



Centre Activity Report

External Quality Assurance Remote Sampling/Moderation

Section 1 Contact details

1.1 Transaction number	8000388069
-------------------------------	------------

1.2 Centre Name	Adult Training Network
1.3 Centre number	003525

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

Consultant Name	Jabeen Ashiq
Type of activity	External QA Remote Sampling Visit
Date of activity (dd.mm.yyyy)	07.12.2022
Start Time (24 hrs clock)	10:00
Finish Time (24 hrs clock)	20:30

Location of activity	Remote
----------------------	--------

Section 2 Summary of activity & centre staff met

2.1 General comments regarding the day including good practice. For a support visit outline advice, guidance & training provided	<p>This was a Remote EQA Monitoring Visit which has met the C&Gs requirements adequately. EQA has agreed with all Assessment/IQA decisions; this is good, however, the Centre must ensure that there is a robust quality assurance system by the next EQA Visit.</p> <p>Joey Varghese has now left the Service; Ed Wheeler has been asked to temporarily stand-in for JV to facilitate this EQA Remote Visit, until the Centre's newly appointed IQA, Rees Rifna Begum, assumes full responsibility.</p> <p>ATN aims to unlock potential for employment and social prospects through education and training. The organisation was set up in July 1999 to address the educational disadvantage suffered by certain marginalised sections of the community.</p> <p>The Centre were organised and sent all records via secure track and trace Royal Mail delivery in an orderly manner which covered all the Criterion/Standards required for the 4748 Functional Skills Qualifications; the package was received before the EQA Visit date.</p> <p>Candidate Interviews took place over the phone who provided some good feedback on the Centre/Staff teaching and assessing on the FS Programme during the previous ESOL 4692 Activity 8000368965 on the 18.07.2022 (less than 5 months ago). This was due to a mix up and error where the Centre confused the telephone details for both the 4748 and 4692 qualifications; the EQA however, still managed to interview Candidates on the day. Good feedback was received.</p> <p>Observation of Assessment Activities did NOT take place in the SLC on this occasion due to the changes in staff and completed assessments; this will be monitored at the next EQA Visit.</p> <p>The team work well together to meet the needs of their learners; this has been evident. The Centre however, need to tighten their Assessment and IQA Practices; The Centre are a hard-working Centre and have a good professional working relationship across the satellite sites and staff members; the EQA is confident that the Improvements/Action Points set will be achievable by the next EQA Visit.</p> <p>It has been good to quality assure a range of Candidates' assessments which show progression to higher levels; this is commendable. The Candidates interviewed also commented on this (please see feedback below).</p> <p>EQA suggests DCS to continue for the Centre; there has been changes in staff and a new IQA has been appointed alongside Ed Wheeler (Quality Manager). EQA would like to give the Centre a chance to rectify the issues raised in this report and is confident that the Action/Improvement Points will be met by the next EQA Visit by the Team.</p> <p>EQA would like to thank Ed Wheeler, especially in particular for the planning and organisation of the whole process and providing all necessary information for the Telephone Interviews/sending ALL evidence requested by the EQA via Tracked Secure Royal Mail Delivery.</p> <p>Thank you to the Team.</p>
--	---

2.2 Centre staff met	
----------------------	--

Staff Name	Role	Met
Ed Wheeler	Quality Assurance Manager	<input type="radio"/> Yes <input checked="" type="radio"/> No
Rees Rifna Begim	IQA	<input type="radio"/> Yes <input checked="" type="radio"/> No
Sarjeet Gill	Director	<input type="radio"/> Yes <input checked="" type="radio"/> No

Has the previous action plan been met by the centre?	Yes
--	-----

Comments	<p>The following Action Points were raised at the previous EQA Monitoring Visit/Activity:8000296562 which took place on the 17.04.2021:</p> <p>A: Ensure IQA feedback to be detailed and include suggestions and improvements in the various components in English; these need development and must be broken down in: Reading, Writing and S/L/C. QAR (7.1 and 7.2) This is OUTSTANDING and needs further development.</p> <p>A: IQA to ensure assessors develop their S/L/C observation writing skills. These should include demonstration of outcomes opposed to quotes and comments only. Check C&G website for examples of observation reports. QAR (7.1 & 7.2) This is OUTSTANDING and needs further development.</p> <p>A: Standardisation Activities are too generic and do NOT show discussion of questions amongst staff from papers; agreed/disagreed, areas of improvement, how and where to improve; any particular burning questions clarified on papers. This needs development. Papers checked and marked are not collectively concluded. QAR (7.1 & 7.2) This is OUTSTANDING and needs further development.</p> <p>Improvement Points set: I: Develop and adapt the IQA template to cater for the new 4748 qualifications. IQA feedback is very generic. This is OUTSTANDING and needs further development. This has NOT been met.</p> <p>I: To ensure CPD Logs include impact of learning and how this will help staff in their working roles; add another column. This has NOT been met.</p> <p>I: Ensure candidates choice of topics are relevant and challenging enough for higher levels in FS. This has been met.</p>
----------	--

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
4748-01	Functional English Entry Skills	126	181	Low (Full Approval)	Low (Full Approval)
4748-03	Functional Maths Entry Skills	88	74	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	<p>Joey Varghese has now left the Service; the Centre have appointed a temporary Quality Assurance Manager (Ed Wheeler) until until the Centre's newly appointed IQA, Rees Rifna Begum, assumes the responsibility.</p> <p>The CU Form needs to be completed if the Centre have not been able to do this yet.</p>

Quality Assurance Requirement	Finding	Comments
Are all current staff approved, and hold the relevant recognised qualifications? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes. CVs seen at the previous Activity in 2021 included: Francesca Segadelli Lui Yasotha Prbakaralingam Kansaa Muhsen Jojy Varghese Kashifa Aamir Punitharani Gunaseelam Sobia Faisal Marwa Al Saieg Rashpal Kaur</p> <p>CPD records were also up-to-date and seen for all staff members. A CPD Schedule of dates had been seen in 2021.</p> <p>All staff are qualified and experienced. No Certificates were seen on at the previous EQA Monitoring Visit.</p> <p>On this occasion CVs were quality assured for: Manjiri Karandikar, Braulla Da Costa, Beenish Asad, Fama Mohamed, Chetna V, Ashish Mehra, Rubina Malik, Ida Ho, Mewish Ahmed, Jojy V and Sobia Mehra.</p> <p>There were NO CPD Records/Certificates made available. ALL Staff CVs have demonstrated both experience and occupational competence. //</p>
Is the centre registered for and receiving the monthly mailings? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, this was received by JV - the Centre have confirmed that the newly appointed IQA will receive this. //
Does centre access centre section of website - to obtain latest guidance and updates? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, staff are well aware on how to navigate the C&Gs 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 type="radio"/> Yes <input checked="" type="radio"/> No	No. //
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, details were included in the Quality Manual; this was quality assured at the last visit in 2021. EQA will monitor this onsite at the next visit ie. ILPs, Progress Development Action Plans etc. //
Do learners have regular opportunities to review their progress and goals? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, as above; detail were included in the Quality Manual 2021. EQA will monitor this onsite at the next visit and this was clear in the sample checked today as well as Candidate Interviews. //
Do learners have regular opportunities to revise their assessment plan accordingly? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, ongoing. This was clear in the sample checked by the EQA as well as Candidate Interviews. //
Are particular assessment requirements of learners identified and met where possible? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, details were included in the Quality Manual; this was quality assured at the last visit in 2021. EQA will monitor this at the next visit and was clear in the sample checked by the EQA as well as Candidate Interviews. //
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
ANNA HUGUENIN CLF7604	22.04.2021 10.06.2021	4748-01	Yasotha P	Other (Please state details) 07.11.2022	Yes	Jojoy V		N/A	Hide
<p>Telephone Interview (E1) EQA requested her details for a Telephone Interview. Unfortunately, she was working and not available on the day to be interviewed.</p> <p>NOT sampled by the EQA.</p>									
GURIN KAUR CRM7645	22.06.2022 28.06.2022	4748-01	Braulia Da Costa	Assignments 22.06.2022	Yes	Jojoy V	Final 27.06.2022	Yes	Hide
<p>E1 Writing - Papers should be clearly checked and marked by the Assessors including the Spelling Assessment; this will make it easy for the IQA to understand areas for improvement/progression and CPD in the checking and marking of papers. Patterns and trend in marking across topics/levels/assessors and sites will be easier to be identified for CPD/Standardisation in English. EQA agrees with IQA decisions; Candidate has passed.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p> <p>E1 Reading - Clothes (Assessment: 23.06.2022) As Above - same feedback.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (same feedback applies across most/all Candidates). IQA written feedback needs further development; this is weak. The IQA is recording marks being awarded for Activities ONLY with limited feedback on the assessments itself covering the necessary outcomes. NO formative IQA Activities have taken place.</p>									
ATIKAT MAMAEV CRM7914	16.05.2022 04.07.2022	4748-01	Beenish Asad	Assignments 16.05.2022	Yes	Jojoy V	Final 18.05.2022	Yes	Hide
<p>E2 SLC (dates above) Activity 1 - Making a travel enquiry NO comments; this needs descriptions opposed to using transcriptions ONLY.</p> <p>Activity 2 - Hobbies Candidate loves cooking. Observation writing skills need development to include more detailed descriptions.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (same feedback applies across most/all Candidates). IQA written feedback needs further development; this is weak. The IQA is recording marks being awarded for Activities ONLY with limited feedback on the assessments itself covering the necessary outcomes. NO formative IQA Activities have taken place.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p> <p>Candidate progressed to E3 (Assessment:21.06.2022) (IQA: 03.07.2022) Reading - Buying Online Paper has been checked and marked - this is good.</p> <p>1 mark has been deducted for Activity 2 (Reading) by the IQA. NO explanation/developmental or improvement points for the Assessor to consider. 'Beenish needs to improve accuracy of assessments. I have given advice to attend a standardisation of marking which would help her further to improve her judgement and accuracy of assessments.' - where is this evidence? This has NOT been evident as having been followed up or reviewed (30.10.2022).</p>									
Bethlehem Enqub CTW9588	18.06.2021 01.07.2021	4748-01	Lai Yin Ida	Assignments 23.06.2021	Yes	Jojoy V	Final 28.06.2021	Yes	Hide
<p>E1 Reading - Money (dates above) Paper is marked; this is good. EQA agrees with IQA decisions; Candidate has passed.</p> <p>E1 Writing - Shopping (Assessment: 24.06.2021) (IQA: 26.06.2021) Paper is marked; this is good. EQA agrees with IQA decisions; Candidate has passed. The Spelling Assessment has been accurately checked and marked.</p> <p>The Centre should use the same topic papers for each level to save complications; a good tracking system should be in place to ensure safety/security of assessments being used.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (this remains the same). IQA written feedback needs further development; this is weak. The IQA is recording marks being awarded for Activities ONLY with limited/generic written feedback on the assessments itself covering the necessary outcomes. NO formative IQA Activities have taken place.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
Manjit Kaur CWA1943	01.07.2021 20.07.2021	4748-01	Braulia Da Costa	Assignments 06.07.2021	Yes	Jojoy V	Final 14.07.2021	Yes	Hide

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?	
<p>E1 SLC Activity 1 - (dates above) - Book a GP appointment Good detailed descriptive observation writing skills.</p> <p>Activity 2 - (same dates) - My Hobbies More transcriptions needed in the Observation Writing Report although descriptions are detailed.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (same feedback applies across most/all Candidates). IQA written feedback needs further development; this is weak. Please see IQA feedback for ALICJA ANDRUKIEWICZ (this remains the same). The IQA is recording marks being awarded for Activities ONLY with limited/generic written feedback on the assessments itself covering the necessary outcomes. NO formative IQA Activities have taken place.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
Dallandyshe Rexl EGO7080	16.05.2022 04.07.2022	4748-01	Beenish Asad	Assignments 18.06.2022	Yes	Jojoy V	Final 03.07.2022	Yes	<input type="button" value="Hide"/>
<p>E3 Writing Shopping Experiences Papers should be clearly checked and marked by the Assessors; this will make it easy for the IQA to understand areas for improvement/progression and CPD in the checking and marking of papers. Patterns and trend in marking across topics/levels/assessors and sites will be easier to be identified for CPD/Standardisation in English. EQA agrees with IQA decisions; Candidate has passed. Spelling Assessment has also been accurately checked.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (same feedback applies across most/all Candidates). IQA written feedback needs further development; this is weak. Please see IQA feedback for ALICJA ANDRUKIEWICZ (this remains the same). The IQA is recording marks being awarded for Activities ONLY with limited/generic written feedback on the assessments itself covering the necessary outcomes. NO formative IQA Activities have taken place.</p>									
FLORICA GOGU EHH7263	14.12.2021 14.02.2022	4748-01	Francesca Lui	Assignments 25.01.2022	Yes	Jojoy V	Final 07.02.2022	Yes	<input type="button" value="Hide"/>
<p>E3 SLC - Activity One (Recycling) (Assessment: 25.01.2022) (IQA: 07.02.2022) A challenging topic at E3; this is good. The Candidate took part in a discussion with 2 other peers. Assessment observation writing skills need development to include descriptions on how the criteria was met opposed to using quotes only.</p> <p>Activity Two Another challenging topic on ICT and scams. This is good. Assessment observation writing skills need development to include descriptions on how the criteria was met opposed to using quotes only.</p> <p>An improvement in the IQA feedback writing skills is clear from this report; this has shown evidence of developmental points and identified areas for progression. This is the only ONE IQA Report which is constructive from the sample quality assured today unfortunately. This is detailed and shows signs of good practice. For example, 'Francesca has been able to demonstrate good assessment skills although this is her 1st experience of marking English assessments. FL to improve sample writing further by adding comments on learners' body language, overall comments on achievements, learners' areas for improvement focusing on SPaG, pronunciation etc. by the next mock assessment (21.02.2022). However, there has been NO evidence to show that this has taken place/ followed up with the sample received by the EQA.</p> <p>E3 Reading - Buying Online Accurate marking; EQA agrees with IQA/Assessment decisions. IQA feedback needs further development as this just records marks awarded with limited written feedback for CPD.</p> <p>Writing - Television EQA agrees with IQA decisions; an additional mark has been awarded for Activity 3. IQA feedback needs further development as this just records marks awarded with limited written feedback for CPD.</p> <p>The Centre should use the same topic papers for each level to save complications; a good tracking system should be in place to ensure safety/security of assessments being used.</p>									
Anelia Georgieva EKV5579	14.10.2021 04.11.2021	4748-01	Chetna V	Assignments 19.10.2021	Yes	Jojoy V	Final 01.11.2021	Yes	<input type="button" value="Hide"/>
<p>E2 Writing - Supermarket All papers should be checked and marked; EQA agrees with IQA decisions. Candidate has passed.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (same feedback applies across most/all Candidates). IQA written feedback needs further development; this is weak. The IQA is recording marks being awarded for Activities ONLY with limited feedback on the assessments itself covering the necessary outcomes. NO formative IQA Activities have taken place.</p> <p>IQA feedback states that the Assessor has had opportunities to conduct mock assessments which were observed by the IQA - where are these? These should be included in the sample to show/evidence good practice.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
Amira Allah EPD0115	09.05.2022 22.08.2022	4748-01	Ashish Mehra	Assignments 12.07.2022	Yes	Jojoy V	Final 15.08.2022	Yes	<input type="button" value="Hide"/>

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?	
<p>E2 Writing - Free Time All papers should be checked and marked; EQA agrees with IQA decisions. Candidate has passed.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (same feedback applies across most/all Candidates). IQA written feedback needs further development; this is weak although some developmental points in assessment writing skills and enrolling on a CELTA course has been seen. The IQA is recording marks being awarded for Activities ONLY with limited feedback on the assessments itself covering the necessary outcomes. NO formative IQA Activities have taken place.</p>									
ALICJA ANDRUKI FBD0766	23.03.2022 21.07.2022	4748-01	Rashpal Kaur	Assignments 11.04.2022	Yes	Jojoy V	Final 11.04.2022	Yes	Hide
<p>E1 Reading - Money (Assessed: 11.04.2022) (IQA: 11.04.2022) All papers should be checked and marked; EQA agrees with IQA decisions. Candidate has passed.</p> <p>Candidate has progressed from E1 to E2; this is good.</p> <p>IQA records all marks awarded by the Assessors on the IQA Reports - from ALL components; however, the IQA especially needs to devise a process in checking patterns/trends from answers to questions in ALL components across ALL staff/topics/sites and levels; since this needs to be followed through for CPD/Standardisation in areas of weaknesses and progression for the Assessors. This method of recording does not capture trends and patterns effectively. This needs further development and is the same for all of the English FS Candidates. IQA Feedback is the same across staff.</p> <p>IQA written feedback needs further development to include more detail; however this has improved since the last visit; for example, 'good sample writing using evidences from the talk especially for both Activities (SLC). Assessor has included reference codes and this shows how the learner has achieved the outcomes.' NO formative IQA Activities have taken place.</p> <p>EQA agrees with IQA decisions. All records have been signed and dated; either electronically or wet signatures are obtained.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
Hasiya Mohammed FJZ6665	07.02.2022 28.06.2022	4748-01	Manjiri Karandike	Assignments 07.06.2022	Yes	Jojoy V	Final 23.06.2022	Yes	Hide
<p>E3 Reading/Writing and SLC Candidate has progressed from the E2; this is good. All papers should be checked and marked; the Spelling Test has been marked. EQA agrees with IQA decisions. Candidate has passed.</p> <p>E3 Reading - Environment (dates above) All papers should be checked and marked; EQA agrees with IQA decisions. Candidate has passed.</p> <p>E3 SLC (Assessed: 26.05.2022) (IQA: 23.06.2022) Activity 1 Good choice of challenging topic - Russia/Ukraine War. Observation writing skills are detailed and contain both descriptions and transcriptions; this is good.</p> <p>Activity 2 - Hobbies and TV Programmes The criteria descriptions do not fit what has been marked against these. The Centre must ensure that the observation writing skills contain both descriptions and transcriptions that are relevant against the criteria that is being assessed. The Centre must ensure that a Standardisation Meeting takes place to cover this in detail.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (this remains the same for ALL Candidates sampled today).</p> <p>IQA written feedback needs further development; this is weak. The IQA is recording marks being awarded for Activities ONLY with limited feedback on the assessments itself covering outcomes. NO formative IQA Activities have taken place.</p>									
NIKITABEN PATE FSH5933	21.03.2022 06.06.2022	4748-01	Rashpal K	Other (Please state details) 07.12.2022	Yes	Jojoy V	Final 06.06.2022	Yes	Hide

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?	
<p>Telephone Interview (Please see details below in Maths - 4748-03)</p> <p>E3 SLC Activity 1 - (Assessment: 03.06.2022) (IQA: 06.06.2022) Health Good observation writing skills which included some descriptions opposed to using Candidate transcriptions only. It is important that the assessment observation reports include both detailed descriptions with the transcriptions. Candidate likes to keep healthy by exercising (Yoga and Walking).</p> <p>Activity 2 - (Assessment: 06.06.2022) (IQA: 06.06.2022) Candidate has discussed her love for India. Observations writing skills are good but could be further developed with descriptions on how the criteria was met.</p> <p>E3 Reading - Decorating Papers should be checked and marked. EQA agrees with IQA decisions. Candidate has passed.</p> <p>E3 Writing - Shopping Experience Papers should be checked and marked. EQA agrees with IQA decisions. Candidate has passed.</p> <p>The Centre should use the same topic papers for each level to save complications; a good tracking system should be in place to ensure safety/security of assessments being used.</p> <p>Candidate progressed from E2. This is good. E2 assessments were also made available to quality assure.</p>									
Charity Kumadzo GCN8173	12.06.2022 16.08.2022	4748-01	Rubina Nawaz	Assignments 23.06.2022	Yes	Jojoy V	Final 04.07.2022	Yes	Hide
<p>E1 Reading - Pets Candidate has progressed to E2; this is good. All papers should be checked and marked; EQA agrees with IQA decisions; 1 mark has been deducted. Candidate has passed.</p> <p>E2 SLC Activity 1 - (Assessed: 20.06.2022) - Joining a Dance Class Observation Writing Skills need development; please see feedback below for Activity 2.</p> <p>Activity 2 - (as above) - - Holiday to Scotland Assessor has not signed/dates the assessment paperwork. Assessment seems rushed and has no details; IQA must ensure that developmental points identified are documented. The Observation of Assessment Writing Skills need development to include more information (both descriptions and transcriptions) that are relevant to meet the criteria in the left hand side column. This has to be clear.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (this remains the same).</p> <p>IQA written feedback needs further development; this is weak. The IQA is recording marks being awarded for Activities ONLY with limited feedback on the assessments itself covering outcomes. NO formative IQA Activities have taken place.</p> <p>Candidate progressed to E2. Good developmental feedback, 'I had a 1-1 session with Rubina appreciating her sample writing and good conduct of assessments. We also discussed various CPD activities she can attend including providing effective written feedback. We have also discussed how to improve summary and sample writing further.' Although this is good; how was it reviewed and followed through? What were the 'various CPD activities discussed?' and 'how' was the Assessor going to improved summary and sample writing further?' (IQA: 11/08/2022)</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
Choman Osman GHT3964	20.07.2022 21.07.2022	4748-01	Ashish Mehra	Assignments 12.07.2022	Yes	Jojoy V	Final 15.08.2022	Yes	Hide
<p>E2 Writing - Free Time Candidate has progressed from the E1; this is good. He has 2 registration N0s: FZC1341 - hence the mix up with dates. An Action Point has been set below. All papers should be checked and marked including the Spelling Test. EQA agrees with IQA decisions. Candidate has passed. The Centre must ensure that the front covers of all assessments are completed to include all necessary details. EQA agrees with IQA decisions. Candidate has passed.</p> <p>Please see IQA feedback for ALICJA ANDRUKIEWICZ (same feedback applies across most/all Candidates). IQA written feedback needs further development; this is weak although some developmental points in assessment writing skills and enrolling on a CELTA course has been seen. The IQA is recording marks being awarded for Activities ONLY with limited feedback on the assessments itself covering the necessary outcomes. NO formative IQA Activities have taken place.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
HARINDER SING CRM7767	09.05.2022 21.07.2022	4748-03	Braulia Da Costa	Assignments 19.07.2022	Yes	Jojoy V	Final 20.07.2022	Yes	Hide

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?	
<p>E2 - Music Festival Calculator & Non-calculator Papers Papers should be clearly checked and marked by the Assessors; this will make it easy for the IQA to understand areas for improvement/progression and CPD in the checking and marking of papers alongside the Assessor Comments from the Mark Scheme.</p> <p>IQA agrees with marks awarded; Candidate has passed. NO developmental points for the Assessor in IQA findings that have been followed up, IQA especially needs to have a process in checking patterns/trends from answers to questions in both the calculator and non-calculator papers; however, the IQA has identified weakness in the written feedback from the Assessor. NO comments written to show why points were taken away for wrong answers. EQA agrees with IQA decisions.</p>									
Gurleen Dhamija CWF7456	16.05.2022 01.06.2022	4748-03	Punitharani Gunz	Assignments 23.05.2022	Yes	Jojoy V	Final 25.05.2022	Yes	Hide
<p>E3 - Floristry Calculator & Non-calculator Papers Papers should be clearly checked and marked by the Assessors; this will make it easy for the IQA to understand areas for improvement/progression and CPD in the checking and marking of papers alongside the Assessor Comments from the Mark Scheme. Registrations need to take place in a timely fashion.</p> <p>IQA agrees with marks awarded; Candidate has passed. Developmental points for the Assessor in IQA findings have NOT been followed up, IQA especially needs to have a process in checking patterns/trends from answers to questions in both the calculator and non-calculator papers; however, the IQA has identified the written feedback with comments on why the Candidate is penalised for any errors as a positive. EQA agrees with IQA decisions.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
Diana Kurti EZG2661	16.05.2022 01.06.2022	4748-03	Punitharani Gunz	Other (Please state details) 07.12.2022	Yes	Jojoy V	Final 25.05.2022	N/A	Hide
<p>Telephone Interview for the FS in Maths</p> <p>1. Has the qualification achieved its purpose (why did you do the qualification)? Yes, I am still on the MATHS course; I finished E3 and Level 1 at Southall. I am starting Level 2 next year. My teacher is Rani. She is a really good teacher, helpful and always gives homework. She always gives time after class too for 10-15 minutes if I don't understand anything. For example, problem solving Maths questions. She is very strict when we are doing homework. She never leaves us alone to make sure we do not get distracted. If I am late; we have to explain why. If I lose any lessons she give us work to catch up on and to learn. My favourite topic in Maths is drawing diagrams, squares, cubes and I really like it. Instructions like Q&A for multiply, I also liked. I tried to learn hard.</p> <p>2. What support did you receive from the centre (feedback, help with learning)? Answered above.</p> <p>3. What do you think you have learnt (how can you show knowledge and understanding)? Answered in Q1. I have passed. I did a paper exam.</p> <p>4. How was the course timetabled? What days did learning take place in the week and how many sessions/hours? Yes, we have Monday - Wednesday. Maths is at 09:30 - 12:30pm. When it was Covid we did online classes.</p> <p>5. How did the Centre work out the level you are at? Can you remember when you joined/enrolled what the process was? We did a test to do some exam tests. She looked at my results and told me that I was at E3 Maths, do you understand me? Before I started the FS course, I had a test. She checking test for me. It was a paper test.</p> <p>6. What did you NOT like or you feel that the Centre could improve for you? To be honest, I like this Course. I don't know what to say because I am happy as she makes me understand her lesson. i like everything.</p> <p>7. What would you like to do in the future? I work in a school; I am a cleaner. I have communication with my colleagues there which has helped me with my English and Maths. I am also doing a Childcare Course at the moment. I want to improve my English and Maths. I would lke to work with Nursery or Primary Children as a Teaching Assistant in the future.</p> <p>The Candidate is clearly very happy on the Course and enjoys the T&L at the Centre; good feedback has been received on the Tutor/Assessor.</p> <p>E3 Calculator & Non-calculator Papers Paper NOT sampled. Registrations need to take place in a timely fashion. IQA findings were ONLY made available for this Candidate; this may be due to the EQA requesting details for a telephone interview.</p> <p>IQA agrees with marks awarded; Candidate has passed. Developmental points for the Assessor in IQA findings have NOT been followed up, IQA especially needs to have a process in checking patterns/trends from answers to questions in both the calculator and non-calculator papers; however, the IQA has identified the written feedback with comments on why the Candidate is penalised for any errors.</p>									
Nour Abo Kharou FLI9162	09.05.2022 16.05.2022	4748-03	Braulia Da Costa	Assignments 09.05.2022	Yes	Jojoy V	Final 12.05.2022	Yes	Hide

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?	
<p>E2 - Food and Drink Calculator & Non-calculator Papers No written comments on Candidate's performance/marks not awarded/penalised by the Assessor. Papers should be clearly checked and marked by the Assessors; this will make it easy for the IQA to understand areas for improvement/progression and CPD in the checking and marking of papers alongside the Assessor Comments from the Mark Scheme. Registrations need to take place in a timely fashion.</p> <p>IQA has recorded marks being awarded overall; but there is no follow up to check patterns/trends in marking across Assessors/Sites/Levels and Topics. IQA agrees with marks awarded. Development Points include written comments to be included where no mark is given. EQA agrees with IQA decisions. All records have been signed and dated; either electronically or wet signatures are obtained.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
KHEDIDJA GHER FSB2513	17.05.2022 01.06.2022	4748-03	Rashpal Kaur	Assignments 31.05.2022	Yes	Jojoy V	Final 31.05.2022	Yes	Hide
<p>E1 - Food and Drink Calculator & Non-calculator Papers Papers should be clearly checked and marked by the Assessors; this will make it easy for the IQA to understand areas for improvement/progression and CPD in the checking and marking of papers alongside the Assessor Comments from the Mark Scheme. Registrations need to take place in a timely fashion. Written comments on the assessment (calculator paper) show why the Assessor has penalised the Candidate.</p> <p>IQA agrees with marks awarded. Only 1 mark wrong across both papers. IQA has recorded marks being awarded overall; but there is no follow up to check patterns/trends in marking across Assessors/Sites/Levels and Topics. No developmental points for the Assessor in IQA findings, especially in checking patterns/trends from answers to questions in both the calculator and non-calculator papers; EQA agrees with IQA decisions.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
NIKITABEN PATE FSH5933	27.06.2022 21.07.2022	4748-03	Rashpal Kaur	Assignments 08.07.2022	Yes	Jojoy V	Final 18.07.2022	Yes	Hide
<p>Telephone Interview in BOTH the FS English and Maths</p> <p>1. Has the qualification achieved its purpose (why did you do the qualification)? I did E2 Maths. She is very good because I understand her teaching. She is kind; all staff are very good. E2 Maths is finished. Now I will do next level with Rashpal. We get homework; like you know, counting multiplying and addition questions. I am also doing English with Rashpal.</p> <p>2. What support did you receive from the centre (feedback, help with learning)? When I first applied; I had no confidence. Now my English is better and I am more confident in speaking.</p> <p>3. What do you think you have learnt (how can you show knowledge and understanding)? I enjoy counting, multiplying and addition. Sorry I forget as I finished the Maths.</p> <p>4. How was the course timetabled? What days did learning take place in the week and how many sessions/hours? Monday - Wednesday 12:30 - 3pm. Thursday is an Online Class in English Level 1 as well with Rashpal.</p> <p>5. How did the Centre work out the level you are at? Can you remember when you joined/enrolled what the process was? We did a test/assessment after they decide the FS level when I apply. Then they told me my results were E2 and I started the Course.</p> <p>6. What did you NOT like or you feel that the Centre could improve for you? I like this one; all very helpful. NO I like English; I like learning.</p> <p>7. What would you like to do in the future? I am now doing the next course; I would like to do a Beautician Course after I learn my English. My English is Ok? I am sorry. I try.</p> <p>The Candidate is clearly very happy on the Course and enjoys the T&L at the Centre; good feedback has been received on the Tutor/Assessor.</p>									
<p>E2 - Letters and Parcels (Assessed 16:07.2022) Calculator & Non-calculator Papers No written comments on Candidate's performance/marks not awarded/penalised by the Assessor. Papers should be clearly checked and marked by the Assessors; this will make it easy for the IQA to understand areas for improvement/progression and CPD in the checking and marking of papers alongside the Assessor Comments from the Mark Scheme. Registrations need to take place in a timely fashion. Written comments on the assessment (calculator paper) show why the Assessor has penalised the Candidate.</p> <p>IQA has recorded marks awarded overall; but there is no follow up to check patterns/trends in marking across Assessors/Sites/Levels and Topics. IQA agrees with marks awarded. Development Points include written comments to be included where no mark is given. EQA agrees with IQA decisions. All records have been signed and dated; either electronically or wet signatures are obtained.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
Mohammed Abd FWM6860	17.08.2022 22.08.2022	4748-03	Sobia Faisal	Assignments 19.08.2022	Yes	Jojoy V	Final 21.08.2022	Yes	Hide

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?	
<p>E2 - Information Technology Calculator & Non-calculator Papers</p> <p>Written comments on the assessment (calculator paper) show why the Assessor has penalised the Candidate. Papers should be clearly checked and marked by the Assessors; this will make it easy for the IQA to understand areas for improvement/progression and CPD in the checking and marking of papers alongside the Assessor Comments from the Mark Scheme. Registrations need to take place in a timely fashion.</p> <p>IQA has recorded marks awarded overall; but there is no follow up to check patterns/trends in marking across Assessors/Sites/Levels and Topics. ILPs, BKSB IA and Attendance Registers were IQA'd as well for the Candidate; this shows good practice. Development Points include written comments to be included if no mark is given.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									
MOHAMMED ABU FZP4873	17.05.2022 01.06.2022	4748-03	Rashpal Kaur	Assignments 31.05.2022	Yes	Jojoy V	Final 31.05.2022	Yes	<input type="button" value="Hide"/>
<p>E1 - Food and Drink Calculator & Non-calculator Papers</p> <p>Written comments on the assessment (calculator paper) show why the Assessor has penalised the Candidate. Papers should be clearly checked and marked by the Assessors; this will make it easy for the IQA to understand areas for improvement/progression and CPD in the checking and marking of papers alongside the Assessor Comments from the Mark Scheme. Registrations need to take place in a timely fashion.</p> <p>IQA agrees with marks awarded. Only 1 mark wrong across both papers. No developmental points for the Assessor in IQA findings that have been followed through. IQA especially needs to devise a process in checking patterns/trends from answers to questions in both the calculator and non-calculator papers across ALL staff/topics/sites and levels; EQA agrees with IQA decisions. All records have been signed and dated; either electronically or wet signatures are obtained.</p> <p>A registration process needs to be in place as there is insufficient time between registrations and assessments being undertaken for most/if not ALL Candidates.</p>									

Summary of comments on sampling	<p>Although all records were made readily available at the last EQA Visit; there were some concerns listed above that needed immediate attention.</p> <p>3 Action Points were set including 3 improvement points from the previous EQ Activity which were of concern.</p> <p>After monitoring this remotely today:</p> <p>It seems as though Candidate registrations are taking place shortly before assessments are being delivered by the Centre; T&L is therefore taking place way before Candidate registrations; the Centre need to pay attention to this to ensure that the GLH are sufficiently being covered and that registrations are taking place in a timely fashion; this may be due to drop-outs/learners being withdrawn. Nevertheless, there must be a registration procedure standardised to ensure timely and realistic registrations are conducted. However, in saying this, the EQA is satisfied as learners interviewed confirmed timetabling and duration of the 4692 Programme; in some instances learners are on the Programme for a few years showing progression of levels in the 4692 which is good.</p> <p>IQA records have NOT been developed since the last EQA Visit; these now show the recording of the results of assessments more than detailed developmental feedback.</p> <p>The IQA has also been conducting verification on ILPs and learner portfolios at formative stage, mock assessments, feedback provided by Assessors and the setting of SMART Targets; this shows some really good practice. All Assessors' work is sampled following the same processes to ensure they are consistent in the accuracy of their assessment decisions across sites, levels and all teaching/assessing staff delivering on the 4692 Qualifications however the tracking of these is currently showing as weak.</p> <p>An improvement in the IQA feedback writing skills is clear from a report; this has shown evidence of developmental points and identified areas for progression. This is the only ONE IQA Report which is constructive from the sample quality assured today.</p> <p>Candidate Interviews took place over the phone who provided some good feedback on the Centre/Staff teaching and assessing on the FS Programme during the previous ESOL 4692 Activity 8000368965 on the 18.07.2022 (5 months ago); the Centre sent FS Learner details for the telephone interviews opposed to ESOL Candidates as a mix-up. The EQA nevertheless, interviewed a few more Candidates' in English on and Maths (please see details above).</p> <p>2 Candidates were Interviewed for Maths - One in Maths FS ONLY and the other was for BOTH the FS in English and Maths.</p> <p>The Candidates' who were interviewed (please see ESOL Activity 8000368965 on the 18.07.2022 for further details in the FS English): Candidate N0 1: Gurleen Dhamija Telephone Interview (learner completed the ESOL Programme last year and is now undertaking the FS; she also included details on having an IA/Diagnostics test when joining the Centre at enrolment - some really good feedback was received). Registration: CWF7456</p> <p>Candidate N0 2: Monika Banto Telephone Interview (learner completed the ESOL and FS Programme last year - the Candidate was satisfied on the course and provided good feedback.) Registration: CTU9509</p> <p>A hard working Centre who strive with their efforts to be supportive team members collectively; however, some development and improvements are needed to ensure a robust quality assurance system is in place and being maintained.</p>
---------------------------------	--

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	<p>Yes, timetabling is the same. The GLH are clearly met as Candidates' have been on the programme dependent on their individual needs in learning.</p> <p>Some Candidates have been on the Programme over a year. //</p>
Is the assessment strategy complied with? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes, this is evident in the sample checked today. The Centre are following all C&Gs requirements and ensuring the FS Strategy is complied with. //</p>
Have all assessments been sampled as planned? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes, sampling plan have been reviewed for each learner/cohort. This is good. //</p>

Quality Assurance Requirement	Finding	Comments
Do IQA staff facilitate regular standardisation activities? //	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Yes, records on standardisation with activities were quality assured at the last visit in 2021:</p> <p>2.03.2021 - Writing Papers Assessments marked and checked for accuracy Tutors/Assessors as well as Maths. Outcome NOT discussed, did the Assessors agree with the assessment decisions?</p> <p>11.03.2021 - Writing Paper Assessments checked for accuracy of marking in English.</p> <p>However on this occasion; there was only ONE Standardisation Minutes of Meetings sent to the EQA which took place on the 26th of October 2021 (this is now over a year ago). There have been NO Team Minutes quality assured since.</p> <p>Items discussed/standardised included: Challenging topics for higher levels in FS Improving accuracy of assessment decisions Maths feedback English feedback Registering Candidates in a timely fashion CPD - more details needed IA/Diagnostics/ILPs - SMART target setting Constructive written feedback Sharing resources/good practice FS Assessment Quiz EQA Action Points</p> <p>(A good detailed Minutes of Meetings; however, evidence of Activities undertaken were NOT made available. //</p>
Do IQA staff give appropriate feedback to assessors regarding their assessment decisions? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes; this is adequately being received but needs development. //
Do IQA staff maintain appropriate sampling plans in line with CAMERA? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes; however, IQA records were generalised and needed development at the last EQA Visit.</p> <p>On this occasion, sampling plans have NOT been quality assured for each learner. Both planned dates of formative and summative verification activity can NOT be seen from. //</p>
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, all records were made available. //
Do all claims for certificates meet the necessary requirements? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes. All certificate claims meet the necessary requirements.</p> <p>EQA recommends DCS to continue for the Centre. //</p>
Are there any other risks concerning IQA activity? //	<input type="radio"/> Yes <input checked="" type="radio"/> No	NO risks however, Section 4 Action Points must be considered to ensure the Centre can maintain their DCS. The Centre could be at risk. //

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)
07.12.2022	<p>A: Ensure IQA feedback is detailed and include suggestions and improvements in the various components in English; these need development and must be broken down in: Reading, Writing and S/L/C + Maths (Calculator and Non-calculator Papers).</p> <p>IQA has recorded marks awarded overall; however, there is no follow up to check patterns/trends in marking across Assessors/Sites/Levels and Topics. QAS (7.1 and 7.2) //</p>	Low	Lead IQA	07.06.2023		EQA //
07.12.2022	<p>A: Ensure registrations take place in a timely fashion. QAS (1.1) //</p>	Low	QA Manager	07.01.2023		EQA //

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)
07.12.2022	<p>I; Complete the CU Form with Staff changes IF this has not been completed already.</p> <p>I; ALL Assessments/Papers should be clearly checked and marked by the Assessors.</p> <p>I; Use the same topic papers for each level to save complications; a good tracking system should be in place to ensure safety/security of assessments being used.</p>	Improvement	QA Manager/	07.01.2023		EQA
07.12.2022	<p>A: IQA to ensure Assessors develop their S/L/C Observation Writing Skills. These should include demonstration of outcomes opposed to quotes only. Check C&G website for examples of Observation Reports.</p> <p>QAS (7.1 and 7.2)</p>	Improvement	Lead IQA	07.01.2023		EQA
07.12.2022	<p>A: Standardisation Team Meetings/Activities are NOT taking place regularly, these must show regular discussion of questions amongst staff from papers; agreed/disagreed, areas of improvement, how and where to improve; any particular burning questions clarified on papers. This needs development.</p> <p>Papers checked and marked in Standardisation Meetings should be collectively concluded by the Team and individual participation of Activities by ALL staff should be clear i.e Staff written notes, flip chart work, reports, marking etc.</p> <p>QAS (7.1 and 7.2)</p>	Low	Lead IQA	07.06.2023		EQA
07.12.2022	<p>A: To ensure CPD Logs are made available with ALL Staff Certificates at the next EQA Visit; include impact of learning and how this will help Staff in their working roles; add another column.</p> <p>QAS (7.1 and 7.2)</p>	Low	QA Manager	07.06.2023		EQA

Print