

# Centre Activity Report

## External Quality Assurance Sampling Visit

### Section 1 Contact details

<b>1.1 Transaction number</b>	8000174762
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<b>1.2 Centre Name</b>	Morris Services Ltd
1.3 Centre number	008107

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

Consultant Name	Shaun Smith
Type of activity	External QA Sampling Visit
Date of activity (dd.mm.yyyy)	30.08.2017
Start Time (24 hrs clock)	09:30:00
Finish Time (24 hrs clock)	15:30:00

Location of activity	Centre
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### Section 2 Summary of activity & centre staff met

2.1 General comments regarding the day including good practice. For a support visit outline advice, guidance & training provided	<p>This external quality assurance visit was carried out by the External Quality Assurer (EQA) as a routine planned sampling activity requested by the City and Guilds managing territory office.</p> <p>The visit began with the EQA providing the centre with an update on the electrotechnical award suite. Specifically this included;</p> <ul style="list-style-type: none"> <li>- The 2357-30 assessment strategy.</li> <li>- The new 2391-50/51/52 awards.</li> <li>- The EQA also discussed the electrical trailblazer apprenticeship (5357) and its associated strategy.</li> <li>- The new 8202 Technical awards at level 2 and level 3</li> <li>- The use and application of the 2356-99 practising operatives award</li> <li>- The continuation of the 2357-13 award</li> </ul> <p>On the basis of the evidence EQA sampled on this activity, the EQA recommends the 2377-22, 2392-10, 2394-01, 2395-01 and 2396-01 awards are set to remain at 'Low' risk - Full approval.</p> <p>First monitoring of completed 2397-30 awards also took place in this activity. On the basis of the award outcomes, the EQA recommends the 2397-30 is set to 'Low' risk - Full approval.</p> <p>The observations and outcomes of this report were fully discussed with the centre staff on the date of this visit.</p>
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2.2 Centre staff met	
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Staff Name	Role	Met
James Morris	Assessor/Centre manager	<input checked="" type="radio"/> Yes <input type="radio"/> No
Les Holmes	IQA	<input checked="" type="radio"/> Yes <input type="radio"/> No

Staff Name	Role	Met
Alan Wilson	Assessor	<input checked="" type="radio"/> Yes <input type="radio"/> No
Has the previous action plan been met by the centre?	N/A	
Comments	There were no action points raised as a result of the last EQA visit to the centre for the awards identified (ref 8000121804) on 24.08.2016.	

### Section 3 Qualification related information

#### 3.1 Qualifications sampled/advised

Qualification number	Qualification title	Number of active registered learners	Number of certificated learners from last 12 months	Prior qualification approval status	New qualification approval status
2377-22	Code Of Prct. For In-Service Ins //	25	22	Low (Full Approval)	Low (Full Approval)
2392-10	Fundamental Initial Verification //	9	4	Low (Full Approval)	Low (Full Approval)
2394-01	Level 3 Award in the Initial Ver //	9	18	Low (Full Approval)	Low (Full Approval)
2395-01	Level 3 Award in the Periodic In //	8	5	Low (Full Approval)	Low (Full Approval)
2396-01	Design, erection & verification //	4	1	Low (Full Approval)	Low (Full Approval)
2397-30	Level 3 Certificate in Installin //	13	0	Medium (Registration)	Low (Full Approval)

#### 3.2 Checklist

Please add comments to explain your response.

Quality Assurance Requirement	Finding	Comments
Is the Staff Matrix up-to-date? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Staff matrix was fully discussed at the outset of the visit and was noted to reflect appropriate deployment for the awards delivered. //
Are all current staff approved, and hold the relevant recognised qualifications? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Occupational competence and CPD records were validated by the EQA for the staff related to the awards sampled and all were noted to full meet scheme requirements. //
Is the centre registered for and receiving the monthly mailings? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Centre receives relevant mailings. //
Does centre access centre section of website - to obtain latest guidance and updates? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	EQA sampled evidence reflected the current versions of all required award assessment documentation. //
Does the centre work with any subcontractors, partners or third parties in the delivery and/or assessment of these qualifications? If so, please describe the nature of that relationship with details of how roles are documented and understood, and how arrangements are quality assured. //	<input type="radio"/> Yes <input checked="" type="radio"/> No	Staff defined for the awards sampled were employed directly by the centre. //

Quality Assurance Requirement	Finding	Comments
Are learners development needs matched against the requirements of the qualification(s) and an agreed individual assessment plan established?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Learner/assessor evidence reflected appropriate assessment planning and target dates. //
Do learners have regular opportunities to review their progress and goals?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Use of assessment tracking was noted across all schemes as appropriate. There was additionally a good systematic audit trail in place with clear ongoing review and updates. //
Do learners have regular opportunities to revise their assessment plan accordingly?	<input checked="" type="radio"/> Yes <input type="radio"/> No	See comment above. //
Are particular assessment requirements of learners identified and met where possible?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Initial induction includes opportunities for self-declaration of barriers to learning. Centre have appropriate procedures in place in accordance with access to assessment policy provision. //
Were any assessments completed in Welsh? If so, please provide further details in section 2.1	<input type="radio"/> Yes <input checked="" type="radio"/> No	None identified within this sample. //

### 3.3 Sampling Pages

Learner name and Reg. number	Reg. and Cert date	Qual. and Unit(s) sampled	Assessor name	Type of assessment and Date of Assessment (dd.mm.yyyy)	Do you agree with the Assessor finding?	Internal Quality Assurer (IQA) name	Internal quality assurance activity and date	Do you agree with Internal Quality Assurer finding?	Hide All
Daren Gardner SWL8358	14.11.2016 22.03.2017	2377-22 102/601	James Morris	Assignments 08.03.2017	Yes	Les Holmes	Final 17.03.2017	Yes	Hide
<p>Unit 601 - Results summary - Evolve online assessment - 08.03.2017 - This was noted as a pass at that time 100%</p> <p>Unit 102 - Tasks A, B and C - The respective task locations of a school and office scenario were correctly used. Correct frequencies of formal visual inspection and combined inspection and testing were identified as per current IET COP. Assessor records were fully completed with declarations of authenticity signed by learner, assessor and IQA.</p> <p>Assessment date reflects the final assessment of Task C.</p> <p>IQA sampling was summative for all tasks. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.</p>									
Pippa Gordon TTZ0619	21.02.2017 22.03.2017	2377-22 102/601	James Morris	Assignments 08.03.2017	Yes	Les Holmes	Final 17.03.2017	Yes	Hide
<p>Unit 601 - Results summary - Evolve online assessment - 09.12.2015 - This was noted as a pass at that time 92%</p> <p>Unit 102 - Tasks A, B and C - The respective task locations of a school and office scenario were correctly used. Correct frequencies of formal visual inspection and combined inspection and testing were identified as per current IET COP. Assessor records were fully completed with declarations of authenticity signed by learner, assessor and IQA.</p> <p>Assessment date reflects the final assessment of Task C.</p> <p>IQA sampling was summative for all tasks. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.</p>									
Josh Brown TCB9890	30.11.2016 25.05.2017	2392-10 102	Alan Wilson	Assignments 24.03.2017	Yes	Les Holmes	Final 12.04.2017	Yes	Hide
<p>Learner evidence - Tests (1-9) - Practical assessment records, declarations of authenticity (signed by learner, assessor and IQA) and IQA sampling documentation.</p> <p>Assessment date refers to final practical Test 9 completion.</p> <p>Good use of recorded assessor feedback was evidenced for the learner.</p> <p>IQA sampling was summative for all tasks. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.</p>									
Christopher Soutter TRW7417	02.02.2017 09.08.2017	2392-10 102	Alan Wilson	Assignments 10.07.2017	Yes	Les Holmes	Final 09.08.2017	Yes	Hide

Learner name and Reg. number	Reg. and Cert date	Qual. and Unit(s) sampled	Assessor name	Type of assessment and Date of Assessment (dd.mm.yyyy)	Do you agree with the Assessor finding?	Internal Quality Assurer (IQA) name	Internal quality assurance activity and date	Do you agree with Internal Quality Assurer finding?	Hide All
<p>Learner evidence - Tests (1-9) - Practical assessment records, declarations of authenticity (signed by learner, assessor and IQA) and IQA sampling documentation.</p> <p>Assessment date refers to final practical Test 9 completion.</p> <p>Good use of recorded assessor feedback was evidenced for the learner.</p> <p>IQA sampling was summative for all tasks. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.</p>									
Matthew Maggs PZN4976	28.04.2016 14.03.2017	2394-01 303	James Morris	Assignments 01.03.2017	Yes	Les Holmes	Final 10.03.2017	Yes	Hide
<p>Learner evidence - Tasks (A, B, C and D) - Learner evidence - (Task results, Electrical Installation Certificate, schedule of inspections, generic schedule of results, practical assessment records, declarations of authenticity and IQA sampling documentation).</p> <p>Assessment date refers to final practical Task D completion.</p> <p>IQA is summative and reflects full unit coverage. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.</p>									
Oliver Backes SFN0803	03.10.2016 22.05.2017	2394-01 303	James Morris	Assignments 29.03.2017	Yes	Les Holmes	Final 16.05.2017	Yes	Hide
<p>Learner evidence - Tasks (A, B, C and D) - Learner evidence - (Task results, Electrical Installation Certificate, schedule of inspections, generic schedule of results, practical assessment records, declarations of authenticity and IQA sampling documentation).</p> <p>Assessment date refers to final practical Task D completion.</p> <p>IQA is summative and reflects full unit coverage. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.</p>									
Nigel Francis-Han JWY0669	08.09.2016 25.01.2017	2395-01 303	James Morris	Assignments 11.01.2017	Yes	Les Holmes	Final 17.01.2017	Yes	Hide
<p>Learner evidence - Tasks (A and B) - Learner evidence (Task A - Photographic visual non-compliances assignment plus Task B - Electrical Installation Condition Report, schedule of inspections, generic schedule of results, Practical assessment records, declarations of authenticity and IQA sampling documentation).</p> <p>Task B - The installation was correctly identified as being unsatisfactory due to the two identified and recorded circuit faults. This was appropriate.</p> <p>Assessment date refers to final practical Task B completion.</p> <p>IQA is summative and reflects full unit coverage. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.</p>									
Lee Whitelock KCN3501	23.11.2015 23.02.2017	2395-01 303	James Morris	Assignments 08.02.2017	Yes	Les Holmes	Final 10.02.2017	Yes	Hide
<p>Learner evidence - Tasks (A and B) - Learner evidence (Task A - Photographic visual non-compliances assignment plus Task B - Electrical Installation Condition Report, schedule of inspections, generic schedule of results, Practical assessment records, declarations of authenticity and IQA sampling documentation).</p> <p>Task B - The installation was correctly identified as being unsatisfactory due to the two identified and recorded circuit faults. This was appropriate.</p> <p>Assessment date refers to final practical Task B completion.</p> <p>IQA is summative and reflects full unit coverage. For the nature of short-course delivery, this approach was appropriate. Individual IQA sampling reports provided appropriate feedback to the assessor.</p>									
Dean Butler IXG7152	02.12.2015 28.11.2016	2396-01 401	James Morris	Projects 07.11.2016	Yes	Les Holmes	Final 16.11.2016	Yes	Hide
<p>Tasks A, B and C - Learner evidence - Final assessment of tasks outcomes had been fully completed. Evidence included learner design project, annotated drawings, design calculations, written question responses, assessor records, declarations of authenticity (signed by learner, assessor and IQA) and IQA sampling report.</p> <p>In addition to final assessment outcomes, EQA sampling reflected interim assessor support and assessment for learners as are required by Unit 401 project specification.</p> <p>IQA sampling reflected final summative sampling, which for the type of award is appropriate.</p> <p>Project task reflected the 2015/16 - Bennets High School Library scenario.</p> <p>For each task a full technical learner/assessor narrative was recorded against work completed. This was good quality and reflected appropriate assessment feedback.</p> <p>Date of assessment records final award unit sign-off.</p>									
Tyrone Fudgell EZH8075	16.01.2017	2397-30 501-503	Alan Wilson/Jame	Assignments 04.04.2017	Yes	Les Holmes	Interim 12.04.2017	Yes	Hide

Learner name and Reg. number	Reg. and Cert date	Qual. and Unit(s) sampled	Assessor name	Type of assessment and Date of Assessment (dd.mm.yyyy)	Do you agree with the Assessor finding?	Internal Quality Assurer (IQA) name	Internal quality assurance activity and date	Do you agree with Internal Quality Assurer finding?	Hide All
<p>Learner evidence was in the format of a paper based portfolio system. Knowledge based evidence was presented for Evolve assessment for units 501-503 and 506-508. Performance evidence for the occupational competence unit 304 was also present for this learner. Common task - safe isolation was also evidenced.</p> <p>Evolve examination results reflected;</p> <p>Unit 501 - 07.02.2017 - PASS (80.56%)            Unit 502 - 14.03.2017 - PASS (60.50%)            Unit 503 - 31.01.2017 - PASS (69.44%)            Unit 506 - 21.02.2017 - PASS (73.81%)            Unit 507 - 13.03.2017 - PASS (64.44%)            Unit 508 - 07.03.2017 - PASS (71.05%)</p> <p>Unit 304 - 04.04.2017- Learner evidence consisted of; practical assignment (Risk assessment, Method statement, Test results, Fault readings, declarations of authenticity and performance mapping/referencing documentation).</p> <p>Date of assessment and date of IQA sampling refers to interim unit completions for Unit 304.</p> <p>Learner evidence was presented at an interim stage of completion.</p>									
Christopher South TRW7417	02.02.2017	2397-30 501-503	Alan Wilson/James	Assignments 19.06.2017	Yes	Les Holmes	Interim 17.07.2017	Yes	Hide
<p>Learner evidence was in the format of a paper based portfolio system. Knowledge based evidence was presented for Evolve assessment for units 501-503 and 506-508. Performance evidence for the occupational competence unit 304 was also present for this learner. Common task - safe isolation was also evidenced.</p> <p>Evolve examination results reflected;</p> <p>Unit 501 - 18.07.2017 - PASS (83.33%)            Unit 502 - 11.07.2017 - PASS (68.75%)            Unit 503 - 03.07.2017 - PASS (77.78%)            Unit 506 - 11.07.2017 - PASS (59.52%)            Unit 507 - 27.06.2017 - PASS (66.67%)            Unit 508 - 04.07.2017 - PASS (65.79%)</p> <p>Unit 304 - 24.07.2017- Learner evidence consisted of; practical assignment (Risk assessment, Method statement, Test results, Fault readings, declarations of authenticity and performance mapping/referencing documentation).</p> <p>Unit 505 - Task A - Learner written knowledge assessment, learner submissions and assessor outcomes (19.06.2017)</p> <p>Date of assessment and date of IQA sampling refers to interim unit completions for Unit 505.</p> <p>Learner evidence was presented at an interim stage of completion.</p>									
Robert Paynes KLF3029	28.09.2015	2397-30 301-308	James Morris	Portfolio 24.08.2017	Yes	Les Holmes	Interim 21.05.2017	Yes	Hide
<p>Learner evidence was in the format of a paper based portfolio system with use of the City and Guilds 2397 logbook as additional cross-reference. Performance based evidence was presented for 301-303 and 305-308. Performance evidence for the occupational competence unit 304 was also present for this learner. Common task - safe isolation was also evidenced.</p> <p>Learner evidence consisted of; reflective statements, witness testimony, professional discussion, supplementary photographs, onsite observations (1st fix, 2nd fix), declarations of authenticity and performance mapping/referencing documentation.</p> <p>Direct on-site assessment was noted to occurred on two separate occasions.</p> <p>The centre logbook approach reflected the required two instances of workplace performance for all units EQA sampled. A full centre devised mapping document also supported the City and Guilds logbook. This was good practice and reflected a good tool to support assessment planning.</p> <p>Date of assessment and date of IQA sampling refers to final unit completion for Unit 306.</p> <p>Certification date pends the outcome of this EQA sampling.</p>									
Clive Pearce EFV6261	01.02.2017	2394-01 303	Alan Wilson	Observation of Assessment Activi 30.08.2017	Yes	Les Holmes	Interim 30.08.2017	Yes	Hide
<p>Learner evidence - Task D - Learner evidence - (Task results, Electrical Installation Certificate, schedule of inspections, generic schedule of results, practical assessment records, declarations of authenticity and IQA sampling documentation).</p> <p>The EQA observed the learner undertaking the final practical task from Unit 303. This was the full initial verification and testing of the three-phase test rig. The construction of the rig was fully as per City and Guilds requirements. The learner received an appropriate assessment task brief and was provided with all the necessary tools and test equipment resources. The EQA validated that the assessor provided an appropriate level of supervision to the learner while the safe isolation and lock-off of power was made. The IQA observed the assessment practice being undertaken and recorded the outcomes on appropriate IQA records.</p> <p>From the evidence seen, this was a good assessment and adhered to the correct application of the award strategy.</p>									
Summary of comments on sampling	See individualised comments above.								

### 3.4 Final Questions

Please add comments to explain your response.

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

### Section 4 Action, Improvement Plan

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

Print