

Centre Activity Report



Form CAR Version 2.0

This report should only be used for the activities listed in the Type of Activity dropdown menu

For external quality assurance sampling – visit/remote/unannounced please complete a QMS Report

For external quality assurance sampling – pilot centres only please complete sections 1, 2 & 3

For annual systems activity please complete sections 1, 2 & 4

For generic systems support/advisory activity please complete 1, 2 & 4

For all other activities, please complete sections 1, 2 & 3 (includes qualification advisory or standardisation activities)

For employer systems consultant monitoring activity sections 1, 2, 3 & 4

For senior/professional recognition award monitoring activity sections 1, 2, 3 & 4

For exam audits please complete sections 1, 2, 5 & 6

Section 1 Contact details

1.1	Centre name		
1.2	Centre number (if known)		
1.3	Centre contact	Title	
		First name	
		Surname	
		Telephone number*	
		Email address*	

* Please use the most appropriate contact email address and telephone number for City & Guilds/ILM to use in the event of a query related to this application

Consultant Name		Type of Activity				
Date of Activity		Start Time		Finish Time		Location of activity

On this report the External Quality Assurer has completed sections

Section 2 Summary of activity & centre staff met

2.1 General comments regarding the day including good practice, for support visit outline advice, guidance & training provided

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2.2 Centre staff met

Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	

3.2 Checklist

Is the Staff Matrix up-to-date?	Yes	No
Are all current staff approved, and hold the relevant recognised qualifications?	Yes	No
Has the previous action plan been met by the centre?	Yes	No
Is the centre registered for and receiving the monthly mailings?	Yes	No
Does centre access centre section of website – to obtain latest guidance and updates?	Yes	No
Does centre have a Centre Manual and up-to-date Qualification Specifications? (ILM ONLY)	Yes	No
Are learners' development needs matched against the requirements of the qualification(s) and an agreed individual assessment plan established?	Yes	No
Do learners have regular opportunities to review their progress and goals?	Yes	No
Do learners have regular opportunities to revise their assessment plan accordingly?	Yes	No
Are particular assessment requirements of learners identified and met where possible?	Yes	No
Were any assessments completed in Welsh? If so, please provide further details in section 3.5	Yes	No

3.4 Action/Improvement Plan

Date set	Action/Improvement Point Please enter A or I before text to specify type of point	By whom	By when	Date completed	To be checked by

3.5 Additional comments

Additional comments and/or qualification specific comments relating to learner support, learner feedback, centre staff CPD/Occupational Competence and centre staff roles and responsibilities

Sampling Pages (1 of 3)

Please use one sampling page per qualification.

	1	2	3	4	5
Type of assessment					
Learner name					
Centre enrolment date					
Awarding organisation enrolment number					
Awarding organisation registration date					
Qualification sampled					
Unit(s) sampled					
Interim or final IV					
Assessor name					
Date of assessment					
Do you agree with the Assessor's judgments?					
Internal Quality Assurer's name					
Date of Internal Quality Assurance (if sampled)					
Do you agree with the Internal Quality Assurer's judgments?					
Date certificated					
Details of your sample (including assessment site)					
Have all programme operations been complied with?				Yes	No
Is the assessment strategy complied with?				Yes	No
Are quality assurance requirements met?				Yes	No

Sampling Pages (2 of 3)

Please use one sampling page per qualification.

	1	2	3	4	5
Type of assessment					
Learner name					
Centre enrolment date					
Awarding organisation enrolment number					
Awarding organisation registration date					
Qualification sampled					
Unit(s) sampled					
Interim or final IV					
Assessor name					
Date of assessment					
Do you agree with the Assessor's judgments?					
Internal Quality Assurer's name					
Date of Internal Quality Assurance (if sampled)					
Do you agree with the Internal Quality Assurer's Judgments?					
Date certificated					
Details of your sample (including assessment site)					
Have all programme operations been complied with?				Yes	No
Is the assessment strategy complied with?				Yes	No
Are quality assurance requirements met?				Yes	No

Sampling Pages (3 of 3)

Please use one sampling page per qualification.

	1	2	3	4	5
Type of assessment					
Learner name					
Centre enrolment date					
Awarding organisation enrolment number					
Awarding organisation registration date					
Qualification sampled					
Unit(s) sampled					
Interim or final IV					
Assessor name					
Date of assessment					
Do you agree with the Assessor's judgments?					
Internal Quality Assurer name					
Date of Internal Quality Assurance (if sampled)					
Do you agree with the Internal Quality Assurer's judgments?					
Date certificated					
Details of your sample (including assessment site)					
Have all programme operations been complied with?				Yes	No
Is the assessment strategy complied with?				Yes	No
Are quality assurance requirements met?				Yes	No

Section 4 Quality Systems

*All references are to Our Quality Assurance Requirements (OQAR) and the Supporting Customer Excellence Centre Manual (CM)

Management Systems Checklist – please tick if seen*	What was seen/discussed	Action/ Improvement Point (please enter A or I before text to specify type of point)	By whom, and the name of the person to check action/ improvement is being carried out	By when
Appeals policy & procedures – including evidence of implementation and monitoring OQAR Section 11 & 4.c CM appx 1.c				
Equal opportunities policy & Monitoring OQAR Section 11 & 4.c CM appx 1.c				
Organisation chart(s) OQAR Section 11 & 4.c CM appx 1.c				
Organisational responsibilities/ role profiles OQAR Section 11 & 4.h?? CM appx 4.2-3				
Quality assurance strategy & processes OQAR Section 11 & 4.c, 5.3 CM appx 1.c				
Internal/external communication Strategy OQAR section 11 & 4 & 5.3 CM appx 1.a, b? & 4.9 (roles)				
Records of team meetings OQAR section 11 & 5.3 CM appx 1c				

Records of Centre Updates OQAR section 11 &6c CM appx 1c				
Records of remote, satellite or corporate client sites OQAR section 11 & 6a CM appx 1h				

Resources Checklist – please tick if seen	What was seen/discussed	Action/ Improvement Point (please enter A or I before text to specify type of point)	By whom, and the name of the person to check action/ improvement is being carried out	By when
Health & safety policy OQAR section 4c CM appx 1c				
Procedures for malpractice/maladministration and confirming learner identity OQAR section 5, 10, 11 CM appx 1c, 5.7				
Equipment checklists OQAR section 11, 4c CM appx 1c				
Real Working Environment (RWE) Criteria OQAR section 11, 6c, appx 1h CM appx 1c				
Staff induction pack OQAR section 11, 4c CM 4.2, Appx 1c				

Appropriate ratio of staff for assessment and internal quality assurance OQAR section 11, 4c, appx 1f, appx 2c CM 4.9, Appx 1c				
Certificates, CVs and evidence of occupational competence for assessment and internal quality assurance staff including job descriptions and/or role profiles OQAR section 11, 4c, appx 1b CM 4.2, 4.3, 6.3.6, Appx 1c				
Staff development plans, CPD Records and staff appraisal policy and procedures OQAR section 11, appx 1b, f, appx 2 CM 4.2, 4.3, 6.3.6, Appx 1c				
Staff handbook (induction) QAR section 11, appx 1b, f appx 2 CM 4.2, 6.5.7, Appx 1c				
Recognition of prior learning/proxy Procedure OQAR section 11 & 4e, g CM 6.4.1, 6.4.3, Appx 1g				

Learner Support Checklist – please tick if seen	What was seen/discussed	Action/ Improvement Point (please enter A or I before text to specify type of point)	By whom, and the name of the person to check action/ improvement is being carried out	By when
Learner induction pack OQAR section 11, 4c CM 4.2, Appx 1g				

Learner development plan OQAR section 11, 4c, f, g CM 4.2, 6.4.5, Appx 1f			
Access to assessment OQAR section 11, 4c CM 6.3			
Appeals procedure (version in learner pack) OQAR section 11, 4c CM 4.2, 6.4.5, appx 1c			
Learner skills scan; initial Assessment OQAR section 11, 4f, g CM appx 1g			
Schemes of work (where appropriate) OQAR section 11, 4f, g CM Appx 1f, g			
Individual Learning Plans OQAR section 11, 4f, g CM Appx 1f, g			
Learner assessment plans & reviews of progress OQAR section 11, 4c, 5.2, CM Appx 1f, g			

Assessment Checklist – please tick if seen	What was seen/discussed	Action/ Improvement Point (please enter A or I before text to specify type of point)	By whom, and the name of the person to check action/ improvement is being carried out	By when
Relevant National Occupational Standards OQAR section 11 & appx 1,2 CM 4.9, 6.3.6				
Assessment documentation; portfolio, e-portfolio, plans, observation records, feedback/evaluation records OQAR section 11 & appx 1,2 CM 6.3.2, 6.5.4, Appx 1f				
Learner tracking system OQAR section 11 & 4 f CM Appx 1f				

Quality Assurance Checklist – please tick if seen	What was seen/discussed	Action/ Improvement Point (please enter A or I before text to specify type of point)	By whom, and the name of the person to check action/ improvement is being carried out	By when
City & Guilds Group - Our Quality Assurance requirements OQAR section 11 CM 4.8, 6.3.6				
Internal Quality Assurer sampling planning (based on CAMERA) OQAR section 11 & 9 CM 6.5.7, Appx 1c,				
A variety of sampling techniques & feedback to assessors OQAR section 11 CM 6.5.7, Appx 1c				
At least annual observations of Assessors OQAR section 11 CM 6.5.7, Appx 1c				
Standardisation activities OQAR section 11 CM 6.3.6, 6.5.7,				
CPD and assessor performance are checked OQAR section 11 CM 6.3.6, 6.5.7				
Supporting Customer Excellence – Centre Manual OQAR section 11 CM 6.3.6				

Guidance on internal verification of N/SVQs OQAR section 11 CM not referenced?				
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Continuous Improvement Checklist – please tick if seen	What was seen/discussed	Action/ Improvement Point (please enter A or I before text to specify type of point)	By whom, and the name of the person to check action/ improvement is being carried out	By when
Annual training needs analysis for Assessor/Internal Quality Assurers OQAR section 11 & 9 appx 1, 2 CM 4.2, 6.5.3, 6.5.4,				
Quality improvement plan OQAR section 11 & 9 appx 1, 2 CM 4.9, Appx 1c,				
CPD records OQAR section 11 & 9 appx 1, 2 CM 6.3.6, 6.5.7				
Training and development plans OQAR section 11 & 9 appx 1, 2 CM 4.2, 6.5.4,				
Standardisation records OQAR section 11 & 9 appx 1, 2 CM 6.3.6, 6.5.7,				
Learner tracking records and Analysis OQAR section 11 & 9 appx 1, 2 CM 4.2, 6.3.2, 6.3.7, Appx 1c,f				

Policy reviews OQAR section 11 & 9 appx 1, 2 CM 6.6, Appx 1c				
Evaluation – including feedback from learners and completers OQAR section 11 & 9 appx 1, 2 CM 4.2, 4.9, 6.3.2, 6.5.4, 6.5.5				

Records Checklist – please tick if seen	What was seen/discussed	Action/ Improvement Point (please enter A or I before text to specify type of point)	By whom, and the name of the person to check action/ improvement is being carried out	By when
Review records OQAR sections 11, 5 CM 4.2, 4.7, 6.4.5, 6.5.4, 6.5.7,				
Internal Quality Assurer checklists OQAR sections 11, 5 CM 6.5.7				
Internal Quality Assurer records OQAR sections 11, 5 CM 4.9, 6.3.2, 6.3.6, 6.5.7, Appx 1f				
Centre record files OQAR sections 11, 5 CM 6.3.6, Appx 1f, g				

Learner files – including learner registration, enrolment and certification dates OQAR sections 11, 5 CM 6.3.6				
Minutes of meetings OQAR sections 11, 5 CM 6.3.6				

Additional checklist – please indicate yes/no	Summary of Activity/Additional Comments
Is the centre registered for the Walled Garden?	
Are staff registered for monthly mailings?	
Does the centre know where to download handbooks from the website?	
Is the centre aware of the conditions of use when using the City & Guilds logo?	
Is the centre clear about the roles of the local office and the contact centre?	
Is the centre aware of the events available to them?	
Is the centre aware of the marketing support available to them?	

Does the centre understand the results override process?	
Is the centre aware of how the following works and can support them: EDI transfer Unique Learner Numbers (ULN) e-volve Smartscreen Learning Assistant	

Section 5 Examination audit report

Qualification no		Date of examination	
Examination title		No of learners entered	
Examination held during the am/pm		Start time	
		Finish time	

To be completed at centre

5.1 Type of centre (Please tick appropriate box)

<input type="checkbox"/>	College of FE/HE	<input type="checkbox"/>	School
<input type="checkbox"/>	Training organisation	<input type="checkbox"/>	Adult education centre
<input type="checkbox"/>	Company with internal training	<input type="checkbox"/>	Prison/Youth custody centre
<input type="checkbox"/>	Other (Please specify)		

5.2 Details of staff interviewed during/involved in the audit

Name	Job title	Place of audit and address (if different from above)

5.3 Observations and questions

Tick one of the boxes as appropriate to indicate your response

A. Before the examination		Ref in ICE doc & Risk Level	Requirement met			Information not available
			fully	partially	not at all	
1	papers are kept in a safe, non-portable, lockable steel or metal cabinet	1.3 Medium				
2	cabinet in room secure from non-authorized entry	1.1 Medium				
3	room locked when not attended by authorised persons	1.1 Medium				
4	question papers must remain in secure storage until one hour before the published starting time	1.9 High				
5	criteria for appointing invigilators met	6.1, 6.2 Medium				
6	procedures in place to ensure that the invigilator who has prepared candidates for the exam, is not the sole invigilator for that exam	6.3 Medium				
7	readers/writers do not act as invigilators	7 Medium				

B. Examination room		Ref in ICE doc & Risk Level	Requirement met			Information not available
			fully	partially	not at all	
8	examination room in quiet, undisturbed location	5.4 Low				
9	only candidates and other persons required by the examination allowed in the room	10.3 Low				
10	minimum distance of 1.25 metres between candidates' chairs	5.10, 5.11 Low/Medium				

11	all candidates facing same direction (or, where drawing boards, easels or computer workstations are involved, seated in such way as to be prevented from seeing each other's work)	5.11 Low				
12	each candidate seated at a separate desk, table or workstation	5.11 Low/Medium				
13	seating plan made for examination room or standard form of seating used	5.13 Low				
14	posters, display or other material relevant to examination removed or covered	5.6 Low				
15	all candidates able to see a clock without turning around	5.7 Low				
16	starting and finishing times of examination displayed where all candidates could see them	5.9 Low				
17	no unauthorised material in the examination room	12.2 Low/Medium/High				
18	minimum of one invigilator for every 30 candidates for written or 15-20 for on-line	6.3 Medium				
19	where one invigilator present, s/he able to summon assistance easily without leaving examination room in case of emergency	6.3 Medium				
20	number of invigilators never below number specified	6.3 medium				
21	identity of each candidate established (particularly where candidates not personally known to invigilator)	9.1, 9.2, 9.3 Medium				
22	identity of each candidate verified, specified ID produced in accordance with qualification guidelines (License to practice only)	License to practice only High				
23	invigilators oversaw the input of the ID and password for each candidate (e-volve)	Appendix 1 2.5 Medium				
24	envelopes containing question papers not opened until immediately before the examination	12.2, 12.3 Medium				

C. Starting the examination and invigilation		Ref in ICE doc & Risk Level	Requirement met			Information not available
			fully	partially	not at all	
25	rules read out to candidates at beginning of examination	12.3 Low				
26	attendance list completed by invigilator	15 Low				
27	invigilators observed candidates at all times	13.1 Low/Medium/ High				
28	rules known regarding candidates entering and leaving exam room	16.5, 16.6 Low				
29	rules known regarding candidates arriving late	14 Low				
30	rules known regarding candidates leaving exam room temporarily	16.5 Low				

D. End of examination		Ref in ICE doc & Risk Level	Requirement met			Information not available
			fully	partially	not at all	
31	candidates reminded of time remaining between 15 and 5 minutes before end of examination	17 Low				
32	candidates told to stop writing when examination time has ended	19 Low				
33	scripts collected before candidates left examination room/ for on-line invigilators check that candidates submit only their work	20 Appendix 1, 7.6 Medium				
34	scripts checked for candidates' names and numbers	19, 20 Low				
35	scripts handed to person responsible for despatching them	20 Medium				
36	scripts left in secure place (as in 1, 2, 3) when not dispatched immediately	22 Medium				

37	rules for dispatching scripts known	22 Low				
38	used and unused multiple choice booklets returned to City & Guilds or destroyed	23 Medium				

E. Dealing with misconduct and irregularities		Ref in ICE doc & Risk Level	Requirement met			Information not available
			fully	partially	not at all	
39	centre aware of procedure	17, 24 Low/Medium				

F. Dealing with emergencies		Ref in ICE doc & Risk Level	Requirement met			Information not available
			fully	partially	not at all	
40	centre aware of procedures	18 Low/Medium				

G. Candidates with particular assessment requirements		Ref in ICE doc & Risk Level	Requirement met			Information not available
			fully	partially	not at all	
41	centre aware of arrangements which may need to be made	7, 8 Low/Medium				

Question no (as indicated to left of each item)	Comments Please provide comments to support where requirements have not been fully met. (51)

Name of auditor		Signature	
Date		Copy of report left at centre	Yes No

I confirm that an audit of this centre's examination arrangements was undertaken on the date stated and I have been given a copy of this report. I accept the auditor's observations and comments.

Name		Job title	
Signature		Date	

SECTION 6 Examination audit questions

Ref. in report		Planned questions	Probable job title of interviewee (change if necessary and include name)	Ref. in ICE document	Examples of responses expected	Summary of actual responses and additional notes
5	1	What are the main criteria for appointing invigilators?	Exams officer	6.1, 6.2, 6.3	<ul style="list-style-type: none"> Suitably qualified and experienced Integrity can be relied on 	
6	2	How does the centre ensure that an invigilator who has prepared candidates for an exam is not the sole invigilator for that exam?	Exams officer	6.3	Answer to indicate that procedures are in place for meeting this requirement	
7	3	What invigilation arrangements are made where readers/writers are provided for candidates with special assessment requirements?	Exams officer	7.3, 7.4	Answer to indicate that when readers/writers are provided for candidates, an invigilator is also present	
4	4	How long before the start of the exam did you collect exam papers? After you collected the papers, how did you ensure that security of papers was not breached?	Invigilator Invigilator	1.9, 1.10 1.2	Please summarise the response.	
24	5	When did you open the question papers?	Invigilator	1.9, 1.10	Papers not opened until immediately before the examination	

28	6	<p>What are the rules regarding candidates entering and leaving the exam room for exams lasting</p> <ul style="list-style-type: none"> • 2 or more hours • less than 2 hours? 	Invigilator	16.1, 16.2	<ul style="list-style-type: none"> • No candidate may enter one hour after start of exam. • No candidate may leave during first hour • No candidate may enter after, or leave before, half the exam time has elapsed 	
30	7	<p>If a candidate had to leave the exam room temporarily during an exam, how would you ensure that s/he did not breach exam security while out of the room?</p>	Invigilator	16.5	<p>Ensure candidate was accompanied by invigilator</p>	
29	8	<p>What are the rules regarding candidates arriving after the start of the exam?</p>	Invigilator	14	<ul style="list-style-type: none"> • Subject to agreement of the centre. • Regulations in points 14.4 and 14.5 must not be breached. • When candidate is more than 30 minutes late <ul style="list-style-type: none"> • a letter should be sent to City & Guilds • the candidate must complete a Declaration of no prior knowledge • the candidate must be told that City & Guilds may not accept the work 	

31 32	9	<p>Since the exam finished early, there was not the opportunity to observe you giving final instructions to the candidates.</p> <ul style="list-style-type: none"> • What warnings would you give to candidates that the finishing time is approaching? • What instructions would you give to candidates at the end of the examination? 	Invigilator	19	<p>Between 15 and 5 minutes before end of examination.</p> <p>Candidates must be told to stop writing</p>	
36 37	10	What will now happen to the scripts?	Exams officer/ Invigilator	20, 21, 22	<ul style="list-style-type: none"> • Scripts despatched on day of exam • If this isn't possible, scripts kept locked under the same conditions as unused exam papers and despatched within one working day of exam 	
38	11	What will happen to the used and unused multiple choice paper booklets?	Exams officer	20, 21, 22, 23	Returned to City & Guilds or destroyed (photocopies not made)	

Misconduct and irregularities

39	12	What would you do if a candidate were hindering, and continued to hinder, other candidates during an exam?	Invigilator	13.2, 17	<ul style="list-style-type: none"> • Expel candidate from exam room • Ensure centre reported • incident to City & Guilds 	
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Emergencies						
39	13	How would you summon assistance if a candidate was taken ill during an exam and you were the only invigilator?	Invigilator	6.3	Answer to indicate that invigilator knows that s/he must not leave exam room	
40	14	What would you do if there were a fire alarm or bomb warning during the exam?	Invigilator	18	<ul style="list-style-type: none"> • Try and ensure that candidates left question papers and scripts on their desks • Evacuate room in accordance with centre instructions • Ensure centre informed City & Guilds 	
40	15	In what circumstances would you resume the exam?	Invigilator	18	If certain there had been no breach of exam security during the disruption.	

Candidates with particular assessment requirements						
41	16	<p>Have you had to make special arrangements for candidates within the last year?</p> <p><i>If 'yes'</i></p> <p>Ask to see the relevant medical/professional evidence. (NB this is necessary for all candidates and should be retained for one year after the exam.)</p> <p><i>If 'not within last year' or 'no'</i></p> <p>What steps were/would be taken to ensure that both the candidate's and City & Guilds' requirements were met?</p>	Exams officer	-	<p>Relevant evidence presented.</p> <p>Answer should indicate that reference was/would be made to <i>Access to assessment</i>, and that centre is aware of the general procedures involved.</p>	

7	17	Is the centre fully conversant with the rules regarding readers/writers not acting as invigilators?	Exams officer	7	<ul style="list-style-type: none"> • When readers/writers are provided for candidates with special assessment requirements, an invigilator must also be present • Readers/writers may not also act as invigilators 	
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Additional questions	Interviewee (name and job title)	Summary of responses and additional notes

Action/Improvement Plan

Date set	Action/Improvement Point Please enter A or I before text to specify type of point	By whom	By when	Date completed	To be checked by

Section 7 Local Office comments

City & Guilds Internal Use Only