

# External Quality Assurer's Report

## Qualification Approval

### Form QAPV

City & Guilds qualification no(s)	Title(s) of qualifications
This information will be pre-populated	This information will be pre-populated

Service order number	800000-----
Centre name	Pre-populated information
Centre number (if allocated)	Pre-populated information
Address	Pre-populated information
Telephone number	Pre-populated information
Name of Centre Contact	Pre-populated information

Name of External Quality Assurer

Your name

Date shown on corresponding Form QAP:

Pre-populated information

## To be completed at the end of the visit

Please indicate whether the organisation satisfies the requirements below:

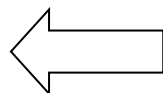
Physical resources ☐

Staff resources ☐

Assessment ☐

Quality assurance ☐

Employer Involvement ☐



Tick the box/es where the centre has met the requirements. Leave the box/es blank where requirements have not been met.

With reference to the corresponding QAP, I recommend that approval be granted for all the Qualifications and (or) Units, for which approval is sought, except for those listed below

**Only complete this section if approval is not recommended**

Delete	Qualification number & title	Level	Report section no(s)	Unit no(s)	Comments
<input type="checkbox"/>	Insert the qualification number and title for those where approval is not recommended. Six digit number 0000-00	Clearly identify the level of the qualification	Clearly specify the section of the report where your comments show why approval is not recommended	Clearly specify any unit/s where the evidence seen does not meet requirements	Add comments to explain why the recommendation that approval is not recommended

Date of activity

Pre-populated information

Duration of activity

To be completed by the **EQA**: 00.00hrs

If approval not recommended, date application to be reviewed  
(approx)

To be completed if approval **not** recommended DD:MM:YYYY

**Notes**

Commentary to provide a clear overview of what evidence has been seen and discussed to justify the recommendation made. Identify **which staff were** met and their role at the visit.

## Section 1 Supporting evidence

There are drop  
down boxes **in** each  
section – **use them!**

### 1.1 Physical resources

Sources of evidence	Essential?	Desirable?	Why?
1. Health & Safety Policy	Yes		This is important but how crucial it is varies according to the occupational areas the centre delivers. In relation to Learning qualifications the sections most relevant would be Accident Reporting procedures, Display Screen Usage, COSHH, Safeguarding, who is responsible etc.
2. Equipment Checklists	Possibly		This depends on the occupational area. In High Risk Qualifications such as confined spaces, construction, hairdressing etc this is very important. For Learning qualifications - check the centre has sufficient rooms for training and resources such as whiteboards etc.
3. Records of remote, satellite or corporate	Yes		In relation to 'CAMERA' this is essential so that you can risk manage all areas and plan a representative sample. It is also vital for you to plan you activities accurately. For example do you need to visit any satellite centres? How frequently? How may staff are there? How does the centre manage the Quality Assurance in the satellites? Etc, etc.
4. RWE Criteria	Possibly		This is determined by the EQA for the occupational area – so in the main it does not affect Learning EQAs. For example in college settings for construction trades, hairdressing etc then RWEs are essential and whether they are fit for purpose is determined by the EQA for that occupational area. If not necessary, then state 'No RWEs required'.

### 1.2 Staff resources

Sources of evidence	Essential?	Desirable?	Why?
1. Organisational chart(s)	Yes		To give context to the different roles within the organisation – there may be other people who you need to meet who have quality responsibilities for the programmes you are approving. Also it shows you the lines of reporting and management in the centre.
2. Role profiles	Yes		We need to know who is doing what within the team. Within this section remember to list the names and roles of the staff who you are approving. This will help you on the first visit or activity after approval but also if another EQA takes over from you they will know which staff your recommendation for approval was based on.
3. Records of team meetings		Yes	There <b>may</b> be records of meetings on other qualifications that will give you an insight into how the team will work with the ones that you are approving. The centre should have a Communications Strategy stating the frequency and content of meetings.
4. Training needs analysis for Assessors/IQAs	Yes		Each member of staff needs to have their competence checked annually by the centre. Some qualifications have many optional units – you need to see that the centre has checked that staff meet the requirements to assess and IQA each one.
5. Standardisation activities and records	Yes		You need to see evidence that this is happening on other qualifications being delivered by the centre. Or if the centre is completely new then there should be a statement outlining what they plan to do for standardisation and how often. This is usually <b>explained</b> in the IQA policy, strategy or procedures. How frequently these are held should be based on risk factors such as staff experience, numbers of learners, numbers of sites etc.
6. CPD opportunities and CPD records	Yes		You need to check that the staff CPD records are up to date. It is important that staff maintain and develop their competence and that their CPD meets the requirements for the qualification that they are assessing/quality assuring and for their assessor/IQA roles.
7. IQA/Assessor certificates, CVs and occupational competence	Yes		If you are doing a desk-based approval and are viewing certificates on screen then you can give an Improvement Point to make sure you see the original certificates (or endorsed copies) on your first visit. If the centre supplied you with copies then you can do the same.
8. Appropriate number of IQAs: Assessors and	Yes		We/you cannot dictate the number of staff that centres use to deliver programmes. However you can ask about ratios on other qualifications offered by the centre and ask the staff what ratios they

Assessors: Candidates			anticipate on the qualification(s) being approved. For most qualifications a ratio of more than 30 candidates to one assessor is not sustainable – even when using e-portfolios. You can advise the staff about this and reviewing their plan to deliver the qualifications gives you an opportunity to discuss this.
9. Staff induction pack	Yes		All new staff should be inducted into the centre – and you need to see that <b>a plan and/or</b> resources exist for this to happen. Also staff new to a qualification need to be inducted into that team and/or qualification. Make sure the centre has considered this and has plans for it to happen.
10. Staff development plan		Yes	This is related to the Training Needs Analysis (TNA) in Item 4 above. If the centre carries out annual TNAs and/or appraisals the staff will have some form of development plan. The member of staff's progress in completing the plan should show in their CPD records.
11. RPL/Exemptions procedure	Yes		The centre must have an RPL Policy and it should comply with the City & Guilds guidance (on the website). Details of how RPL might be used should be included in the Candidate/Learner Handbook.
12. Communication strategy	Yes		This is important as it helps us to understand who reports to whom and where information goes after meetings are held. Remember that in larger centres additional people may be involved in how the qualification is run e.g. Quality Managers, Programme Managers etc.

### 1.3 Assessment

Sources of evidence	Essential?	Desirable?	Why?
1. IQA sampling plan (including CAMERA)	Yes		The centre needs to show you at least a template of their IQA plan as part of the approval process. If the centre already offers other qualifications you can review the IQA plans related to them as examples of what would be used. IQA plans are important as they demonstrate the risk assessment of IQAs and assessors being done, <b>that interim sampling is being planned</b> etc.
2. Assessment documentation; portfolio, plans, observation records, feedback/evaluation	Yes		Where centres already offer qualifications they can show you examples used on them. If they are a completely new centre they can describe what they plan to do and show you template documents.

records			Remember these documents are crucial when the qualification is delivered as they form <b>part of</b> the audit trail.
3. Candidate tracking system	Yes		The IQA (or possibly a Lead IQA) for the qualification needs to demonstrate that they are managing how candidates are being supported and the progress they are making. The centre should be able to explain how they will monitor this if they do not yet have a process in place. If the process does already exist the staff should be able to show you how it is done. Candidate tracking can be paper-based or electronic.
4. Candidate induction pack	Yes		Candidates need to have all the information about the centre, their rights and responsibilities, their assessor and IQA contact details, the qualification, the appeals and complaints procedure etc, etc. The centre should be able to show you an example or at least explain what they intend to include in a Candidate/Learner Handbook
5. Candidate development plan	Yes		This should follow on from 6 below. Again the centre may be able to show you what they use on other qualifications or a template of what they plan to introduce.
6. Candidate skills scans/Initial assessment	Yes		The centre do not have to use skills scans, but they do have to carry out and record the initial assessment that candidates complete. This may be recorded as an ILP, an assessment plan, an action plan – or other document where candidate development needs are identified and any RPL recorded.
7. Schemes of work (where appropriate)	Possibly		If the qualification requires that a SOW be used then this is essential.
8. ILPs	<b>Yes</b>		Please see 6 above. Without some kind of plan (or plans) the candidate would not know what to do and progress could not be monitored.
9. IQA Checklist	Yes		If the centre already delivers qualifications they should be able to show you IQA checklists e.g. for when the IQA observes assessors, what they use to give feedback to the assessor or for when they sample a completed portfolio <b>prior to claiming certification</b> etc. If not you can advise them to produce templates for you to review at the first visit.
10. IQA records	Yes		As in 9 above you should be able to see the sorts of IQA records the team are already using or they need to explain what they are planning. In addition to what is listed above they may be able to

			provide records of standardisation activities, team meetings, learner interview forms, witness interview records – anything that demonstrates what the IQA is doing/plans to do to monitor & improve the quality of the qualifications.
11. Minutes of meetings		Yes	Prior to the approval the team should have met and discussed the qualification(s) to arrange how they will be staffed, resourced etc, etc. It is reasonable to expect this to have been recorded and for the centre to provide a copy for you. If not, then you need to guide the IQA to keep detailed and specific notes of all future meetings.
12. Review records	Yes		As previously - you should be able to see the sorts of records the team are already using on other qualifications to review candidate progress or the centre needs to explain what they are planning to do. You can ask how often they intend to review candidate progress.
13. Candidate files	Yes		As previously - you should be able to see the sorts of records the team are already using on other qualifications or the centre needs to explain what they are planning to do.
14. Centre record files		Yes	This set of 'master records' (on paper or electronic) is often called the 'Centre File' as it is where the IQA or Lead IQA keeps records that they need for EQA visits such as copies of staff certs, minutes of meetings, policy documents etc. However the records may not all be in one place (and that's fine as long as everything is easily accessible) and at approval stage the centre may not yet have such a file. Even so - you should be able to see the sorts of records the team are already using on other qualifications or the centre staff need to explain what they are planning to do.

#### 1.4 Quality assurance

Sources of evidence	Essential?	Desirable?	Why?
1. Quality assurance strategy	Yes		All centres must have an IQA strategy in place ready for approval. If the centre does not provide one for you to see then action the IQA to produce one and give them guidance as to what it should contain. If this is the only item missing from the centre's submission, you can still recommend approval but be sure to give an Action Point so that whoever carries out the first visit checks that it has been completed.
2. Quality assurance processes	Yes		As previously - you should be able to see the processes the team are

			already using on other qualifications or the centre needs to explain what they are planning to do. This is often contained within the IQA strategy. Therefore the same situation as above applies - you can recommend approval but be sure that the IQA strategy includes a description of the IQA processes to be used. <b>Make it an Action Point</b> so that whoever carries out the first visit checks that it has been completed.
3. Equal opportunities policy and monitoring	Yes		All centres must have an Equality & Diversity policy in place ready for approval. It should include a description of how the policy will be monitored and what happens if there were a complaint or grievance. A suitably worded version should be in the Candidate/Learner Handbook.
4. Access to assessment	Yes		All centres must have an Access to Assessment policy in place ready for approval. It should include a description of special adjustments, how the policy will be monitored and what happens if there were a complaint or grievance. A suitably worded version should be in the Candidate/Learner Handbook
5. Appeals procedure	Yes		All centres must have an Appeals procedure in place ready for approval. It should include a description of how to make an appeal, an appeals log and the timescales involved at each stage. A suitably worded version should be in the Candidate/Learner Handbook
6. City & Guilds - Our Quality Assurance Arrangements (OQAR) 5.2 (July 2016)	Yes		The centre need to show that they know about the booklet, that they are aware of the content, they have downloaded the latest copy and the centre staff have access to it.
7. Records of Centre Update Form (CU)		Yes	You should check that someone in the centre is aware of the form, knows what it is used for and how to submit it.
8. City & Guilds Centre Manual v 7.2 (April 2018)	Yes		The centre need to show that they know about the booklet, that they are aware of the content, they have downloaded the latest copy and the centre staff have access to it.
9. Guidance on internal quality assurance of N/SVQs		Yes	The centre need to show that the IQAs know about the booklet, that they are aware of the content and they have access to it.

### 1.5 Employer Involvement (Key Stage 5, 16-19 Technical qualifications only)

Delete?	Sources of evidence	Good Practice	Areas for improvements
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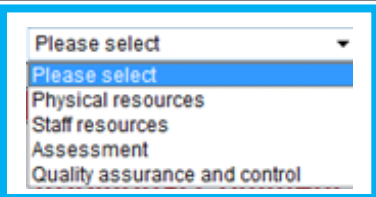


<input type="checkbox"/>	<div data-bbox="432 156 904 496" style="border: 2px solid blue; padding: 5px;"> Please select  Please select  Research into potential employer involvement  Evidence of employer consultation  Letters/statements of intent from employers  Signed agreements with employers  Timetables/schedules for delivery of employer involvement  Other (please state) </div>	<p><b>An Employer Involvement Planner is mandatory, either the C&amp;G template or the centre's own version containing the same key information.</b></p> <p><b>The 'Employer Involvement Centre Guidance' provides details of the requirements.</b></p> <p><b>Please refer to the 'EQA Guidance for Technical Qualifications QAP visits' for additional guidance, located in the EQA document library on the website.</b></p> <p><b>Some centres may have some of the evidence types listed in the drop down box, however these are NOT a requirement for approval.</b></p>	<p><b>There are 3 possible outcomes</b></p> <ul style="list-style-type: none"> <li><b>a) The planner meets requirements</b></li> <li><b>b) The planner requires further development to meet requirements</b></li> <li><b>c) The planner has not been completed / is not available</b></li> </ul> <p><b>For outcome a) qualification approval will be given and centres are required to submit their signed off planners to <a href="mailto:employerinvolvement@cityandguilds.com">employerinvolvement@cityandguilds.com</a>.</b></p> <p><b>For outcomes b) and c) approval should be given, but with an action for the planner is submitted to the quality delivery team by a specified deadline. It will then be the responsibility of the quality team to monitor and follow up this action, <u>not</u> the EQAs. EQAs should provide feedback and advice to centres as to how to improve their employer involvement plan during the visit.</b></p>
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Action points must be referenced to Our Quality Assurance Requirements, Centre Manual or the Qualification Handbook

## Section 2 Action plan

- 2.1 Please note any follow-up action required to satisfy the qualification approval criteria overall, in relation to the following areas of operation and the date by which the action should be taken.

Delete?	Relation to	Action required	By when (date)	By whom
	Please select the relevant sources of evidence from the drop-down box below. Add a new line and highlight the evidence source			
<input type="checkbox"/>		Using your comments made in the above 4 sections in areas for improvement. Chose a section from the drop down box in the previous column. Write SMART <b>action points</b> to enable the centre to meet the requirements.	Against each action <b>give a</b> date for its completion. DD:MM:YYYY	Insert the name and position of the person responsible for each action.

## Section 3 Additional Comments

Please add any additional comments here

Provide any additional comments to support the recommendation made in the report or to explain why you are recommending approval even though the centre has actions to complete.

