-02-2011	07-02-2011	07-02-2011	07-02-2011	07-02-2011
Do you agree with the assessor's decision?	● Yes ○ No	● Yes ○ No	● Yes ○ No	● Yes ○ No	● Yes ○ No
Do you agree with the IV/QA staff's decision?	● Yes ○ No ○ NA	● Yes ○ No ○ NA	● Yes ○ No ○ NA	● Yes ○ No ○ NA	● Yes ○ No ○ NA

Assessments externally verified (VRQs)

Sample reference	VT1000132329/2391-10/01	VT1000132329/2391-10/02	VT1000132329/2391-10/03	VT1000132329/2391-10/04	VT1000132329/2391-10/05
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	2391-10, Level 3 Certificate in In
Candidate name	Stuart McCracken	Barry Pope	Wayne Perry	Jonathan Harris	DAVID ROGERS
Awarding body enrolment no	HBD1080	HBH2260	HHS3127	HHS3250	IZJ8563
Awarding body registration date	14-12-2010	14-12-2010	22-03-2011	22-03-2011	28-04-2011
Centre enrolment date	14-12-2010	14-12-2010	22-03-2011	22-03-2011	22-04-2011
Name of assessor	James Morris	James Morris	Alan Wilson	Alan Wilson	James Morris
Date of last assessment	04-04-2011	04-03-2011	24-05-2011	24-05-2011	11-02-2011
Planned completion date	04-04-2011	04-03-2011	24-05-2011	24-05-2011	22-02-2011
Name of IV/QA staff responsible	Les Holmes	Les Holmes	Les Holmes	Les Holmes	Les Holmes
Was the assessment sampled by IV/QA staff?	● Yes ○ No	● Yes ○ No	● Yes ○ No	● Yes ○ No	● Yes ○ No
Date qualification completed	04-08-2011	04-08-2011	18-10-2011	18-10-2011	01-12-2011
Details of your sample (indicate whether mandatory or optional assessment)	Centre internally assessed assignments were reviewed with IV reports and sampling.	Centre internally assessed assignments were reviewed with IV reports and sampling	Centre internally assessed assignments were reviewed with IV reports and sampling	Centre internally assessed assignments were reviewed with IV reports and sampling	Centre internally assessed assignments were reviewed with IV reports and sampling
Date claimed/certificated	05-08-2011	05-08-2011	19-10-2011	19-10-2011	02-12-2011
Do you agree with the assessor's decision?	● Yes ○ No	● Yes ○ No	● Yes ○ No	● Yes ○ No	● Yes ○ No
Do you agree with the IV/QA staff's decision?	● Yes ○ No ○ NA	● Yes ○ No ○ NA	● Yes ○ No ○ NA	● Yes ○ No ○ NA	● Yes ○ No ○ NA

Assessments externally verified (VRQs)

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?	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ 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?	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No
Do you agree with the IV/QA staff's decision?	○ Yes ○ No ○ NA	○ Yes ○ No ○ NA	○ Yes ○ No ○ NA	○ Yes ○ No ○ NA	○ Yes ○ No ○ NA

Comments on assessments externally verified

This was the first visit to the Centre by the recently appointed EV/Consultant. The EV was welcomed with full introductions to all staff at the centre. There were no outstanding actions from the last Consultants visit/report. A full tour of the centre took place with inspection of candidates workshops, classrooms and computer/GOLA room. All were found to be of an excellent standard with a comprehensive range of tools, test equipment and facilities. Candidates test panels were constructed fully in accordance to the awarding bodies requirements/ specification for the awards reviewed. Unfortunately no candidates were available to interview or witness assignments on the day as all are part time short courses and some undertaken in the evenings. However, all candidates were briefed on the centres H&S/ EO policy on induction. General management procedures were reviewed and sampled and all found to be in line with a well run training centre fully supporting the trainees. Candidates completed internal were sampled as above and all had been fairly assessed and graded with feedback to candidates as appropriate. The Centre verify 100% of completed candidates marked assignments again with feed back to the assessor and a good standard had been achieved. Awarding bodies standard templates for assignments and required "Outcomes" were fully achieved. New and changed awards were discussed in detail and actions taken away by the consultant and these included clarification of diagrams required for the 2394/5 awards, details on the new Domestic Installer award also issues on the 2377 portable appliance testing. The centre maintained a good standard overall well supported with competent lecturers, assessors and verifiers. The awarding bodies one line documentation for centres was advised and contents discussed. In conclusion the centre have good quality standards and facilities to deliver a high quality on training.

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 **NOT** 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 Centres management procedures were of a good standard. Staff CPD is fully up to date and recorded on IFL, all staff attended many awarding bodies update courses etc. also full involvement with associated trade functions over the last year. The centre maintain a good level of competent staff to deliver awards registered. All records were readily available and all maintained to a good standard.

	Qualification name and number	EV recommended tariff
	2330-07 Level 3 Certificate in Electrotechnical Technology	None
	2391-10 Level 3 Certificate in Inspection, Testing and Certification	None

2	**Resources**	
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

In all areas resources were good and to a high standard to deliver good professional training. All awarding bodies specified control panels had been constructed in line with requirements for all internal assignments.

	Qualification name and number	EV recommended tariff
	2330-07 Level 3 Certificate in Electrotechnical Technology	None
	2391-10 Level 3 Certificate in Inspection, Testing and Certification	None

3	**Candidate support**	
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

The centre have good procedures to ensure candidates are fully supported throughout training with addition of many bespoke training aids to support quality training. All assignments are fairly marked and fully verified to ensure compliance with the centres equal opportunities policy.

	Qualification name and number	EV recommended tariff
	2330-07 Level 3 Certificate in Electrotechnical Technology	None
	2391-10 Level 3 Certificate in Inspection, Testing and Certification	None

4	**Assessment and verification**	
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 candidates work hand been thoroughly assessed and marked and grades awarded in line with awarding bodies recommendations. All assessments are verified with regular sample and plans in place.

	Qualification name and number	EV recommended tariff
	2330-07 Level 3 Certificate in Electrotechnical Technology	None
	2391-10 Level 3 Certificate in Inspection, Testing and Certification	None

5	**Records**

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 were provided as requested both prior to and during the visit. Also all records were fully maintained demonstrating good quality management at the centre.

Qualification name and number	EV recommended tariff
2330-07 Level 3 Certificate in Electrotechnical Technology	None
2391-10 Level 3 Certificate in Inspection, Testing and Certification	None

Generate action plan

6	Action plan for centre								
Ref	Date	Justification	Action required	By whom?	By when?	Question ref.	Tariff ref.	To be checked by	Date closed

Staffing matrix

Add row

Name	Role	CV Checked?	D32/33 or A1	D34 or V1	Allocated qualifications		Date approved	Date deleted
James Morris	Assessor/IV	● Yes ○ No	● Yes ○ No	● Yes ○ No	⊠ 2330-0 ⊠ 2391-10		27-07-2010	
Les Holmes	Assessor/IV	● Yes ○ No	● Yes ○ No	● Yes ○ No	⊠ 2330-0 ⊠ 2391-10		27-07-2010	
John Tucker	Assessor	● Yes ○ No	● Yes ○ No	○ Yes ● No	☐ 2330-0 ⊠ 2391-10		08-12-2008	18-01-2012
Alan Wilson	Assessor/Verifier	● Yes ○ No	● Yes ○ No	● Yes ○ No	⊠ 2330-0 ⊠ 2391-10		18-01-2012	