



F/EAL/29200 - Visit to Morris Services Limited

Summary at 23/12/2014 23:18:32

Form type

Centre engagement

Who has control?

EAL

Linked to quals

Level 2 Certificate For Domestic Electrical Installers (500/4385/7)

Level 3 Electrotechnical Services (SE) (100/4720/7)

Level 3 Certificate In Installing, Testing and Ensuring Compliance of Electrical Installations in Dwellings (SE) (QCF) (600/7695/1)

SECTION: Engagement purpose

Summarise the purpose and scope of the engagement.

Type of engagement

Visit - SELECTED

Second EAL representative (if appropriate)

No answer provided.

Date of the engagement

16/12/2014

Name of centre liaison

J.Morris

If appropriate units covered during the engagement

No answer provided.

Engagement reason - Governance and QA and/or Exam Delivery

Verify claims (portfolios etc) - **SELECTED**

Engagement reason - Qualification Delivery & Learner Experience

No options selected.

Engagement reason - Support and Advice (centre driven)

No options selected.

Engagement reason - Support and Advice

No options selected.

SECTION: Centre update

Summarise main developments at the centre.

What's new/changed?

Centre has downsized footprint without any detriment to learners.

What recent external audits, engagements, awards have you had that may help focus this engagement?

No answer provided.

Possible new opportunities/areas of interest at the centre where further support may be required

No answer provided.

If engagement was cancelled/postponed details of why?

No answer provided.

SECTION: Engagement summary & main outcomes/recommendations

Summarises the outcomes of the engagement.

Level of compliance in relation to the areas covered in the engagement:

Green (fully compliant) - **SELECTED**



Engagement summary and main outcomes

The purpose of today's visit was to verify claims of qualifications listed and interview staff linked to the qualifications. The meeting was hosted by J.Morris with L.Holmes and A.Wilson

Members of the Internal Quality Assurance (IQA) team provided information regarding the last claim period and a range of records to support their IQA activities.

The assessment team continue to provide a very good standard of assessment for Level 2 and Level 3 qualifications and continue to develop their assessment systems to ensure they are effective and efficient. Some minor issues were identified and recommendations were recorded.

An Level 3 Electrotechnical Services portfolio was nearing completion and all associated assessment documentation was present so it was agreed to lift the restriction on claims for the 100/4720/SEB qualification.

The centre has confirmed all learner registrations are up to date, and that no assessment of EAL qualifications is conducted prior to learners being registered.

The centre are managing current learners registered on EAL qualifications to ensure they complete their programme/qualification within certification end dates

A copy of the centre's malpractice/maladministration policy has been requested which is currently under review, and this is to be forwarded to the E.V.

The External Verifiers centre strategy has been updated, and a copy is recorded within the Advice and Support section of this report.

Information was entered into the highlighted sections of this report and the centres overall risk rating will be up dated once the engagement form is returned to EAL and closed.

The next monitoring visit is planned for 15th December 2015. Visit details will be finalised nearer to the date.

Risks identified during the engagement

No answer provided.

Areas of considerable strength/good practice

Excellent facilities and test rigs

Recommendations for the centre

Review IQA documents

Sections of the report that contain actions

No actions assigned - **SELECTED**

If appropriate, sanctions that will be imposed

No options selected.

If appropriate sanctions that will be recommended

No options selected.

Rationale for the sanctions (if appropriate)

No answer provided.

SECTION: Centre feedback

Please provide your views on the engagement outcomes.

Views on the approach to the engagement final report (eg do you accept it is an accurate reflection of the findings)

We were asked to undertake CPD with regard to the future delivery in respect of Environmental Technology and subsequently all delivery staff have been registered through EAL to undertake a level 3 qualification in this subject area.

Views on the work and approach of the EV during the engagement

Very satisfied - SELECTED

Views on the monitoring form and nature of the questions and feedback to the centre

Very satisfied - SELECTED

If appropriate, what views do you have on whether the assessment arrangements for the qualification(s) covered by this engagement were fit for purpose and/or enable your centre to deliver the qualification efficiently and effectively?

No answer provided.

What views do you have on the qualification(s) covered by this engagement that you wish to feedback to EAL (eg the relevance of the qualification to sector needs, aspects of the content or assessment arrangements which in your view disadvantaged certain learners; progression opportunities, or the appropriateness of the qualification specification)?

No answer provided.

Any other comments/feedback the centre wishes to make about the engagement and/or EAL

We are happy to undertake NVQ assessments within the EAL7695 Qualified Supervisor Qualification. However we are very annoyed that after awarding body approval a year ago in relation to the assessment strategy and the OCU unit that without any approved centre feedback or communication the qualification assessment requirements are likely to change in 2015 after serious financial outlay at the centre has been undertaken.

SECTION: Governance and quality assurance

Focuses on the centre's core systems, partnership arrangements, developments and overarching QA arrangements and policies.

Does the centre have robust internal arrangements?

No options selected.

Does the centre have appropriate staff (with expertise and competence) and resources in place to deliver the qualification(s) in accordance with the relevant qualification and/or regulatory requirements?

No options selected.

Does the centre have appropriate learner registration, tracking and certification request arrangements and are they maintained for a minimum of 3 years?

No options selected.

Does the centre have appropriate arrangements in place for dealing with special consideration and reasonable adjustment requests (including appropriate records)?

No options selected.

Does the centre have appropriate arrangements in place to prevent and, if they occur, investigate allegations of malpractice and maladministration?

No - no documented malpractice/malpractice arrangements in place - SELECTED



Does the centre have appropriate QA arrangements in place?

No options selected.

Does the centre have appropriate standardisation arrangements in place?

No options selected.

Is the centre aware and adhering to EAL Policies and procedures?

No options selected.

Has the centre provided learners with access to complaints and appeals procedures and policies?

No options selected.

Notes

No answer provided.

Details of any actions the centre must address

A/EAL/3422 - (BL)Maladministration and Malpractice Policy

Potential Risk

Low - SELECTED



Rationale for the risk judgement

There is no risk

SECTION: Exam delivery

Focuses on how the centre delivers exams and whether this is being carried out in accordance within EAL's "Procedures for conducting the exam component with EAL qualifications."

List the exam staff you interviewed

Anne Morris

Name the learners you interviewed

No answer provided.

Did the exam venue(s) comply with EAL's exam procedures?

Yes - fully compliant - **SELECTED**



Are the centre's pre-exam arrangements compliant with EAL's exam procedures?

No options selected.

Are the centre's exam delivery arrangements compliant with EAL's exam procedures?

No options selected.

All exam materials are returned in accordance with EAL's procedures? (Checked against EAL's Exam Conduct Report)

No options selected.

Notes

No answer provided.

Provide any details of findings which may indicate suspected Malpractice / Maladministration, (e.g. compliance to EAL exams procedures including loss or theft or confidentiality of assessment materials)

No answer provided.

Details of any actions the centre must address

No actions added.

Potential Risk

Low - SELECTED

Rationale for the risk judgement

there is no risk

SECTION: Qualification delivery

Focuses on how the centre delivers EAL qualifications, the assessment methods used, application of quality assurance procedures and the appropriateness of the centre's staff and resources (including sites used to deliver the qualification).

Delivery staff sampled/interviewed

L HOLMES

J MORRIS

A WILSON

QA staff sampled/interviewed

L HOLMES

J MORRIS

What is the centre's approach to quality assurance and what are the recent findings/issues?

There were no major issues or concerns raised through Internal verification activity, and assessors have received constructive feedback from the Internal Verifier. It was suggested that the Centre review EAL documentation to maintain the rigor and put a strategy in place for IQA.

Was the centre's approach to quality assuring assessment arrangements appropriate?

Yes - SELECTED

Notes

There was a risk of conflict of interest with respect to staff completing EAL qualifications. It was seen that the staff members have or are in the process of completing the full qualification as part of their CPD. Formative and summative sampling is carried out across all learners, and any actions raised through IQA/I.V. activity are documented and signed off once actions have been addressed.

Was the staff performance and knowledge adequate?

No answer provided.

List the associate sites visited (if appropriate)

No answer provided.

Assessment methods sampled

Setting projects and tasks - **SELECTED**

Assessing the learner's report of their work - **SELECTED**

Delivery/training arrangements (if appropriate)

Lesson plan - **SELECTED**

Practical demonstration - **SELECTED**

Group participation - **SELECTED**

Appropriate training materials - **SELECTED**

Appropriate visual aids used - **SELECTED**

Appropriate tasks/exercises used - **SELECTED**

Appropriate learner support - **SELECTED**

Were appropriate assessment arrangements and evidence in place?

Yes - **SELECTED**

**Were Particular Assessment Requirements applied in assessment as per EAL guidance?**

No options selected.

Notes

No answer provided.

Was assessments carried out in another language other than English and if so was approval sought from EAL beforehand and is the level of demand consistent with those delivered in English?

None

Details of any actions the centre must address

No actions added.

Potential Risk

Low - SELECTED

Rationale for the risk judgement

There is no risk to the qualification.

SECTION: Learner experience

Focuses on the learner's experiences whilst undertaking the qualification(s)

Learners you interviewed/sampled

All units sampled

500/4385/7 Certificate Domestic Electrical Install2 70821373 JOSHUA TUCKER

500/4385/7 Certificate Domestic Electrical Install2 70821375 PAUL CLARK

500/4385/7 Certificate Domestic Electrical Install2 70823664 CLIVE W PEARCE

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70823664 CLIVE W PEARCE

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70863802 PETER STEVENS

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70863827 RICHARD HOSKING

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70880880 LEE BELCHER

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70892161 GUY B JONES Interviewed

600/7695/1 Cert Ins Test&Ens Comp El Ins Dwell3(QCF 70900224 HADI KHABIRI Interviewed

Has the learner(s) met their relevant delivery staff?

Yes - SELECTED

Did the learner(s) know about the relevant QA staff and arrangements?

Yes - SELECTED

Did the learner(s) have access to the appropriate materials to undertake the course/qualification/unit?

Yes - SELECTED

Has the learner(s) received feedback from their associated delivery staff?Yes - SELECTED **Did the learner(s) feel they had enough time to complete the qualification/course/units?**Yes - SELECTED **Did the learner(s) understand the process and qualification?**Yes - SELECTED **Did the learner(s) have any views on EAL (eg in relation to the qualification, the course, the centre and materials, etc)**

The learners interviewed were complimentary to the staff and centre for the delivery of the qualification. They had some comments which related to the examinations which has been noted in the delivery feedback. They also felt the course content was relevant to their requirements and expectations.

Notes

No answer provided.

Details of any actions the centre must address

No actions added.

Potential RiskLow - SELECTED **Rationale for the risk judgement**

There is no risk

SECTION: Advice and support

Captures details of the advice, support and guidance given to the centre.

(Additional) Topics/details covered in this engagement

There was some discussion on the Qualified Supervisor qualification.

Points raised

1. Substantial investment made in assessment rigs unhappy with the requirement to do site based assessment
2. Examination notification of adjusted results 1 hour before resit
3. No level playing field with Competent persons schemes with respect to joining requirements.
4. Weekend server maintenance causing issues with examinations.

No documents added.

Notes

1 - Claims since last visit 161214.xlsx private to this form

1 - EV centre strategy2015.doc private to this form

End of form