



Centre Activity Report

External Quality Assurance Sampling Visit

Section 1 Contact details

1.1 Transaction number	8000637153
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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*	+447976627313
Email address*	james.morris@morriservices.co.uk

Consultant Name	Shaun Smith
Type of activity	External QA Sampling Visit
Date of activity (dd.mm.yyyy)	23.06.2025
Start Time (24 hrs clock)	09:00:00
Finish Time (24 hrs clock)	15:00:00

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 first monitoring sampling activity requested by the City and Guilds Quality Office for the 2365-02 since it's initial qualification approval in June 2024.</p> <p>The visit began with the EQA providing the centre with an update on the Electrotechnical Award suite.</p> <p>Evidence of GLH for the award included in this EQA sample reflected that GLH was being met by the scheme delivery model.</p> <p>On the basis of the evidence EQA sampled, the EQA recommends the 2365-02 award is set to 'LOW' risk - Full Approval.</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	Assessor/Head of Centre	<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	This is the first sampling activity for the centre's 2365-02 award following scheme approval.

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
2365-02	Level 2 Diploma in Electrical Installation	6	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 to and was noted to reflect appropriate deployment for the award 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 award sampled and all were noted to 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 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	No sub-contracted arrangements were evidenced or reported as applicable to the schemes sampled.
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	Within the remit of the award sampled, 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	Evidence of updating and review of award progress at individual assessment level was validated by the EQA.
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	The centre has induction and screening procedures in place with appropriate access to assessment arrangements being invoked where required and applicable.
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
Adam [REDACTED]	21.11.2024	2365-02 204, 21	James Morris	Assignments 06.05.2025	Yes	Les Holmes	Final 02.06.2025	Yes	Hide
<p>Evolve assessment results for Units 601 (28.01.2025 - 84% PASS), 602 (04.03.2025 - 62.5% PASS), 203 (01.04.2025 - 62.50% PASS) and 210 (22.04.2025 - 95% PASS) were in place.</p> <p>Unit 211 (Tasks A-F) - Evidence consisted of knowledge and practical assessment marking sheets, unit statements of authenticity (signed by the learner and assessor) and required supporting supplementary photographic evidence.</p> <p>Unit 211 - Final task assessment was assessed as complete on 26.04.2025.</p> <p>Unit 204 - (Task A) - Evidence consisted of learner responses (including generic schedule of results for dead tests and practical assessment marking sheets) and required materials requisitions</p> <p>Unit statements of authenticity (signed by the learner and assessor) and included detailed assessor feedback. This unit task was recorded as completed on 06.05.2025.</p> <p>Learner evidence also reflected comprehensive assessment task tracking and completion of the required induction declaration form related to the 2365-02 in the context of the electrical industry.</p> <p>Date of assessment refers to final unit completion for Unit 204.</p> <p>IQA sampling for this learner was recorded for both Units 211 and 204. This was in accordance with the IQA sample strategy/plan.</p>									
RYAN [REDACTED]	21.11.2024	2365-02 204, 21	James Morris	Assignments 06.05.2025	Yes	Les Holmes	Final 02.06.2025	Yes	Hide
<p>Evolve assessment results for Units 601 (28.01.2025 - 84% PASS), 602 (04.03.2025 - 90% DISTINCTION), 203 (01.04.2025 - 87.50% PASS) and 210 (22.04.2025 - 90% PASS) were in place.</p> <p>Unit 211 (Tasks A-F) - Evidence consisted of knowledge and practical assessment marking sheets, unit statements of authenticity (signed by the learner and assessor) and required supporting supplementary photographic evidence.</p> <p>Unit 211 - Final task assessment was assessed as complete on 26.04.2025.</p> <p>Unit 204 - (Task A) - Evidence consisted of learner responses (including generic schedule of results for dead tests and practical assessment marking sheets) and required materials requisitions</p> <p>Unit statements of authenticity (signed by the learner and assessor) and included detailed assessor feedback. This unit task was recorded as completed on 06.05.2025.</p> <p>Learner evidence also reflected comprehensive assessment task tracking and completion of the required induction declaration form related to the 2365-02 in the context of the electrical industry.</p> <p>Date of assessment refers to final unit completion for Unit 204.</p> <p>IQA sampling for this learner was recorded for both Units 211 and 204. This was in accordance with the IQA sample strategy/plan.</p>									
Luca [REDACTED]	03.12.2024	2365-02 204, 21	James Morris	Assignments 06.05.2025	Yes	Les Holmes	Final 02.06.2025	Yes	Hide
<p>Evolve assessment results for Units 601 (28.01.2025 - 76% PASS), 602 (04.03.2025 - 100% DISTINCTION), 203 (01.04.2025 - 77.50% PASS) and 210 (22.04.2025 - 90% PASS) were in place.</p> <p>Unit 211 (Tasks A-F) - Evidence consisted of knowledge and practical assessment marking sheets, unit statements of authenticity (signed by the learner and assessor) and required supporting supplementary photographic evidence.</p> <p>Unit 211 - Final task assessment was assessed as complete on 26.04.2025.</p> <p>Unit 204 - (Task A) - Evidence consisted of learner responses (including generic schedule of results for dead tests and practical assessment marking sheets) and required materials requisitions</p> <p>Unit statements of authenticity (signed by the learner and assessor) and included detailed assessor feedback. This unit task was recorded as completed on 06.05.2025.</p> <p>Learner evidence also reflected comprehensive assessment task tracking and completion of the required induction declaration form related to the 2365-02 in the context of the electrical industry.</p> <p>Date of assessment refers to final unit completion for Unit 204.</p> <p>IQA sampling for this learner was recorded for both Units 211 and 204. This was in accordance with the IQA sample strategy/plan.</p>									
Jon [REDACTED]	06.01.2025	2365-02 204, 21	James Morris	Assignments 06.05.2025	Yes	Les Holmes	Final 02.06.2025	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?
<p>Evolve assessment results for Units 601 (28.01.2025 - 92% PASS), 602 (04.03.2025 - 100% DISTINCTION), 203 (01.04.2025 - 87.50% DISTINCTION) and 210 (22.04.2025 - 95% PASS) were in place.</p> <p>Unit 211 (Tasks A-F) - Evidence consisted of knowledge and practical assessment marking sheets, unit statements of authenticity (signed by the learner and assessor) and required supporting supplementary photographic evidence.</p> <p>Unit 211 - Final task assessment was assessed as complete on 26.04.2025.</p> <p>Unit 204 - (Task A) - Evidence consisted of learner responses (including generic schedule of results for dead tests and practical assessment marking sheets) and required materials requisitions</p> <p>Unit statements of authenticity (signed by the learner and assessor) and included detailed assessor feedback. This unit task was recorded as completed on 06.05.2025.</p> <p>Learner evidence also reflected comprehensive assessment task tracking and completion of the required induction declaration form related to the 2365-02 in the context of the electrical industry.</p> <p>Date of assessment refers to final unit completion for Unit 204.</p> <p>IQA sampling for this learner was recorded for both Units 211 and 204. This was in accordance with the IQA sample strategy/plan.</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 complied with in respect of EQA sampling undertaken for the award 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.
Have all assessments been sampled as planned?	<input checked="" type="radio"/> Yes <input type="radio"/> No	IQA activity reflected undertaking of sampling of assessed learner evidence in line with the IQA sampling plans. In addition to the summative IQA sampling recorded, evidence of interim sampling for Unit 211 was also noted as in place.
Do IQA staff facilitate regular standardisation activities?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Standardisation was evidenced through centre records.
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. Feedback to the Assessor on candidate assessment practice was recorded and annotated in appropriate records. Evidence of IQA audit tracking was noted in all relevant candidate records.
Do IQA staff maintain appropriate sampling plans in line with CAMERA?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Sampling plans were effectively maintained.
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 for this activity.
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. On the basis of the evidence EQA sampled, the EQA recommends the 2365-02 is moved to 'LOW' risk full approval
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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