



# Centre Activity Report

## External Quality Assurance Sampling Visit

### Section 1 Contact details

|                               |            |
|-------------------------------|------------|
| <b>1.1 Transaction number</b> | 8000217146 |
|-------------------------------|------------|

|                        |                     |
|------------------------|---------------------|
| <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) | 24.10.2018                 |
| Start Time (24 hrs clock)     | 09:30:00                   |
| Finish Time (24 hrs clock)    | 15:30:00                   |

|                      |        |
|----------------------|--------|
| Location of activity | Centre |
|----------------------|--------|

### 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 new 2382-18 award and the IET 18th Edition Wiring Regulations.</li> <li>- The level 2365-02/03 awards</li> <li>- The 2919-01/02 vehicle charging awards</li> </ul> <p>Evidence of GLH across the award included in this EQA sample reflected GLH was being met by the scheme delivery models.</p> <p>On the basis of the evidence EQA sampled, the EQA recommends the 7202-01 award is maintained at 'MEDIUM' risk - Registration only.</p> <p>This award recommendation does not infer any non-compliance on the part of the centre, rather that the centre only plan to deliver a limited number of the overall 7202-01 units (Units 103, 105 and 107) as part of an integrated in-house 'Domestic Electrical Installation Training Course'. On this basis, the EQA is unable to validate the remainder of the units for the full award and thus be able to consider 'LOW' risk - direct claims status.</p> <p>In this context, the EQA recommends all current learners can have their appropriate award unit achievements within the range of Units 103, 105 and 107 certificated using the results override process and using an electronic Form S. This recommendation is to apply for all 7202-01 learners going forward as this does not reflect any non-compliance on the part of the centre.</p> <p>All observations from this EQA visit were discussed with centre staff during the visit and at the end.</p> |
|--|---|

|                      |  |
|----------------------|--|
| 2.2 Centre staff met |  |
|----------------------|--|

| Staff Name   | Role                    | Met   |
|--------------|-------------------------|---|
| James Morris | Centre manager/Assessor | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Alan Wilson  | Assessor                | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Les Holmes   | IQA                     | <input checked="" type="radio"/> Yes <input type="radio"/> No |

|  |   |
|--|---|
| Has the previous action plan been met by the centre? | Yes   |
| Comments   | <p>The statements and action points detailed below reflect progress/completion on the action points set for the centre's award resulting from the Qualification Approval activity on 08.03.2018 ref 8000210576.</p> <p><b>ACTION POINT ONE</b></p> <p><b>PHYSICAL RESOURCES</b> - To be able to operationally view 7202-01 award assessment resources after/during actual assessment use to ensure award compliance.</p> <p>This action is set to ensure initial and ongoing compliance with City and Guilds - 7202-01 award assessment specifications.</p> <p>(ongoing award validation post initial approval. This does not reflect non-compliance with QAP)</p> <p><b>PROGRESS</b></p> <p>The EQA was able to validate award resources from completed unit achievement records, supporting photographic evidence and through observation of assessment activity during this activity. This action point is therefore closed.</p> <p><b>ACTION POINT TWO</b></p> <p><b>ASSESSMENT</b> - To be able to view/EQA sample ongoing assessment documentation including learner records for 7202-01 to ensure compliance with award requirements and with a view to undertaking first-monitoring of completed awards.</p> <p>This action is set to ensure initial and ongoing compliance with City and Guilds - Our Quality Assurance Requirements - Section 7.1</p> <p>(ongoing award validation post initial approval. This does not reflect non-compliance with QAP)</p> <p><b>PROGRESS</b></p> <p>The EQA was able to validate award resources from completed unit achievement records and through observation of assessment activity during this activity. This action point is therefore closed.</p> <p><b>ACTION POINT THREE</b></p> <p><b>QUALITY ASSURANCE AND CONTROL</b> - To be able to view/EQA sample ongoing 7202-01 IQA documentation/practice including sample planning for candidates to ensure compliance with award requirements and with a view to undertaking first-monitoring of completed awards.</p> <p>This action is set to ensure initial and ongoing compliance with City and Guilds - Our Quality Assurance Requirements - Section 7.2</p> <p>(ongoing award validation post initial approval. This does not reflect non-compliance with QAP)</p> <p><b>PROGRESS</b></p> <p>The EQA was able to validate award resources from completed unit achievement records and through observation of assessment activity during this activity. This action point is therefore closed.</p> |

### 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 |
|----------------------|---------------------------------|--------------------------------------|---|-------------------------------------|-----------------------------------|
| 7202-01              | Level 1 Plumbing and Electrical | 7                                    | 0   | Medium (Registration)               | Medium (Registration Only)        |

#### 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 is registered for and receives 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.   |
| 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 |
|------------------------------|--------------------|---------------------------|------------------|--|---|-------------------------------------|--|---|----------|
| Aaron Yeatman<br>XS16208     | 15.03.2018         | 7202-01<br>103, 10!       | James Morris/Ala | Assignments<br>30.07.2018                              | Yes                                     | Les Holmes                          | Final<br>03.09.2018                          | 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 sampled: (Electrical award route completed only) - (Units 103, 105 and 107) learner knowledge and performance unit tasks, assessor records, assessment tracking documentation, declarations of authenticity (signed by learner, assessor, and where appropriate, IQA) and IQA reporting documentation</p> <p>Specific assessment tasks EQA sampled related to: Unit 103 Task - ES1, Unit 105 Task - EI1-EI4 and Unit 107 - Task EST 1</p> <p>Assessment of Unit 103 was completed on 25.06.2018.<br/> Assessment of Unit 105 was completed on 30.07.2018.<br/> Assessment of Unit 107 was completed on 19.06.2018.<br/> Assessment date recorded refers to final completed Unit 105</p> <p>All assessments were in accordance with scheme requirements and dates of assessment were appropriate and congruous.</p> <p>IQA sampling date refers to final summative sampling. This was in accordance with the IQA sampling plan for this learner.</p> <p>Use of supporting photographic evidence to validate practical assessments was apparent and used to good effect.</p> |                    |                           |                          |  |   |                                     |  |   |          |
| Jordan Gardner<br>XXU5385  | 15.03.2018         | 7202-01<br>103, 105       | James Morris/Alan Wilson | Assignments<br>30.07.2018                              | Yes                                     | Les Holmes                          | Final<br>03.09.2018                          | Yes   | Hide     |
| <p>Learner evidence sampled: (Electrical award route completed only) - (Units 103, 105 and 107) learner knowledge and performance unit tasks, assessor records, assessment tracking documentation, declarations of authenticity (signed by learner, assessor, and where appropriate, IQA) and IQA reporting documentation</p> <p>Specific assessment tasks EQA sampled related to: Unit 103 Task - ES1, Unit 105 Task - EI1-EI4 and Unit 107 - Task EST 1</p> <p>Assessment of Unit 103 was completed on 25.06.2018.<br/> Assessment of Unit 105 was completed on 30.07.2018.<br/> Assessment of Unit 107 was completed on 19.06.2018.<br/> Assessment date recorded refers to final completed Unit 105</p> <p>All assessments were in accordance with scheme requirements and dates of assessment were appropriate and congruous.</p> <p>IQA sampling date refers to final summative sampling. This was in accordance with the IQA sampling plan for this learner.</p> <p>Use of supporting photographic evidence to validate practical assessments was apparent and used to good effect.</p> |                    |                           |                          |  |   |                                     |  |   |          |
| James Brown<br>YJW9637   | 24.05.2018         | 7202-01<br>103, 105       | James Morris/Alan Wilson | Assignments<br>30.07.2018                              | Yes                                     | Les Holmes                          | Final<br>03.09.2018                          | Yes   | Hide     |
| <p>Learner evidence sampled: (Electrical award route completed only) - (Units 103, 105 and 107) learner knowledge and performance unit tasks, assessor records, assessment tracking documentation, declarations of authenticity (signed by learner, assessor, and where appropriate, IQA) and IQA reporting documentation</p> <p>Specific assessment tasks EQA sampled related to: Unit 103 Task - ES1, Unit 105 Task - EI1-EI4 and Unit 107 - Task EST 1</p> <p>Assessment of Unit 103 was completed on 25.06.2018.<br/> Assessment of Unit 105 was completed on 30.07.2018.<br/> Assessment of Unit 107 was completed on 19.06.2018.<br/> Assessment date recorded refers to final completed Unit 105</p> <p>All assessments were in accordance with scheme requirements and dates of assessment were appropriate and congruous.</p> <p>IQA sampling date refers to final summative sampling. This was in accordance with the IQA sampling plan for this learner.</p> <p>Use of supporting photographic evidence to validate practical assessments was apparent and used to good effect.</p> |                    |                           |                          |  |   |                                     |  |   |          |
| Peter Greenaway<br>XSJ4195   | 15.03.2018         | 7202-01<br>105            | Alan Wilson              | Observation of Assessment Activity<br>24.10.2018       | Yes                                     | Les Holmes                          | Interim<br>24.10.2018                        | Yes   | Hide     |
| <p>Learner evidence - Task EI1 - Learner evidence - (Learner practical work evidence, practical assessment records, declarations of authenticity and IQA sampling documentation).</p> <p>The EQA observed the learner undertaking the final practical task from Unit 105. This was the installation of a one-way lighting circuit. The construction of the learner installation 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 for the learner throughout the assessment. 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 |
|-------------------------------|---------|----------|
|-------------------------------|---------|----------|

| 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 | The award sampled reflected the correct application of the assessment strategy within the defined units offered. //  |
| 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 plan. IQA plans 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 was effectively maintained in respect of the individualised sampling strategy across the discrete award cohort. //  |
| 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.<br><br>Centre CA2 information provided was of exceptional quality with all required scheme information detailed to a high standard. Good work. //   |
| 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.<br><br>The EQA recommends all current learners can have their appropriate award unit achievements within the range of Units 103, 105 and 107 certificated using the results override process and using an electronic Form S. This recommendation is to apply for all 7202-01 learners going forward as this does not reflect any non-compliance on the part of the centre. // |
| 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) |
|-----------------------|--------------------------|---------------|---------|----------------------|-----------------------------|--------------------------------------|
|                       |                          |               |         |                      |                             |                                      |

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