



Centre Activity Report

External Quality Assurance Sampling Visit

Section 1 Contact details

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|-------------------------------|------------|
| 1.1 Transaction number | 8000214440 |
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|------------------------|------------------------|
| 1.2 Centre Name | Adult Training Network |
| 1.3 Centre number | 003525 |

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|--------------------|------------------------------|
| 1.4 Centre contact | |
| Title | Mr. |
| First name | Sarjeet |
| Surname | Gill |
| Telephone number* | +442085749588 |
| Email address* | s.gill@adult-training.org.uk |

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|-------------------------------|----------------------------|
| Consultant Name | Jabeen Ashiq |
| Type of activity | External QA Sampling Visit |
| Date of activity (dd.mm.yyyy) | 05.10.2018 |
| Start Time (24 hrs clock) | 10:00 |
| Finish Time (24 hrs clock) | 14:30 |

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|----------------------|-----------------|
| Location of activity | Assessment site |
|----------------------|-----------------|

Section 2 Summary of activity & centre staff met

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| 2.1 General comments regarding the day including good practice. For a support visit outline advice, guidance & training provided | <p>This was a well planned and organised visit. The Centre have a robust QA system in place and this was evident throughout the day. The EQA visited another one of the satellite sites opposed to the main site which is usually monitored and visited (Uxbridge).</p> <p>The previous visit took place at another satellite site (Stevanage) and today's visit was undertaken at (Hayes). The three main sites have now been monitored effectively and have proven to have an excellent robust quality assurance system in place. All staff members are qualified and a new assessor (not observed before by the EQA), was observed undertaking an assessment activity/feedback to candidates' in FS S/L E2; EQA observed the IQA giving feedback to the assessor. This was good with SMART suggestions for improvement.</p> <p>The visit took place at: 1st Floor Warley Chambers Warley Road Hayes UB4 0PX</p> <p>The Centre are a hard-working Centre and have a good professional working relationship across the satellite sites and staff members. The EQA would like to thank all team members for organising and ensuring all systems/records are in place; especially the QA Co-ordinator (JV).</p> |
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| 2.2 Centre staff met | |
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| Staff Name | Role | Met |
|----------------|---------------------------|---|
| Joey Varghese | QA Co-ordinator/IQA | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Jaswinder Kaur | Interlocutor/Assessor/IQA | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Kashifa Aamir | Tutor/Assessor | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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| Has the previous action plan been met by the centre? | Yes |
| Comments | There were NO action points set. The improvement point on standardisation meeting activities has now been met. The EQA has seen minutes of meetings that took place in May 18 with activities on improving S/L observation writing skills by staff members. |

Section 3 Qualification related information

3.1 Qualifications sampled/advised

| Qualification number | Qualification title | Number of active registered learners | Number of certificated learners from last 12 months | Prior qualification approval status | New qualification approval status |
|----------------------|-------------------------------|--------------------------------------|---|-------------------------------------|-----------------------------------|
| 3748-01 | Functional English Skills | 235 | 324 | Low (Full Approval) | Low (Full Approval) |
| 3748-02 | Functional Mathematics Skills | 167 | 293 | Low (Full Approval) | Low (Full Approval) |

3.2 Checklist

Please add comments to explain your response.

| Quality Assurance Requirement | Finding | Comments |
|--|---|---|
| Is the Staff Matrix up-to-date? | <input type="radio"/> Yes <input checked="" type="radio"/> No | 2 Staff Members have left the organisation: Nafisah Hamid Ali Ibrahim Centre will update the CU Form as requested. |
| Are all current staff approved, and hold the relevant recognised qualifications? | <input checked="" type="radio"/> Yes <input type="radio"/> No | A quality file was presented to the EQA. This was well organised and had all necessary documents for verification. CPD records for staff members was excellent and is up to date. This includes; standardisation, embedding of E&D, Safeguarding, E-safety, British Values, Prevent and a review of all other policies of ATN as well as staff readiness on the Ofsted Inspection. Staff members qualifications seen today: Kamaljit Kaur (Centre Manager); C&G 7307 Stage 1 & 2, Intensive Teacher Training, D34, A22 NVQ L3, LLEAP, IT L1 & 2, GOALS Diploma and BSc in Management. Punitharani Gunaseelan; Clait, PTTLs, Numeracy Support, ITQ, H&S Sangeeta Khutan; PHD, MSc, BSc, Clait Plus, ECDL, A1 Award, DTTLs. Kashifa Aamir; Masters in Psychology, MEd, ICT and FS. Kamaljit Kaur and Jojoy Varghese (Certs and CPD records seen today and at the previous EQA visit). |
| Is the centre registered for and receiving the monthly mailings? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, this is cascaded to all staff members. |
| Does centre access centre section of website - to obtain latest guidance and updates? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, the Centre are fully aware on how to navigate the C&G website. |
| Does the centre work with any subcontractors, partners or third parties in the delivery and/or assessment of these qualifications? If so, please describe the nature of that relationship with details of how roles are documented and understood, and how arrangements are quality assured. | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, the Centre are working in partnership with Richmond Upon Thames and Barking and Dagenham College/Hertfordshire County Council and Swindon Council. Outreach Centre in Hertfordshire, Swindon, Letchworth and Stevenage, Hays. Learners come from the Job Centre and sometimes the Colleges refer learners to the Centre. |

| Quality Assurance Requirement | Finding | Comments |
|---|---|---|
| Are learners development needs matched against the requirements of the qualification(s) and an agreed individual assessment plan established? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, iA used: BKSB for both English and Maths. // |
| Do learners have regular opportunities to review their progress and goals? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, on-going and throughout the course. This is completed on an on-going and 1-1 basis; ILPs and Mid Course Reviews, Mock Exams are given to learners throughout the programme following the GLH of delivery. // |
| Do learners have regular opportunities to revise their assessment plan accordingly? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, on an on-going basis. 1 S/L assessments were observed today and 1 candidate interview took place who gave excellent feedback. // |
| Are particular assessment requirements of learners identified and met where possible? | <input checked="" type="radio"/> Yes <input type="radio"/> No | There has currently not been any learners with ALS needs; however, if needs are identified, the Centre will adapt and make any necessary adjustments, for example, larger copies of exercises/text. // |
| Were any assessments completed in Welsh? If so, please provide further details in section 2.1 | <input type="radio"/> Yes <input checked="" type="radio"/> No | N/A // |

3.3 Sampling Pages

| Learner name and Reg. number | Reg. and Cert date | Qual. and Unit(s) sampled | Assessor name | Type of assessment and Date of Assessment (dd.mm.yyyy) | Do you agree with the Assessor finding? | Internal Quality Assurer (IQA) name | Internal quality assurance activity and date | Do you agree with Internal Quality Assurer finding? | Hide All |
|---|--------------------------|---------------------------|-----------------|--|---|-------------------------------------|--|---|----------|
| BRAULIA JULIA D VGV6579 | 02.06.2017 11.05.2018 | 3748-01 | Jaswinder Kaur | Assignments 05.03.2018 | Yes | Jojoy Varghese | Final 09.03.2018 | Yes | Hide |
| L2 S/L - 1. Popular tourist attractions in the area 2. What makes a good CV? Observation writing skills needs development as these only include comments from the candidate. The outcomes need to be addressed and explained in terms of 'How' these were met by the assessors opposed to using quotes. IQA has already undertaken standardisation meeting with the team. Candidate notes included. This is good. EQA agrees with IQA decisions. The candidate has passed. | | | | | | | | | |
| Sushma Rani Chavte VTE2409 | 23.06.2017 20.03.2018 | 3748-01 | Jaswinder K | Assignments 24.02.2018 | Yes | Jojoy Varghese | Final 02.03.2018 | Yes | Hide |
| E3 S/L - 1. Organising a leaving party 2. Favourity Food Some development needed on the observation reports as these only include comments from the candidate; however an improvement has been seen in other reports. Standardisation meeting has already taken place to cover this. EQA will monitor. The candidate has passed. | | | | | | | | | |
| Kuldip Kaur VTE2411 | 23.06.2017 02.03.2018 | 3748-01 | Jaswinder Kaur | Assignments 17.02.2018 | Yes | Jojoy Varghese | Final 22.02.2018 | Yes | Hide |
| E2 S/L - Activity 1 and 2 Food Safety Both observation reports are informative and includes candidate comments with a brief explanation on what was included in the discussion. EQA agrees with IQA decisions. The candidate has passed. | | | | | | | | | |
| NASTEHO ABDUL WJC2148 | 02.10.2017 29.06.2018 | 3748-01 | Sangeeta Khutan | Assignments 26.02.2018 | Yes | Jojoy Varghese | Final 28.02.2018 | Yes | Hide |
| L1 S/L 1. Brexit 2. Holidays Observation writing skills include explanations made by the assessor; The assessor's S/L obs were used as part of good examples for standardisation. At L1, topic of choice could have been more relevant. All notes included. EQA agrees with IQA decisions. The candidate has passed. | | | | | | | | | |
| Angela Mary Poulis WXY9346 | 29.06.2018 02.08.2018 | 3748-01 | Kahifa Amir | Assignments 06.07.2018 | Yes | Jaswinder Kaur | Final 16.07.2018 | Yes | Hide |
| E3 Reading and Writing - Cinema EQA agrees with IQA decisions. The candidate has passed both papers. Good IQA feedback to the assessor with suggested areas for improvement. | | | | | | | | | |
| Sahra Abdirahman XBY7918 | 24.11.2017 08.03.2018 | 3748-01 | Kashifa A | Assignments 19.01.2018 | Yes | Jaswinder Kaur | Final 23.01.2018 | Yes | Hide |
| E2 Reading - Food Safety EQA agrees with IQA decisions. The candidate has passed the assessment. S/L - Food Safety (22.01.2018) Activity 1 and 2 Observation writing skills include explanations made by the assessor as well as comments by the candidate. Good IQA feedback. Candidate has passed. | | | | | | | | | |

| Learner name and Reg. number | Reg. and Cert date | Qual. and Unit(s) sampled | Assessor name | Type of assessment and Date of Assessment (dd.mm.yyyy) | Do you agree with the Assessor finding? | Internal Quality Assurer (IQA) name | Internal quality assurance activity and date | Do you agree with Internal Quality Assurer finding? | Hide All |
|---|--------------------------|---------------------------|------------------|--|---|-------------------------------------|--|---|----------|
| Diana Visinar XXV8729 | 11.07.2018 26.07.2018 | 3748-01 | Sameena Butt | Assignments 19.07.2018 | Yes | Jojoy Varghese | Final 20.07.2018 | Yes | Hide |
| E2 Writing - Camping EQA agrees with IQA decisions. One mark was deducted by the IQA for NOT using conjunctions properly. Good IQA feedback to the assessor which had been covered in the standardisation meeting of marking papers. Candidate has passed. | | | | | | | | | |
| Gemma Quinn YKJ3564 | 30.05.2018 24.07.2018 | 3748-01 | Punitharani G | Assignments 13.06.2018 | Yes | Jojoy Varghese | Final 18.07.2018 | Yes | Hide |
| E3 Reading and Writing - The Party Reading - IQA deducted 1 mark for Q7. EQA agrees with IQA decisions. Candidate has passed. Writing - IQA/Assessor have deducted 2 marks for Task 1. EQA agrees with IQA/Assessor decisions. Standardisation activity on marking papers consistently has already taken place. This is good. Candidate has passed. | | | | | | | | | |
| Ajit Dhadwal YPY5497 | 28.06.2018 02.08.2018 | 3748-01 | Jojoy V | Assignments 18.07.2018 | Yes | Jaswinder K | Final 20.07.2018 | Yes | Hide |
| L1 S/L Good written observation records; 1. Fundraising for football grounds 2. Relevance of Social Media All research evidence included. It would be beneficial to also keep records of candidate preparation notes/written work. EQA agrees with IQA decisions. Candidate has passed. | | | | | | | | | |
| AMARJEET KHUR WGS8536 | 02.02.2018 21.05.2018 | 3748-02 | Sadia Khansada | Assignments 14.05.2018 | Yes | Jojoy Varghese | Final 15.05.2018 | Yes | Hide |
| E3 Cake Sale Good IQA feedback to assessor with suggestions to improve when recording marks awarded. EQA agrees with IQA decisions. The candidate has passed. | | | | | | | | | |
| Mender Kaur Baja WZR7333 | 21.12.2017 23.07.2018 | 3748-02 | Punitharani G | Assignments 27.04.2018 | Yes | Jaswinder Kaur | Final 14.05.2018 | Yes | Hide |
| E3 Hobbies and Interests - making a play house EQA agrees with IQA decisions. The candidate has passed. IQA feedback must be specific to include suggestions for Maths in standardisation. The IQA has given feedback relating to the standardisation meeting in English opposed to Maths. | | | | | | | | | |
| Bilel Dekker XXN3980 | 14.03.2018 09.05.2018 | 3748-02 | Punitharani G E2 | Assignments 16.03.2018 | Yes | Jaswinder Kaur | Final 01.05.2018 | Yes | Hide |
| E2 Planting Seeds EQA agrees with IQA decisions. The candidate has passed. Clear and accurate marking. | | | | | | | | | |
| Satvinder Suri YBN9674 | 27.06.2018 02.08.2018 | 3748-02 | Jaswinder K | Assignments 30.07.2018 | Yes | Jojoy Varghese | Final 31.07.2018 | Yes | Hide |
| E2 Hobbies and Interests - Making a bird box EQA agrees with IQA decisions and feedback. Candidate has passed. Accurate marking. | | | | | | | | | |
| SHAHNAZ LATIF YJK0116 | 26.06.2018 02.08.2018 | 3748-02 | Jaswinder K | Assignments 27.06.2018 | Yes | Jojoy Varghese | Final 12.07.2018 | Yes | Hide |
| E1 Hobbies and Interests - Making chocolates EQA agrees with IQA decisions and feedback. Candidate has passed. Accurate marking. Good IQA feedback on making sure to record marks not being awarded on the marking scheme. | | | | | | | | | |

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| Summary of comments on sampling | <p>2 learners were observed undertaking the E2 S/L activity 1 & 2; Raji Thesingarajah, XXN5276 & Hirty Negosh, WFU2134.</p> <p>Both passed and were given good feedback with suggestions for improvement by the assessor (KA). The IQA (JV) also gave some constructive feedback to the Assessor/Interlocutor (JK) and this will be recorded on an observation form that was seen by the EQA. All feedback included areas for progression with suggestions; a reminder to give feedback on grammatical errors in particular; IQA notes were seen.</p> <p>Both of the learners interviewed were very happy on the programme and looking forward to move on to the next level. They were appreciative and happy with the support provided by all staff members, especially their class tutor (KA).</p> <p>Hirty Negosh - 'I always kept my head down when talking and now that I have gained confidence, I am able to speak in English with the help of my Tutor. She never lets me give up. I am really enjoying my course. I spent 8 years in this country coming from Eritrea and I only knew how to say my name. I am now able to speak and understand English much better.'</p> <p>Raji Thesingarajah - 'Like Hirty, I used to fear from speaking in English and now that I am more confident I am also speaking in English with my children at home. My tutor helped me because I have been depressed due to the war in my country. I have been here 10 years and I am now more happier.'</p> <p>A good Centre with a team of experts who collectively work together to support a good standard of teaching and learning.</p> <p>IQAs are showing some excellent practice including observation of live assessments in S/L. Good feedback to the assessors/tutors has been seen.</p> |
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3.4 Final Questions

Please add comments to explain your response.

| Quality Assurance Requirement | Finding | Comments |
|---|---|---|
| Have all programme operations been complied with? // | <input checked="" type="radio"/> Yes <input type="radio"/> No | The GLH are clearly met. 15hrs per week, Mon-Fri. 75 glh for English and 60 glh for Maths. This has been seen from the timetabling and learner interviews. // |
| Is the assessment strategy complied with? // | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, this has been met. // |
| Have all assessments been sampled as planned? // | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, this has been clear throughout the visit. Candidates' were interviewed. // |
| Do IQA staff facilitate regular standardisation activities? // | <input checked="" type="radio"/> Yes <input type="radio"/> No | A SM took place on the 29/05/2018; activity was around observation writing skills in the S/L L1 & L2. ESOL assessments were also checked and marked together on the day. // |
| Do IQA staff give appropriate feedback to assessors regarding their assessment decisions? // | <input checked="" type="radio"/> Yes <input type="radio"/> No | IQA feedback has been seen. This was kept with each portfolio. // |
| Do IQA staff maintain appropriate sampling plans in line with CAMERA? // | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, sampling plan has been seen. // |
| Are records of IQA activity maintained and made available in line with City & Guilds / ILM requirements? // | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, a good Centre who have a robust QA system across all satellite sites. // |
| Do all claims for certificates meet the necessary requirements? // | <input checked="" type="radio"/> Yes <input type="radio"/> No | Yes, all certificate claims are valid. // |
| Are there any other risks concerning IQA activity? // | <input type="radio"/> Yes <input checked="" type="radio"/> No | No risks. // |

Section 4 Action, Improvement Plan

| Date set (dd.mm.yyyy) | Action/Improvement Point | Level of risk | By whom | By when (dd.mm.yyyy) | Date completed (dd.mm.yyyy) | * To be checked by (mandatory field) |
|-----------------------|---|---------------|-------------|----------------------|-----------------------------|--------------------------------------|
| 05.10.2018 | I: IQA to monitor development of observation writing reports and continue to use (Sangeeta Khutan) as examples of good practice. I: Ensure that standardisation activities are also included for Maths. // | Improvement | QA Manager/ | 01.12.2018 | | EQA // |
| 05.10.2018 | I: Ensure candidates choice of topics are relevant especially for higher levels in FS. // | Improvement | QA Manager/ | 01.12.2018 | | EQA // |
| 05.10.2018 | A: OQAR 2.2 Complete the Centre Update Form. // | Low | QA/Manager/ | 15.10.2018 | | EQA // |

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