

# Centre Activity Report

## External Quality Assurance Sampling Visit

### Section 1 Contact details

1.1 Transaction number	8000627898
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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)	19.11.2025
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 City and Guilds External Quality Assurer (EQA).</p> <p>The visit began with the EQA providing the centre with an update on the Electrotechnical Award suite.</p> <p>On the basis of the evidence EQA sampled, the EQA recommends the 2392-10 award is set to remain at 'LOW' risk - Full Approval.</p> <p>The 2365-03 is recommended to be set to 'LOW' risk - Full approval. This was the first sampling for this award since initial qualification approval on 31.03.2025.</p> <p>The 2921-34 award is yet to be completed by learners in order to undertake first monitoring. The EQA recommends this therefore remains at MEDIUM risk - Registration only at this time. This is not a reflection of any non-compliance by 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	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	<p>This is the first sampling activity for the 2365-03 and 2921-34 awards following award approval on 31.03.2025 QAP ref 8000608713.</p> <p>For the 2392-10 award - there were no action points outstanding from the last sampling of this award which took place on 26.06.2023 ref 8000390634.</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
2365-03	Level 3 Diploma in Electrical In //			Medium (Registration)	Low (Full Approval)
2392-10	Fundamental Initial Verification //			Low (Full Approval)	Low (Full Approval)
2921-34	Level 3 Award in the Requirement //			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 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
	02.05.2025	2365-03 624, 30	James Morris	Assignments 18.08.2025	Yes	Les Holmes	Final 29.08.2025	Yes	Hide
<p>This learner was shown to have fully completed this award at the date of EQA sample.</p> <p>Unit 211 was completed as part of the 2365-02 and was certificated on 11.07.2025. This is therefore an exemption.</p> <p>Evolve assessments - Unit 624 completed on 16.06.2025 (Pass 88.57%), Unit 301 completed on 28.07.2025 (Pass 81.48%), Unit 623 completed on 30.06.2025 (Pass 90.00%), Unit 625 completed on 21.07.2025 (Pass 86.67%)</p> <p>Unit 612 (Task A) - Evidence consisted of learner responses, knowledge assessment marking sheets, task statements of authenticity (signed by the learner and assessor) - Assessed 21.07.2025</p> <p>Unit 612 (Task B) - Evidence consisted of learner responses, practical assessment marking sheets, supporting photographic evidence, task statements of authenticity (signed by the learner and assessor) - Assessed 07.07.2025</p> <p>Unit 613 (Task A) - Evidence consisted of learner responses, practical assessment marking sheets, supporting photographic evidence, task statements of authenticity (signed by the learner and assessor) - Assessed 11.08.2025</p> <p>Unit 614 (Task A) - Evidence consisted of learner responses, practical assessment marking sheets, task statements of authenticity (signed by the learner and assessor) - Assessed 11.08.2025</p> <p>Unit 615 (Task A) - Evidence consisted of learner responses, design assessment marking sheets, task statements of authenticity (signed by the learner and assessor) - Assessed 18.08.2025</p> <p>Date of assessment refers to final unit completion for the full qualification.</p> <p>All recorded dates are congruous and appropriate.</p> <p>This IQA was in the form of documentary sampling of assessment evidence. In respect of the overall award progress, IQA was final. IQA sampling was completed on 29.08.2025.</p>									
	02.05.2025	2365-03 624, 30	James Morris	Assignments 20.08.2025	Yes	Les Holmes	Final 29.08.2025	Yes	Hide
<p>This learner was shown to have fully completed this award at the date of EQA sample.</p> <p>Unit 211 was completed as part of the 2365-02 and was certificated on 11.07.2025. This is therefore an exemption.</p> <p>Evolve assessments - Unit 624 completed on 16.06.2025 (Pass 97.14%), Unit 301 completed on 28.07.2025 (Pass 88.89%), Unit 623 completed on 30.06.2025 (Pass 86.67%), Unit 625 completed on 21.07.2025 (Pass 96.67%)</p> <p>Unit 612 (Task A) - Evidence consisted of learner responses, knowledge assessment marking sheets, task statements of authenticity (signed by the learner and assessor) - Assessed 21.07.2025</p> <p>Unit 612 (Task B) - Evidence consisted of learner responses, practical assessment marking sheets, supporting photographic evidence, task statements of authenticity (signed by the learner and assessor) - Assessed 07.07.2025</p> <p>Unit 613 (Task A) - Evidence consisted of learner responses, practical assessment marking sheets, supporting photographic evidence, task statements of authenticity (signed by the learner and assessor) - Assessed 11.08.2025</p> <p>Unit 614 (Task B) - Evidence consisted of learner responses, knowledge assessment marking sheets, task statements of authenticity (signed by the learner and assessor) - Assessed 16.06.2025</p> <p>Date of assessment refers to final unit completion for the full qualification.</p> <p>All recorded dates are congruous and appropriate.</p> <p>This IQA was in the form of documentary sampling of assessment evidence. In respect of the overall award progress, IQA was final. IQA sampling was completed on 29.08.2025.</p>									
	19.05.2025 10.07.2025	2392-10 102	James Morris	Assignments 30.06.2025	Yes	Les Holmes	Final 04.07.2025	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>Evolve assessments - Unit 100 completed on 16.06.2025 (Pass 72.00%)</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>									
	19.05.2025 10.07.2025	2392-10 102	James Morris	Assignments 30.06.2025	Yes	Les Holmes	Final 04.07.2025	Yes	Hide

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<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>Evolve assessments - Unit 100 completed on 16.06.2025 (Pass 94.00%)</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>									
	20.10.2025	2921-34 305	Evolve only	Assignments	N/A			N/A	Hide
<p>The award assessments for Unit 305 of this complex are assessed online using the Evolve platform.</p> <p>This learner is yet to undertake the Evolve assessment and attain a PASS grade. No other learners have as yet completed this qualification. Therefore this qualification is not included for EQA sampling in this activity and will be addressed when appropriate at a later date.</p> <p>The 2921-34 is a short course delivery.</p>									
	03.07.2023 25.07.2023	2392-10 102	James Morris	Assignments 24.07.2023	Yes	Les Holmes	Final 25.07.2023		Hide
<p>This additional learner was chosen as part of a random sample selected on the date of activity and was not on the original activity planner (PA1).</p> <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>Evolve assessments - Unit 100 completed on 16.06.2025 (Pass 72.00%)</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>									
Summary of comments on sampling	<p>See individualised comments above.</p> <p>The centre run bespoke learning programmes for the above qualification on demand. these are undertaken by learners on a full cost recovery basis. On the date of this activity, there were no live learners in the centre or courses being run. On this basis, the EQA was not able to observe assessment practice. this was not a centre non-compliance.</p>								

### 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 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 activity reflected undertaking of sampling of assessed learner evidence in line with the IQA sampling plans. //
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. //

Quality Assurance Requirement	Finding	Comments
Are records of IQA activity maintained and made available in line with City & Guilds / ILM requirements ? //	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	All requested records were made available to the EQA for this activity. //
Do all claims for certificates meet the necessary requirements? //	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	All assessment decisions were appropriate and are upheld by the EQA. //
Are there any other risks concerning IQA activity? //	<div><div><input type="radio"/> Yes</div><div><input checked="" type="radio"/> No</div></div>	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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