

Form PA1

Covid-19 guidance

Plan of *QC, ESC activity

1. To:

Contact name:

Centre no, ID:

Service Order:

Position: Quality Assurance Co-ordinator

Centre name:

Site, address:

2. From: Qualification Consultant / External Verifier, Employer Systems Consultant

QC, ESC name:

Telephone:

3. Type of activity: Qualification Sampling Activity

Date of activity:

Start time:
(24 hour clock)

Date of previous activity:

Enter the date of
the previous
activity

Qualifications to be sampled:

Qualification no	Qualification title	Total number of registered learners in the last 12 months
4430-02	Level 2 NVQ Certificate in Customer Service	8
4430-03	Level 3 NVQ Diploma in Customer Service	0
4411-30	Entry Level Award for Introduction to Customer Service	5

This should pre-populate from
the system. You are not able to
populate this section

Only enter the date of the last report if the previous activity had an action plan

4. Outline plan for the activity

I would like to draw your attention to the previous report dated and the action plan that form a particular focus during my visit (left blank if no action plan was required).

Date of last report

07.08.2015

The following standard agenda items should be included in the PA1

As a minimum you must include a start and end time (timings in this exemplar are for guidance only)

Outline agenda for the activity, including details of any sites to be visited, telephone calls and approximate timings:

Time (am) (hh:mm)	Activity	Time (pm) (hh:mm)	Activity
10.00	Meet centre contact Confirm agenda for the day Discuss action plan from previous activity if appropriate	13.30	Sample learner evidence, assessment and IQA records including sampling strategy and sampling plan, Standardisation minutes.
10.30	Sample staff documentation, CPD records including any certificates for new staff	15.15	Interview learner
11.30	Interview assessor (Joe Blogs) and IQA (Fred Grey)	15.30	Feedback to centre contact
12.00	Observe assessment of learner/IQA activity	16.00	Close

5. Centre staff I would like to meet during the visit or contact during the remote activity

Please also ensure that all applicable staff are aware of the nature and requirements for my visit or activity

Name (list any additional staff in the comments section)	Position
Gerry Brown	Centre Manager
Jennifer Adams	Assessor/IQA
Christine Thorpe	Assessor/IQA
Paul Bishop	Assessor/IQA

6. Qualification(s)/learners sampling plan

Please arrange for the following, candidates and evidence to be made available. Please note random sample may also be included during qualification sampling visits.

Note: This evidence must be sent to me by the date shown if this is a remote sample (see section 3).

All remote samples where adaptation of assessment has taken place must include at least one learner interview

All of the fields are mandatory except 'Qual Unit' as the level of detail needed may not be available for you. However, in line with CAMERA, it's expected that you will sample across all units per qualification over time

			Qual level	Qual Unit	Evidence type(s)	Assessor name	IQA staff name	Assessment	City & Guilds	Date
✓	SZF6810	James Brown	4430-02	2	Candidate to be interviewed	Christine Thorpe	Jennife			
✓	SZF6811	Alan Green	4430-02	2	Inspection of non-documentary evidence	Jennifer Adams	Paul Bi			

Please ensure that you select different 'Evidence type(s)' to sample, from the drop down including;
Observation
Candidate interview
Inspection of documentary product
Inspection of non-documentary product

✓	SZF6812	Susan Edwards	4430-02	2		Inspection of documentary evidence	Paul Bishop	Christine Thorpe	Doncaster	09.09.2015	03.09.2016
✓	SZF6813	Barry Justice	4430-02	2		Inspection of documentary evidence	Paul Bishop	Christine Thorpe	Sheffield	06.08.2015	00.00.0000
✓	SZF6814	Dominic Silver	4411-30	3		Inspection of non-documentary evidence	Jennifer Adams	Paul Bishop	Birmingham	06.08.2015	00.00.0000
✓	SZF6815	David Stewart	4411-30	3							00.00.0000

Remember to tick each learner to ensure the names populate in your CAR report

the following quality assurance activity:

Programme coordinator/Internal Quality Assurer	Assessor (if applicable)	Assessment site	Activity
Paul Bishop	Jennifer Adams	Leeds	Observation of learner on reception

8. Additional comments/qualifications/staff/observation of IQA practice requirements:

4430-03 not selected for sampling as no learners registered new qualification for the centre

Previous action plan report 8000000 submit CU for new assessor Jerry Smith

Provide clarification if any qualifications on the PA1 are not being sampled

Best practice to include details of any previous action plan

Please contact me if you have any queries regarding the plans for this activity

Submitted date	16.11.2016
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Please always ensure you record the date the PA1 was submitted on the Walled Garden

