



Centre Activity Report

External Quality Assurance Sampling Visit

Section 1 Contact details

1.1 Transaction number	8000252289
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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)	14.11.2019
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 quality 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"> - The 2382-18 award and the IET 18th Edition Wiring Regulations. - The 2919-01/02 vehicle charging awards <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>
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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
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Comments	There were no action points arising from the last EQA sampling (ref 8000217146) on 24.10.2018.
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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	The 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. Evidence of this process was defined for learner XSJ4195 Peter Greenaway, who was approved by City and Guilds Policy Group (Prashant Nair) on 20.05.2019 noting provision for 50% additional time on assessments.

Quality Assurance Requirement	Finding	Comments
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 sampling activity.

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
Patrick Kapelka AJC9993	14.01.2019	7202-01 103, 105	Alan Wilson	Assignments 01.04.2019	Yes	Les Holmes	Final 29.05.2019	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 01.04.2019. Assessment of Unit 105 was completed on 04.03.2019. Assessment of Unit 107 was completed on 21.01.2019. Assessment date recorded refers to final completed Unit 103</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> <p>Certification pending the outcome of this EQA sample.</p>									
Oliver Downton AJF4106	14.01.2019	7202-01 105 and	Alan Wilson	Assignments 22.07.2019	Yes	Les Holmes	Final 12.09.2019	Yes	Hide
<p>Learner evidence sampled: (Electrical award route completed only) - (Units 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 105 Task - EI1-EI4 and Unit 107 - Task EST 1</p> <p>Assessment of Unit 105 was completed on 22.07.2019. Assessment of Unit 107 was completed on 01.07.2019. 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>Certification pending the outcome of this EQA sample.</p>									
Christian Williams AWS1060	14.03.2019	7202-01 103, 105	Alan Wilson	Assignments 19.08.2019	Yes	Les Holmes	Final 12.09.2019	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 19.08.2019. Assessment of Unit 105 was completed on 22.07.2019. Assessment of Unit 107 was completed on 01.07.2019. Assessment date recorded refers to final completed Unit 103.</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>Certification pending the outcome of this EQA sample.</p>									
Michael Morgan BGJ1082	03.05.2019	7202-01 103, 105	Alan Wilson	Assignments 19.08.2019	Yes	Les Holmes	Final 12.09.2019	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 19.08.2019. Assessment of Unit 105 was completed on 22.07.2019. Assessment of Unit 107 was completed on 01.07.2019. Assessment date recorded refers to final completed Unit 103.</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> <p>Certification pends the outcome of this EQA sample.</p>									
Peter Greenaway XSJ4195	15.03.2018	7202-01 103, 105	Alan Wilson	Assignments 12.11.2018	Yes	Les Holmes	Interim 15.03.2019	Yes	Hide
<p>This learner was EQA sampled at an interim stage of Unit 105 completion.</p> <p>This learner was evidenced as having been identified with profound learning difficulties (full report in place - Dyslexia). From this report the centre contacted City and Guilds Policy Group for guidance on Access Arrangements were defined as being able to allow an additional 50% time allowance in this instance.</p> <p>Learner evidence sampled: (Electrical award route completed only) - (Units 103, 105 (partial completion) 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-EI2,EI4 and Unit 107 - Task EST 1</p> <p>Assessment of Unit 103 was completed on 12.11.2018. Assessment of Unit 107 was completed on 09.10.2018. Assessment date recorded refers to final completed Unit 103.</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 interim sampling for Unit 103. 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> <p>Certification pends the outcome of this EQA sample.</p>									
Ben Hart ZZJ6988	28.11.2018	7202-01 103, 105	Alan Wilson	Assignments 01.04.2019	Yes	Les Holmes	Final 29.05.2019	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 01.04.2019. Assessment of Unit 105 was completed on 04.03.2019. Assessment of Unit 107 was completed on 21.01.2019. Assessment date recorded refers to final completed Unit 103.</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> <p>Certification pends the outcome of this EQA sample.</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
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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. 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. 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. Specifically, this override relates to the following learners; <table border="0"> <tr><td>AWS1060</td><td>Christian</td><td>Williams</td></tr> <tr><td>AGY4373</td><td>Kevin</td><td>Sheppard</td></tr> <tr><td>AHC9537</td><td>David</td><td>Robertson</td></tr> <tr><td>YXV9996</td><td>Matthew</td><td>Richards</td></tr> <tr><td>YVF2866</td><td>Arthur</td><td>Reid</td></tr> <tr><td>BGJ1082</td><td>Michael</td><td>Morgan</td></tr> <tr><td>AJC9993</td><td>Patrick</td><td>Kapelka</td></tr> <tr><td>ZZJ6988</td><td>Ben</td><td>Hart</td></tr> <tr><td>XSJ4195</td><td>Peter</td><td>Greenaway</td></tr> <tr><td>AJF4106</td><td>Oliver</td><td>Downton</td></tr> <tr><td>YRJ3334</td><td>Jonathan</td><td>Badham</td></tr> <tr><td>AHC9548</td><td>Joseph</td><td>Aitchison</td></tr> </table> //	AWS1060	Christian	Williams	AGY4373	Kevin	Sheppard	AHC9537	David	Robertson	YXV9996	Matthew	Richards	YVF2866	Arthur	Reid	BGJ1082	Michael	Morgan	AJC9993	Patrick	Kapelka	ZZJ6988	Ben	Hart	XSJ4195	Peter	Greenaway	AJF4106	Oliver	Downton	YRJ3334	Jonathan	Badham	AHC9548	Joseph	Aitchison
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Are there any other risks concerning IQA activity? //	<input type="radio"/> Yes <input checked="" type="radio"/> No	None identified within this sampling activity. //																																				

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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