

Morris Services Ltd

Unit 18
 Avondale Business Centre
 Woodland Way
 Kingswood
 Bristol
 BS15 1AW

LCL Awards Centre No: LC378
 Parnassus No: 315
 UKRLP No: 10022289
 LRS No: U22280

Date of audit:	25/01/2023	Type of audit:	Annual Audit (Remote)
Centre representative(s):	James Morris	Centre IQA:	Les Holmes
Professional Indemnity & Public Liability Ins. Details:	NFU Mutual Policy No: 080X2965875/N03 PL: £5,000,000 PI: £5,000,000	Expiry:	21/07/2023
ICO No:	ZA934650	Expiry:	11/03/2023
GSR No:	N/A	Expiry:	
Current Scope of Approval:	LCL, RQF		
Comments on query rates:	One query on safe isolation recorded.		
LCL Awards EV:	Steve Humphreys		

Approved Centre Personnel Records (includes freelance)

Name	LCA no.	Trainer	Assessor	I/IQA	Other	C&I agreement	Induction	CV	CPD log	Certificates of competency	First aid
Alan George Wilson	LCA1735	Y	Y	Y		Y	Y	Y	Y		Y
James Morris	LCA1725	Y	Y	Y		Y	Y	Y	Y		Y
Les Guy Holmes	LCA1736	Y	Y	Y		Y	Y	Y	Y		Y
Anne Morris					Internal Auditor	Y	Y	Y			

EQA Quality Management Audit Report for 2023

Approved Centre QMS Section	
1. The Approved Centre (AC) and the AC Quality Management System (QMS)	
2. Quality Statements	
3. Standards Of Service	<ul style="list-style-type: none"> The centre has completed this section with points 3.3.1 - 3.3.3 processing of assessment documentation having a timeline of 30 days.

4. Diversity and Equality	<ul style="list-style-type: none"> ■ The centre has adopted this policy and ensures that it is inclusive in its approach to offering qualifications and courses to learners. The centre understands the process for reasonable adjustments and offers additional support as required. The centres internal online booking system does ask questions regarding any learning differences.
5. Centre Approval Register	
6. Approved Centre Personnel	<ul style="list-style-type: none"> ■ James Morris has been identified as the Internal Auditor but has major roles and responsibilities in regards to the QMS. The Internal Auditor must be impartial, please amend and resubmit. ■ The centre submitted this section as requested with tables 1 & 2 completed identifying staff roles and responsibilities. This is a small centre with a well established team. James Morris is the Centre Manager and takes charge of the running of the centre and management of the QMS.
7. Personnel Training, Development and Qualifications	<ul style="list-style-type: none"> ■ The centre submitted up to date CPD records for all Trainer/Assessors. The CPD records show a wide range of industry and technical knowledge.
8. Monitoring of Personnel Performance	<ul style="list-style-type: none"> ■ The centre submitted 'staff appraisal review forms' for Anne Morris and Alan Wilson (dated 06/07/2022). The appraisal forms are very detailed with performance competences scored 1-5 and goal setting and development. Well done.
9. Register of Approved Assessors, Invigilators and Internal Verifiers	
10. Assessor Roles and Responsibilities	<ul style="list-style-type: none"> ■ The assessors roles and responsibilities within the centre are fully understood. This is reflected in the smooth running of this centre.
11. Management Review and Internal Audit	
a. Meetings	<ul style="list-style-type: none"> ■ The centre submitted MRM minutes dated 06/01/2023 with all centre staff present. These minutes are very comprehensive and detailed covering all the required agenda items. Well done.
b. Internal Audit Plan & Reports	<ul style="list-style-type: none"> ■ The centre submitted an internal audit plan for 2023 with proposed dates for several sections to be audited. The plan is well structured and manageable. The centre also submitted several audit reports completed by Anne Morris (IA). The reports have been completed to a high standard giving good detail in the executive summary. Well done to Anne.
12. Internal Quality Assurance	
a. Internal Verification	<ul style="list-style-type: none"> ■ The centre has very robust internal quality assurance processes in place. These include verification of assessment documentation, assessor observations. This is evidenced in various centre and LCL Awards IQA documents including the 'IQA Sampling Plan and Record.'

b. Internal Verifiers Reports	<ul style="list-style-type: none"> The centre submitted several IVCR's completed to a good standard. The centre also submitted two internal verifiers reports dated 17/11/2022 & 09/12/2022. The internal verifier, Les Holmes, has completed the comments sections for each activity within the report. Comments are quite brief and lack detail. I recommend that future reports contain more detail such as statistics.
c. Dual Assessment Plan and Reports	<ul style="list-style-type: none"> The centre submitted several dual assessment reports and plans. The reports reviewed have been completed to a good standard. I recommend that all planned assessor observations are completed on one document. This can be an in-centre or LCL Awards plan.
13. Confidentiality	<ul style="list-style-type: none"> The centre is gated at the front of the centre. There is CCTV externally and an intruder alarm is in place. All learner are signed in for their training sessions.
14. Managing Risks to Integrity, Impartiality and Conflicts of Interest	
15. Examination and Assessment Impartiality	
16. Separation of Training from Assessment	<ul style="list-style-type: none"> The centre will ensure that the training and assessment are separate.
17. External Quality Assurance Audits, Investigations and Remote Monitoring	
18. Continuous Improvement, Prevention of Non Conformance and Corrective Actions	<ul style="list-style-type: none"> The centre has now segregated its assessment and training areas. All assessments are on the first floor. This is very good for operational aspects of teaching and assessing.
19. Malpractice and Maladministration	
20. Examination & Assessment Provisions and Facilities	<ul style="list-style-type: none"> The centre has desktop computers for online assessments in bays with dividers. The centre has the JCQ rules for controlled assessments displayed in the assessment rooms.
21. Register of Examination and Assessment Facilities, Locations and Equipment	
a. Status Issue Assessment Documentation	<ul style="list-style-type: none"> The latest assessment documentation is being used.
b. Normative Documents	<ul style="list-style-type: none"> Staff have up to date versions of all normative documents including BS7671, GN3, OSG and The Electricians Guide to the Building Regulations. Learners bring their own copies, however the centre has spares copies available.
c. Model Answers	<ul style="list-style-type: none"> Model answers are supplied by LCL Awards.
d. Floor Plans	<ul style="list-style-type: none"> Detailed floor plans are in place at the centre.
e. Equipment List	<ul style="list-style-type: none"> The centre has an equipment list of tools and equipment.
f. Training Manuals	<ul style="list-style-type: none"> The centre uses LCL Awards training material where it is supplied. The centre also uses its own material that is current and up to date. The centre has developed a

	<p>training plan and material for LCL Level 3 Certificate in Installing, Testing and Ensuring Compliance of Electrical Installations in Dwellings. The centre is also using an online resource.</p>
g. Practical Provision	<ul style="list-style-type: none"> ■ The centre has excellent practical provisions and the rigs fully meet the requirements of the qualifications and courses it is approved for.
h. Risk Assessments	<ul style="list-style-type: none"> ■ The centre has centre specific risk assessments in place. that cover all aspects of training and assessment.
i. Emergency Shut Off Facilities	<ul style="list-style-type: none"> ■ In place for all live boards.
j. COSHH	<ul style="list-style-type: none"> ■ N/A
k. Calibration of Equipment	<ul style="list-style-type: none"> ■ The centre has calibration certificates in place for all electrical testers. Meter checked: Megger MFT 1553 Serial No: 080408/2686 Cal Due: 01/11/2023
l. Accident Records	<ul style="list-style-type: none"> ■ The centre has an accident book in place that is kept in the workshop. No accidents within this audit period.
m. First Aiders & Equipment	<ul style="list-style-type: none"> ■ First Aiders: Alan Wilson - cert expires 23/02/2025 James Morris - cert expires 23/02/2025 Les Holmes - cert expires 23/02/2025 First aid box is kept in the workshop. All contents are in date 07/2026.
22. Security of Documentation and Equipment	<ul style="list-style-type: none"> ■ All sensitive documentation is kept in a locked cabinet with no learner access. Electronic information is stored securely on the server and password protected.
23. Maintenance of Controlled Documents	<ul style="list-style-type: none"> ■ The centre keeps all documents under control in locked cabinets. The assessment paperwork is only released when assessments take place. The assessor has control during the assessments and returns the paperwork safely.
24. Results Notification	
25. Complaints and Appeals	<ul style="list-style-type: none"> ■ No complaints or appeals within this audit period.
26. Learner Application, Assessment and Certification (RQF)	<ul style="list-style-type: none"> ■ The centre understands the process for registering and grading learners on Parnassus and booking assessments on Xams.
27. Learner Application, Assessment and Certification (17024)	<ul style="list-style-type: none"> ■ The centre understands the process for completing the application, assessments and certification of non-RQF qualifications and courses.
Witnessed Assessment (17024) (EV to provide date and type of assessment)	<ul style="list-style-type: none"> ■ N/A
28. Data Collection	
a. Learners registered for qualifications	<ul style="list-style-type: none"> ■ The centre has a CRM system and an Excel spreadsheet for tracking progress of learners.
b. Learners failing qualifications by assessor	
c. Claims for certification rejected by LCL Awards	

d. Learners failing to complete qualifications	<ul style="list-style-type: none"> ■ If a learner fails to complete a qualification, the centre would establish the reason and action as necessary. This may involve extra training and reassessments.
e. Learner Feedback	<ul style="list-style-type: none"> ■ Learner feedback is captured by an automated email. The IV, Les Holmes, also captures learner feedback as part of the IQA plan. This feedback is discussed in monthly team meetings.
29. Records	
30. Trade Marks and Logos	
31. Recognition of Prior Learning (RPL) and Attainment	
32. Unique Learner Numbers and Learner Records	<ul style="list-style-type: none"> ■ The centre submitted its UKPRN and LRS numbers as requested; UKPRN: 10022289 LRS: U22280
Approved Centre QMS Appendices	
VACANT	
Appendix 2 - Approved Centre Forms	
VACANT	
VACANT	
Appendix 5 - Person Specifications and Recruitment Strategy	
Appendix 6 - Amendment Records	<ul style="list-style-type: none"> ■ The centre submitted this appendix as requested. The record is up to date with the latest QMS amendments and updates.
Appendix 7 - Conflicts of Interest and Risk Management	<ul style="list-style-type: none"> ■ The centre submitted this appendix as requested. The centre has reviewed its business risks and found no risks to be added or amended.
Appendix 7A – Managing COVID-19 Virus	
Appendix 8 - Approved Centre Data Breach Policy	

General Comments from External Verifier (EV)

The centre submitted the required documents prior to the remote audit. The documents reviewed have been completed to a very good standard and evidence that the centre is competent in delivering and assessing LCL Awards electrical qualifications and courses. Although the centre has not had many registrations the quality of submitted assessment paperwork is to a very high standard. Well done on a good annual audit.

External Verifier (EV) Report and Action Plan (EV Comments)

PORTFOLIOS/ASSESSMENTS SAMPLED
(EV to sample across all schemes ie ACS, OFTEC, RQF, LCL Awards, MLP)

CANDIDATE NAME	QUAL/COURSE/MLP	TRAINER	ASSESSOR	IV	ASSESSMENT DATE	EV Feedback/Comments
All the centres portfolios are remotely moderated.						
This report and any improvement actions identified within will be issued electronically for signature and acceptance by the centre representative. In signing, the centre representative agrees to close out any improvement actions within the scheduled timescale. Failure to complete the improvement actions could result in suspension of centre approval.						
QMS Section	IAR/R	Improvement Action / Recommendation Details			Date for Completion	Date Closed
6. Approved Centre Personnel	IAR	James Morris has been identified as the Internal Auditor but has major roles and responsibilities in regards to the QMS. The Internal Auditor must be impartial, please amend and resubmit.			08/02/2023	
12. Internal Quality Assurance	R	The internal verifier, Les Holmes, has completed the comments sections for each activity within the report. Comments are quite brief and lack detail. I recommend that future reports contain more detail such as statistics.			n/a	n/a
12. Internal Quality Assurance	R	The centre submitted several dual assessment reports and plans. The reports reviewed have been completed to a good standard. I recommend that all planned assessor observations are completed on one document. This can be an in-centre or LCL Awards plan.			n/a	n/a
Date of Next Audit:	24/01/2024					
Comments / Feedback from Centre Staff:	The centre commented that it has struggled with LCL Awards systems. The centre commented that the head office is very responsive.					

LCL Awards Actions Only

AM = Administration Manager **QASC** = Quality Assurance & Support Co-ordinator

LCL Awards Actions	EV Comments	Whom	Completion date
Notification of AC Staff Changes:			
Notification of Amendments to Scope of Approval:			
Confirmation of Approval/Re-approval:			
Any other comments/actions:			

Appendix A - Date of each Qualification/Course Approval

Code	Approval Date	Practical ratio	Theory ratio
LCDEI	26/01/2022	6 : 1	12 : 1
LCSIMEI	26/01/2022	1 : 1	12 : 1

RQFBS7671'2018'	26/01/2022		15 : 1
RQFESA	26/01/2022		15 : 1
RQFITECE	26/01/2022	6 : 1	12 : 1
RQFEES	Pending		

Appendix B - Query Rates & Reasons

Group	Received	Queried	% Queried	Paperwork missing	100%
Safe Isolation of Domestic Electrical Installations	1	1	100	1 /	100%