



Centre Activity Report

External Quality Assurance Sampling Visit

Section 1 Contact details

1.1 Transaction number	8000194727
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1.2 Centre Name	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)	19.11.2018
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.</p> <p>From the EQA evidence sampled and discussed, the EQA is satisfied award GLH is appropriate.</p> <p>On the basis of the evidence EQA sampled on this activity, the EQA recommends the 2377-22, 2392-10, 2397-30, 2391-50, 2391-51, 2391-52 and 2396-01 awards are set to remain at 'LOW' risk - Full approval.</p> <p>All 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	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?	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 8000174762) on 30.08.2017.

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	16	Low (Full Approval)	Low (Full Approval)
2391-50	Level 3 Award in Initial Verific	1	0	Low (Full Approval)	Low (Full Approval)
2391-51	Level 3 Award in Periodic Inspec	2	5	Low (Full Approval)	Low (Full Approval)
2391-52	Level 3 Award in Initial and Per	5	24	Low (Full Approval)	Low (Full Approval)
2392-10	Fundamental Initial Verification	9	11	Low (Full Approval)	Low (Full Approval)
2396-01	Design, erection & verification	1	1	Low (Full Approval)	Low (Full Approval)
2397-30	Level 3 Certificate in Installin	4	3	Low (Full Approval)	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.

Quality Assurance Requirement	Finding	Comments
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.

Quality Assurance Requirement	Finding	Comments
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
Adrian Schmieder YLK3499	12.06.2018 12.07.2018	2377-22 602	James Morris	Assignments 27.06.2018	Yes	Les Holmes	Final 10.07.2018	Yes	Hide
<p>Learner evidence - Unit 602 - (Tasks A, B and C), learner evidence, assessor records, learner feedback, declarations of authenticity (signed by the learner, assessor and IQA). Date of assessment reflects practical assessment (602).</p> <p>Locations for Tasks A and B were recorded correctly in Task C to assessment specified locations. Task A reflected a Class I item of equipment in a School environment. Task B reflected a Class II item of equipment in an office environment.</p> <p>The learner completed the correct process in defining the frequencies for the locations used from the IET CoP for the equipment. Further, the learner completed all of the remaining electrical aspects of the assessment and recording in line with assessment requirements.</p> <p>IQA sampling for Unit 602 was in place for this learner. IQA sampling was summative for this learner. For the nature of the award, this was appropriate.</p>									

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
Tony Ley YVQ1579	07.08.2018 12.10.2018	2377-22 601/602	James Morris	Assignments 19.09.2018	Yes	Les Holmes	Final 08.10.2018	Yes	Hide
<p>Learner evidence - Unit 602 - (Tasks A, B and C), learner evidence, assessor records, learner feedback, declarations of authenticity (signed by the learner, assessor and IQA). Date of assessment reflects practical assessment (602).</p> <p>Locations for Tasks A and B were recorded correctly in Task C to assessment specified locations. Task A reflected a Class I item of equipment in a School environment. Task B reflected a Class II item of equipment in an office environment.</p> <p>The learner completed the correct process in defining the frequencies for the locations used from the IET CoP for the equipment. Further, the learner completed all of the remaining electrical aspects of the assessment and recording in line with assessment requirements.</p> <p>IQA sampling for Unit 602 was in place for this learner. IQA sampling was summative for this learner. For the nature of the award, this was appropriate.</p> <p>Assessment outcomes for Unit 601 (Evolve MCQ) were validated with the learner achieving a PASS grade with 96% on 19.09.2018.</p>									
Michael Skinner VSY0043	22.06.2017 18.10.2017	2391-50 500	James Morris	Assignments 04.10.2017	Yes	Les Holmes	Final 16.10.2017	Yes	Hide
<p>Learner evidence - Unit 500 - Tasks (A and B) - Learner evidence - (Task results, Electrical Installation Certificate, schedule of inspections, generic schedule of results, short answer test responses (Task B), practical assessment records, declarations of authenticity and IQA sampling documentation).</p> <p>Assessment date refers to practical Task A 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>									
Shaun Lowe EGP4874	29.11.2017 05.02.2018	2391-51 501	James Morris	Assignments 02.02.2018	Yes	Les Holmes	Final 04.02.2018	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 - Unit 501 - Tasks (A, B and C) - Learner evidence - (Task results, Electrical Installation Condition Report, Condition report inspection schedule, generic schedule of results, short answer test responses, 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 Task C 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>									
Harriette Foster XLG3704	15.02.2018 30.07.2018	2391-52 502	James Morris	Assignments 25.07.2018	Yes	Les Holmes	Final 30.07.2018	Yes	Hide
<p>Learner evidence - Unit 502 - Tasks (A, B and C) - Learner evidence - (Task results, Electrical Installation Condition Report, Condition report inspection schedule, generic schedule of results, Electrical Installation Certificate, schedule of inspections, short answer test responses, 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 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>									
Jordan Farr YLK4534	12.06.2018 12.10.2018	2391-52 502	James Morris	Assignments 17.09.2018	Yes	Les Holmes	Final 08.10.2018	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 - Unit 502 - Tasks (A, B and C) - Learner evidence - (Task results, Electrical Installation Condition Report, Condition report inspection schedule, generic schedule of results, Electrical Installation Certificate, schedule of inspections, short answer test responses, 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 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>									
Petar Jankovic WTO3161	30.10.2017 07.09.2018	2392-10 102	James Morris	Assignments 15.05.2018	Yes	Les Holmes	Final 03.09.2018	Yes	Hide
<p>Learner evidence - Unit 102 - 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>									
James Brown YJW9637	24.05.2018 07.09.2018	2392-10 102	James Morris	Assignments 14.08.2018	Yes	Les Holmes	Final 03.09.2018	Yes	Hide
<p>Learner evidence - Unit 102 - 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>									
Martin Postlethwaite EVZ6929	14.07.2017 07.09.2018	2396-01 401	James Morris	Projects 25.07.2018	Yes	Les Holmes	Final 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 - Unit 401 - Tasks A, B and C - 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 2017/18 - Electrical Training Block Burnside Training and Assessment Centre scenario.</p> <p>Date of assessment records final award unit sign-off.</p>									
Stephen Ball HCZ6772	21.04.2017	2396-01 401	James Morris	Projects 07.12.2017	Yes	Les Holmes	Final 15.12.2017	Yes	Hide
<p>Learner evidence - Unit 401 - Tasks A, B and C - 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. This was completed on 28.06.2017.</p> <p>IQA sampling reflected final summative sampling, which for the type of award is appropriate.</p> <p>Project task reflected the 2016/17 - Burt-Le-Hoque Parish Community Centre.</p> <p>Date of assessment records final award unit sign-off. The written paper (Unit 402) has not yet been successfully completed by this learner. Overall award certification pends completion of this.</p>									
Samuel Hughes RLV8863	03.10.2016 08.06.2018	2397-30 301-303	Alan Wilson/Jame	Portfolio 16.05.2018	Yes	Les Holmes	Final 01.06.2018	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 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.</p> <p>Learner evidence consisted of; reflective statements, witness testimony, professional discussion, supplementary photographs, declarations of authenticity and performance mapping/referencing documentation.</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 award completion.</p>									
Andrew Roy VTD8223	23.06.2017 08.06.2018	2397-30 501-503	Alan Wilson/Jame	Portfolio 09.02.2018	Yes	Les Holmes	Final 01.06.2018	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 306 was also present for this learner.</p> <p>Evolve examination results reflected;</p> <p>Unit 501 - 27.11.2017 - PASS (97.22%) Unit 502 - 11.12.2017 - PASS (78.13%) Unit 503 - 28.11.2017 - PASS (80.56%) Unit 506 - 05.12.2017 - PASS (90.48%) Unit 507 - 27.11.2017 - PASS (82.22%) Unit 508 - 21.11.2017 - PASS (81.58%)</p> <p>Unit 306 - 09.02.2018 - Learner evidence consisted of; reflective statements, witness testimony, supplementary photographs, declarations of authenticity and performance mapping/referencing documentation.</p> <p>Unit 505 - Task A - Learner written knowledge assessment, learner submissions and assessor outcomes (06.11.2017)</p> <p>Date of assessment and date of IQA sampling refers to final award completion.</p>									
James Brown YJW9637	04.09.2018	2391-52 502	James Morris	Observation of Assessment Activi 19.11.2018	Yes	Les Holmes	Interim 19.11.2018	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 - Task B - 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 main test and inspection task from Unit 502. This was the combined EIC and EICR inspection and test of a simulated industrial installation.</p> <p>The learner received an appropriate assessment task brief and was provided with all the necessary documentation. The learner elected to use their own test equipment. 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.
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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.

Quality Assurance Requirement	Finding	Comments
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)

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