Centre Activity Report

For reference only

City & Guilds ilm

Section 1   Contact details

1.1	**Centre name**		
1.2	Centre number (if known)		
1.3	Centre contact	Title	
		First name	
		Surname	
		Telephone number*	
		Email address*	
1.4	Service Order		

* Please use the most appropriate contact email address and telephone number for City & Guilds/ILM to use in the event of a query related to this application

Consultant Name		**Type of Activity**					
Date of Activity		Start Time		Finish Time		Location of activity	

Section 2   Summary of activity & centre staff met

2.1   General comments regarding the day including good practice, for support visit outline advice, guidance & training provided

Are there any risks with the Centre's quality assurance systems?

2.2 Centre staff met

Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	

Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
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Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	
Firstname		Surname		Role		Other	

Has the previous action plan been met by the centre?	Yes	No
Comments		

Section 4   Action/Improvement Plan

Date set	Action/Improvement Point **Please enter A or I before text to specify type of point**	By whom	By when	Date completed	To be checked by

Section 5   Quality Systems

*All references are to Our Quality Assurance Requirements (OQAR) and the City & Guilds Centre Manual (CM)

Management Systems Checklist Tick if seen	Comments The examples below are to provide guidance on what is to be seen and sampled whilst on a Systems Activity	Action/ Improvement required Yes/ No
☐ Organisation chart(s) *OQAR Section 11 & 4.c* *CM appx 1.c*	• **Organisational chart available and up to date** • **Role profiles available giving clear accountability and responsibility**	
☐ Quality assurance strategy & processes OQAR Section 11 & 4.c, 5.3 CM appx 1.c	• **Written Quality Strategy which will apply to all qualifications/programmes; similar principles to apply to all but supporting paperwork may be different.** • **Quality Assurance strategy identifying risk** • **Flowchart identifying roles and responsibilities and named contact for each programme** • **Policy for learner registration and certification which includes timescales that met City & Guilds requirements** • **A named person responsible for registration and certification**	
☐ Internal/external communication strategy *OQAR section 11 & 4 & 5.3* *CM appx 1.a, b? & 4.9 (roles)*	• **Check that there is an Information system, data management system in place across the centre** • **Formal/informal reporting systems** • **Organisational structure showing lines of communication and reporting** • **Communication channels**	

☐ Equal opportunities policy & Monitoring *OQAR Section 11 & 4.c* *CM appx 1.c*	• **Does the policy include staff and candidates** • **Reviewed and updated on a regular basis** • **How are staff informed and updated on any changes to the policy** • **Evidence of monitoring and action of results** • **How are these actions communicated to staff and others**	
☐ Appeals policy & procedures – including evidence of implementation and monitoring *OQAR Section 11 & 4.c* *CM appx 1.c*	• **Appeals policy in place** • **Confirm the appeals policy applies to all satellite centres/ sites** • **Check last and next review dates for policy** • **Check there is a designated member of staff responsible for the review of the policy** • **Does the policy meet City & Guilds requirements [refer to the City & Guilds Centre Manual]** • **Check timescales/stages of appeals** • **Confirm if any appeals have been made and outcomes** • **Has the centre informed the External Quality Assurer of any appeals?** • **Company values expressed in the policy and its implementation**	
☐ Complaints policy & procedure *CM appx 6.2*	• **Complaints policy in place** • **Confirm the complaints policy applies to all satellite centres/sites** • **Check last and next review dates for policy** • **Check there is a designated member of staff responsible for the monitoring and review of the policy** • **Does the policy meet City & Guilds requirements [refer to the City & Guilds Centre Manual]** • **Check timescales/stages of complaints** • **Confirm if any complaints have been made and outcomes**	

	• **Has the centre informed the External Quality Assurer of any complaints?** • **Company values expressed in the policy and its implementation**	
☐ Records of team meetings *OQAR section 11 & 5.3* *CM appx 1c*	• **Schedule of meetings and their nature** • **Standard agenda items/notes** • **Standardisation activities** • **Minutes of meetings** • **Actions points and their resolution**	
☐ Records of Centre Updates *OQAR section 11 &6c* *CM appx 1c*	• **Ensure that the centre is using the correct Centre Update form [this could be checked prior to the visit with the Quality Coordinator]** • **Check that centre updates have been sent to the relevant local office and External Quality Assurer [confirm with the territory office/EQA if updates have been received prior to the visit]**	
☐ Records of remote, satellite or corporate client sites *OQAR section 11 & 6a* *CM appx 1h*	• **Partnership agreements outlining responsibilities of all parties** • **Records of all assessment sites** • **Records of all satellite sites** • **Check there is a sub-contractor policy in place** • **Check service level agreements and look at a sample**	
☐ Procedures for malpractice/maladministration and confirming learner identity *OQAR section 5, 10, 11* *CM appx 1c, 5.7*	• **Confirm policy in place** • **Confirm the policy applies to all satellite centres/ sites** • **Check last and next review dates for policy** • **Check there is a designated member of staff responsible for the review of the policy**	

	• **Does the policy meet City & Guilds requirements [refer to the City & Guilds Centre Manual]**	
☐ Staff induction/ handbook pack *OQAR section 11, 4c* *CM 4.2, Appx 1c*	• **Staff handbook** • **Induction policies** • **Records of induction carried out** • **Sample the audit trail of the induction process for a member of staff**	
☐ Recognition of prior learning/proxy procedure *OQAR section 11 & 4e, g* *CM 6.4.1, 6.4.3, Appx 1g*	• **Policy on RPL** • **Policy monitored and reviewed** • **RPL incorporated into the stages of initial assessment** • **Proxy procedures meeting SSC requirements; how these are monitored and implemented**	
☐ Access to assessment *OQAR section 11, 4c* *CM 6.3*	• **Information provided to the candidates** • **Support available to candidates** • **How access to assessment is implemented across individual qualifications** • **Confirm that a policy is in place and has been seen** • **Procedure for access arrangements for candidates with particular disabilities**	

Resources Checklist Tick if seen	Comments	Action/ Improvement required Yes/ No
☐ Health & safety policy	• **Check that there is a Health & Safety Policy is in place**	

OQAR section 4c *CM appx 1c*	and it is sampled • **Named Health & Safety representative** • **Procedure/manual signed off by Senior Management Team** • **Procedure to check Health & Safety at assessment sites** • **Risk assessment records of assessment sites**	
☐ Real Working Environment (RWE) Criteria *OQAR section 11, 6c, appx 1h* *CM appx 1c*	• **How does the centre ensure that all RWE meet SSC requirements and other legislative requirements**	
☐ Equipment checklists *OQAR section 11, 4c* *CM appx 1c*	• **Testing policy/procedure in place for organisation** • **Risk assessments in place and sampled**	
☐ Appropriate ratio of staff for assessment and internal quality assurance *OQAR section 11, 4c, appx 1f, appx 2c* *CM 4.9, Appx 1c*	• **Organisational policy on assessor/candidate, assessor/IQA ratios** • **How is this managed across assessment sites, full-time/part-time workers, frequency of assessments, meetings with assessors/IQA**	
☐ Certificates, CVs and evidence of occupational competence for assessment and internal quality assurance staff eg job descriptions and/or role profiles *OQAR section 11, 4c, appx 1b* *CM 4.2, 4.3, 6.3.6, Appx 1c*	• **All CVs for assessors and IQA staff on file** • **Details of any expert witnesses on file** • **Check procedure and implementation of CVs and original certificates being seen by External Quality Assurer** • **Who manages this process?**	

| ☐ Staff development plans, CPD, records and staff appraisal policy and procedures
OQAR section 11, appx 1b, f, appx 2
CM 4.2, 4.3, 6.3.6, Appx 1c | • **Organisational policy on staff development and CPD**
• **CPD plans and records**
• **Appraisals**
• **Performance improvement plans** | |

Learner Support Checklist Tick if seen	Comments	Action/ Improvement required Yes/ No
☐ Learner skills scan; initial assessment *OQAR section 11, 4f, g* *CM appx 1g*	• **Completed skill scans** • **Records of initial assessment**	
☐ Learner induction pack *OQAR section 11, 4c* *CM 4.2, Appx 1g*	• **Induction process [days and dates]** • **Is there an induction pack/checklist available for all qualifications** • **The learner journey [sample records of candidates from enrolment through induction to joining a programme of study]** • **Induction process and implementation** • **Measuring the effectiveness of the induction [evaluations]**	
☐ Learner development plan/ Individual learning plans *OQAR section 11, 4c, f, g* *CM 4.2, 6.4.5, Appx 1f*	• **ILP** • **Integrated initial assessment- RPL- sample to check that RPL is being used** • **Policy & procedure for development** • **Sample records to check that the above policy and processes are taking place** • **On-going assessment plans**	

	• **Candidate progress reviews**	
☐ Learner assessment plans & reviews of progress OQAR section 11, 4c, 5.2, CM Appx 1f, g	• **Evidence of on-going assessment planning and review**	
☐ Learner files- including learner registration, enrolment and certification dates *OQAR sections 11, 5* *CM 6.3.6*	• **Do candidate files contain information regarding enrolment, Awarding Organisation registration and certification?** • **Ensure that candidate files contain information as specified in City & Guilds Centre Manual [Centre Documents and Records]** • **Check to ensure that certification claims are authorised correctly**	
☐ Schemes of work (where appropriate) *OQAR section 11, 4f, g* *CM Appx 1f, g*	• **Lesson plans linked to scheme of work** • **Assessment schedule included** • **Is there a generic style of scheme of work used across the centre and linked to lesson plans and assessment schedules?**	

Assessment Checklist Tick if seen	Comments	Action/ Improvement required Yes/ No
☐ Relevant National Occupational Standards *OQAR section 11 & appx 1,2* *CM 4.9, 6.3.6*	• **Have candidates got access to the relevant NOS [e-portfolio, paper based]**	

	Comments	
☐ Assessment documentation; portfolio, e-portfolio, plans, observation records, feedback/evaluation records *OQAR section 11 & appx 1,2* *CM 6.3.2, 6.5.4, Appx 1f*	• **Assessment policy and procedures** • **Implementation/documentation/evaluation**	
☐ Learner tracking system *OQAR section 11 & 4 f* *CM Appx 1f*	• **Records of candidates tracking; database or paper based** • **Do records meet requirements in 'Our Quality Assurance Requirements' document?** • **Access a sample of one particular candidate; their learner journey through the centre and qualification; is there an audit trail?** • **Who has access to the records?** • **How are the records accessed?** • **Where are the records kept?** • **Discussion with IQA/assessors/Centre Contact to determine understanding of the records and how they are used**	

Quality Assurance Checklist Tick if seen	Comments	Action/ Improvement required Yes/ No
☐ Internal Quality Assurer sampling planning (based on CAMERA) *OQAR section 11 & 9* *CM 6.5.7, Appx 1c,*	• **IQA sampling plans in line with CAMERA[working documents showing ongoing adjustments]** • **Implementation of sampling plans**	
☐ A variety of sampling techniques & feedback to assessors *OQAR section 11* *CM 6.5.7, Appx 1c*	• **IQA sampling records** • **Feedback and action plans to assessors** • **Evidence that actions have been completed**	

	Comments	
☐ At least annual observations of Assessors *OQAR section 11* *CM 6.5.7, Appx 1c*	• **Records of IQA assessor observations and feedback** • **Records of any performance improvements plans as a result of the observation**	
☐ Standardisation activities *OQAR section 11* *CM 6.3.6, 6.5.7,*	• **Records of standardisation activities [not just minutes of meetings]. Showing that standardisation activities are held on a regular basis, have taken place and address identified need.** • **Dates for future standardisation activities** • **Records of any action plans resulting from standardisation activities [SMART]**	
☐ City & Guilds Group documentation; Our Quality Assurance requirements Centre Manual Guidance on internal verification of N/SVQs *OQAR section 11* *CM 4.8, 6.3.6*	• **Copy available in the centre. Check for understanding**	

Continuous Improvement Checklist Tick if seen	Comments	Action/ Improvement required Yes/ No
☐ Annual training needs analysis for Assessor/Internal Quality Assurers *OQAR section 11 & 9 appx 1, 2* *CM 4.2, 6.5.3, 6.5.4,*	• **Quality Improvement plans** • **Training needs analysis for all staff** • **PDPs/Appraisals** • **SSC requirements**	

☐ Training and development plans *OQAR section 11 & 9 appx 1, 2* *CM 4.2, 6.5.4,*	• **Training & Development/Professional Development policy** • **Training needs analysis records for all staff** • **How this informs developments plans**	
☐ Learner tracking records analysis *OQAR section 11 & 9 appx 1, 2* *CM 4.2, 6.3.2, 6.3.7, Appx 1c,f*	• **Auditable candidate tracking records beginning at candidate centre enrolment through to**	
☐ Quality improvement plan *OQAR section 11 & 9 appx 1, 2* *CM 4.9, Appx 1c,*	• **Records of standardisation activities at qualification level, unit level, internal quality assurance themes/issues, documentation**	
☐ Evaluation – including feedback from learners and completers *OQAR section 11 & 9 appx 1, 2* *CM 4.2, 4.9, 6.3.2, 6.5.4, 6.5.5*	• **Programme evaluations from staff, candidates, employers**	

Additional checklist	Yes/ No	Additional Comments	Action/ Improvement required Yes/ No
Is the centre aware of; • events available to them • Smartscreen • Learning Assistant • how to register for City & Guilds qualification updates • where to download handbooks from the website			