

QUALITY ASSURANCE REPORT



Visit Details

This Visit Date	12/04/2011
Visit	2 of 2
Next Agreed Visit Date	11/10/2011
Location of this visit (If not main site)	

Centre Details

Centre Number	21896
Centre Name	Mercia Management

Review of Actions from the Previous Visit

Recommendations from the Previous Visit

Actions from this Visit

Ref.	Action	By Whom	By When
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Recommendations from this Visit

Ref.	Action	By Whom
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Centre Contact Details

Centre Main Site Address	55 Waterloo Road Wolverhampton West Midlands WV1 4QJ
Centre Telephone Number	(01902) 713552
Centre Email	
Head of Centre Name	Sheila Morrow
Position	Quality Coordinator
Email	sheila.morrow@merciam.co.uk
Centre Co-ordinator Name	Sheila Morrow
Email	sheila.morrow@merciam.co.uk

OCR Visitor Details

Name	Mr Tony Shotton
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Region	Midlands and Anglia

ID	2644
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External Verification Review

The following section covers the details of the external verification review conducted during this visit

Approved OCR Qualifications

Management & Business Support

Qualification Code	Qualification Name	OCR Registered Candidates	Action Point
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03366	OCR Level 2 NVQ Certificate in Team Leading	6	No
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Approval Status Review	DCS Approved?	DCS Status Review
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Continue Approval	YES	Continue DCS
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Qualification Code	Qualification Name	OCR Registered Candidates	Action Point
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03367	OCR Level 3 NVQ Certificate in Management	6	No
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Approval Status Review	DCS Approved?	DCS Status Review
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Continue Approval	YES	Continue DCS
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Business, Administration and Law

Qualification Code	Qualification Name	OCR Registered Candidates	Action Point
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05565	OCR Level 2 NVQ in Team Leading	7	No
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Approval Status Review	DCS Approved?	DCS Status Review
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Continue Approval	YES	Continue DCS
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Qualification Code	Qualification Name	OCR Registered Candidates	Action Point
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05566	OCR Level 3 NVQ in Management	0	No
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Approval Status Review	DCS Approved?	DCS Status Review
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Continue Approval	YES	Continue DCS
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Assessment Team

The following are listed as part of the Assessment team(s) for the qualifications reviewed

Name	For Schemes	Role
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Fiona Thompson	03385, 05565, 05566, 05943, 05944	Assessor, Internal Verifier
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Assessment Qualifications	Date for award of Assessment qualifications	Occupationally competent?	Seen on Visit?	Left team?
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D32, D33, V1		Yes	No	Yes
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Name	For Schemes	Role
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Steve Taylor	05565, 05566	Assessor, Internal Verifier
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Assessment Qualifications	Date for award of Assessment qualifications	Occupationally competent?	Seen on Visit?	Left team?
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D32, D33, D34				Yes
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Name	For Schemes	Role
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Sheila Morrow	03385, 05565, 05566, 05943, 05944, 03366, 03367	Assessor, Internal Verifier
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Assessment Qualifications	Date for award of Assessment qualifications	Occupationally competent?	Seen on Visit?	Left team?
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D32, D33, D34		Yes	Yes	
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Name	For Schemes	Role
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Jillian Johnson	03385, 05566, 05567, 05943, 05944, 03366, 03367	Assessor, Internal Verifier
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Assessment Qualifications	Date for award of Assessment qualifications	Occupationally competent?	Seen on Visit?	Left team?
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D32, D33, V1		Yes	No	
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Name	For Schemes	Role
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Neil Cook	05565, 05566	Assessor
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Assessment Qualifications	Date for award of Assessment qualifications	Occupationally competent?	Seen on Visit?	Left team?
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A1				Yes
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Others Seen at Visit

Name	Position	Comments
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Angela Stevens	03366 candidate	By telephone
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Craig Simpson	03367 candidate	By telephone
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Management & Business Support

Resource Review

Ref	Criterion	Review
R0	There are sufficient competent and qualified assessors and internal quality assurance personnel. (2.0)	Agree
R1	Staff development is provided for assessors and internal quality assurance personnel in line with identified needs. (2.1)	Agree
R2	Resources are made available in line with identified needs required for qualification achievement. (2.2)	Agree
R3	Equipment and accommodation used for the purposes of assessment comply with the requirements of relevant health and safety acts. (2.3)	Agree

Ref	Comment
R0, R1, R2, R3	Following a recent reorganisation at the centre, there are currently only 2 assessor / IVs. However this is sufficient for current candidate numbers. Contingency plans are in place in case of sickness. Sheila will now assess all candidates and Jill will be the IV. Both are qualified and very experienced. They have sufficient time to provide excellent support. All staff undertake regular CPD activities which are reviewed at appraisals. The centre have sufficient equipment and accommodation and prepare Health and Safety checks at all workplaces where assessment is undertaken.

Candidate Support Review

Ref	Criterion	Review
CS0	Information, advice and guidance about the qualification and assessment, including the appeals procedure, are provided to learners. (3.0) (3.5)	Agree
CS1	Learner's development needs are matched against the requirements of the qualification and assessment planning is regularly reviewed with the learner. (3.1) (3.2)	Agree
CS2	Access to assessment is encouraged through the use of a range of valid assessment methods and particular assessment requirements of learners are identified and met where possible. (3.3) (3.4)	Agree
CS3	Unit certification is made available to learners. (3.6)	Agree

Ref	Comment
CS0, CS1, CS2, CS3	Inductions are normally individual. NVQ standards and various information is given to candidates, who sign for a copy of the appeals procedure. Skillscans are completed for every candidate. Training is available as required either via existing courses or on a one to one basis. Candidates are visited at monthly intervals or more often and assessment plans are updated on each occasion. There is also email and telephone contact with candidates as appropriate. Two candidates interviewed were very pleased with all aspects of support. Unit certification is available as required.

Assessment Review

Ref	Criterion	Review
A0	Internal quality assurance procedures are documented and meet OCR's requirements (as detailed in the relevant OCR Centre Handbook). (4.0)	Agree
A1	Assessment decisions are adequately sampled to ensure the required standards are met. (4.1)	Agree
A2	Records of internal quality assurance activities meet OCR's requirements and ensure valid, reliable and consistent assessment. (4.2)	Agree
A3	The internal quality assurance process is reviewed against OCR's requirements for internal quality assurance and improvements are implemented accordingly. (4.3)	Agree
A4	Assessment is conducted by appropriately qualified and occupationally expert assessors. (4.4)	Agree
A5	Internal quality assurance is conducted by appropriately qualified and experienced staff. (4.5)	Agree
A6	Actions identified during external verification visits are disseminated to appropriate staff and addressed accordingly. (5.2)	Agree

Ref	Comment
A0, A1, A2, A3, A4, A5, A6	Sampling is planned in advance with around 20% of portfolios being sampled formatively and one unit from each summatively. Feedback tended to be brief, reflecting the quality of the evidence - although there were occasional action points to assessors which were later cleared and recommendations for future practice. The assessor had been observed within the last 12 months and several candidates interviewed by an IV. There had been a couple of recent standardisation meetings at which the new standards had been discussed. The strategy is reviewed at these meetings also. All staff are qualified and experienced. Evidence in the completed portfolio was from a wide variety of sources and was exemplary. Evidence in the others seen was equally as strong as for the previous standards.

Internal Verification Review

Ref	Criterion	Review
IV0	The centre's policies in relation to OCR's verified qualifications are supported by senior management and understood by the assessor and internal quality assurance personnel team. (1.0)	Agree
IV1	The centre's policies, including access and fair assessment policy and practice, are complied with. (1.1)	Agree
IV2	The roles and responsibilities of the assessors and internal quality assurance personnel across all assessment sites are defined and understood. (1.2)	Agree
IV3	There is effective communication within the assessor and internal quality assurance personnel team and with OCR. (1.3)	Agree
IV4	OCR is notified of any changes that may affect the centre's ability to meet OCR's requirements. (1.4)	Agree
IV5	Assessors and internal quality assurance personnel have sufficient time, resources and authority to perform their roles and responsibilities effectively. (1.5)	Agree
IV6	Learner information and details of achievements are complete and accurate, and retained and transmitted in line with OCR's requirements. (1.6) (1.8)	Agree
IV7	Queries about the qualification specification, assessment guidance or related OCR material are resolved. (1.7)	Agree
IV8	Information and recording systems enable learners' achievements to be monitored and reviewed in relation to diversity and equality. (5.3)	Agree
IV9	Requests from OCR are complied with for access to premises, people and records for the purpose of monitoring activities. (1.9)	Agree
IV10	Centre's achievements, and learner, employer and other feedback are used to evaluate the quality and effectiveness of qualification provision. (5.0) (5.1)	Agree

Ref	Comment
IV0, IV1, IV2, IV3, IV4, IV5, IV6, IV7, IV8, IV9, IV10	There have been significant changes to the management structure of the centre which has resulted in several departures. However this has not affected the quality of support to candidates. All assessors and IVs have access to and understand the centre's policies and procedures, which are regularly discussed and reviewed at monthly meetings. Each candidate's progress is reviewed at a formal caseload review meeting. Requested portfolios (All candidates were new and most had yet to produce evidence) and all assessment and IV documentation was available. An evaluation questionnaire is issued at mid and end of the programme, and to employers at the end of the programme. The results are discussed at meetings.

Business, Administration and Law

Resource Review

Ref	Criterion	Review
R0	There are sufficient competent and qualified assessors and internal quality assurance personnel. (2.0)	Agree
R1	Staff development is provided for assessors and internal quality assurance personnel in line with identified needs. (2.1)	Agree
R2	Resources are made available in line with identified needs required for qualification achievement. (2.2)	Agree
R3	Equipment and accommodation used for the purposes of assessment comply with the requirements of relevant health and safety acts. (2.3)	Agree

Ref	Comment
R0, R1, R2, R3	There are 3 assessor / IVs involved. This is a very experienced team. Assessors and IVs have sufficient time to provide excellent support. All staff undertake regular CPD activities which are reviewed at appraisals. The centre have sufficient equipment and accommodation and prepare Health and Safety checks at all workplaces where assessment is undertaken.

Candidate Support Review

Ref	Criterion	Review
CS0	Information, advice and guidance about the qualification and assessment, including the appeals procedure, are provided to learners. (3.0) (3.5)	Agree
CS1	Learner's development needs are matched against the requirements of the qualification and assessment planning is regularly reviewed with the learner. (3.1) (3.2)	Agree
CS2	Access to assessment is encouraged through the use of a range of valid assessment methods and particular assessment requirements of learners are identified and met where possible. (3.3) (3.4)	Agree
CS3	Unit certification is made available to learners. (3.6)	Agree

Ref	Comment
CS0, CS1, CS2, CS3	Inductions are normally individual. NVQ standards and various information is given to candidates, who sign for a copy of the appeals procedure. Skillscans are completed for every candidate. Training is available as required either via existing courses or on a one to one basis. Candidates are visited at monthly intervals or more often and assessment plans are updated on each occasion. There is also email and telephone contact with candidates as appropriate. Two candidates previously interviewed and two candidates interviewed on the new standards were very pleased with all aspects of support. Unit certification is available as required.

Assessment Review

Ref	Criterion	Review
A0	Internal quality assurance procedures are documented and meet OCR's requirements (as detailed in the relevant OCR Centre Handbook). (4.0)	Agree
A1	Assessment decisions are adequately sampled to ensure the required standards are met. (4.1)	Agree
A2	Records of internal quality assurance activities meet OCR's requirements and ensure valid, reliable and consistent assessment. (4.2)	Agree
A3	The internal quality assurance process is reviewed against OCR's requirements for internal quality assurance and improvements are implemented accordingly. (4.3)	Agree
A4	Assessment is conducted by appropriately qualified and occupationally expert assessors. (4.4)	Agree
A5	Internal quality assurance is conducted by appropriately qualified and experienced staff. (4.5)	Agree
A6	Actions identified during external verification visits are disseminated to appropriate staff and addressed accordingly. (5.2)	Agree

Ref	Comment
A0, A1, A2, A3, A4, A5, A6	Sampling is planned in advance with around 20% of portfolios being sampled formatively and one unit from each summatively. Feedback tended to be brief, reflecting the quality of the evidence - although there were occasional action points to assessors which were later cleared and recommendations for future practice. All assessors had been observed within the last 12 months and several candidates interviewed by an IV. Standardisation meetings are held 6 monthly and are well documented. The strategy is reviewed at these meetings also. All staff are qualified and experienced. Evidence was from a wide variety of sources and was exemplary, demonstrating without doubt the competence of candidates across the full range of units. Previous EV recommendations had been addressed.

Internal Verification Review

Ref	Criterion	Review
IV0	The centre's policies in relation to OCR's verified qualifications are supported by senior management and understood by the assessor and internal quality assurance personnel team. (1.0)	Agree
IV1	The centre's policies, including access and fair assessment policy and practice, are complied with. (1.1)	Agree
IV2	The roles and responsibilities of the assessors and internal quality assurance personnel across all assessment sites are defined and understood. (1.2)	Agree
IV3	There is effective communication within the assessor and internal quality assurance personnel team and with OCR. (1.3)	Agree
IV4	OCR is notified of any changes that may affect the centre's ability to meet OCR's requirements. (1.4)	Agree
IV5	Assessors and internal quality assurance personnel have sufficient time, resources and authority to perform their roles and responsibilities effectively. (1.5)	Agree
IV6	Learner information and details of achievements are complete and accurate, and retained and transmitted in line with OCR's requirements. (1.6) (1.8)	Agree
IV7	Queries about the qualification specification, assessment guidance or related OCR material are resolved. (1.7)	Agree
IV8	Information and recording systems enable learners' achievements to be monitored and reviewed in relation to diversity and equality. (5.3)	Agree
IV9	Requests from OCR are complied with for access to premises, people and records for the purpose of monitoring activities. (1.9)	Agree
IV10	Centre's achievements, and learner, employer and other feedback are used to evaluate the quality and effectiveness of qualification provision. (5.0) (5.1)	Agree

Ref	Comment
IV0, IV1, IV2, IV3, IV4, IV5, IV6, IV7, IV8, IV9, IV10	All assessors and IVs have access to and understand the centre's policies and procedures, which are regularly discussed and reviewed at monthly meetings. Reasonable requests for additional resources are met. Assessor and IV are agreed for each candidate at the enrolment stage. Each candidate's progress is reviewed at a formal caseload review meeting. All requested portfolios and all assessment and IV documentation was available. An evaluation questionnaire is issued at mid and end of the programme, and to employers at the end of the programme. The results are discussed at meetings. All candidates on 05565 and 05566 have now completed.

Sampling Overview

	Assessment Sites	Assessors	Internal Verifiers
Total	1	2	3
Sampled	1	2	3

Assessment Summary

Management & Business Support

Qualification	Total Candidates	OCR Registered candidates	Submitted Portfolios	Portfolio sample
03366	6	6	0	1
DCS Claims	DCS Sample	Assessment Methods	Candidate Stages	Agree Decisions?
0	0	Questioned, Examined	Mid qualification	Not yet assessed

Qualification	Total Candidates	OCR Registered candidates	Submitted Portfolios	Portfolio sample
03367	6	6	1	2
DCS Claims	DCS Sample	Assessment Methods	Candidate Stages	Agree Decisions?
0	0	Observed, Questioned, Examined	Mid qualification, Finished qualification	Yes to all

Business, Administration and Law

Qualification	Total Candidates	OCR Registered candidates	Submitted Portfolios	Portfolio sample
05565	7	7	0	0
DCS Claims	DCS Sample	Assessment Methods	Candidate Stages	Agree Decisions?
7	7	Observed, Questioned, Examined	Finished qualification, DCS claim	Yes to all

Qualification	Total Candidates	OCR Registered candidates	Submitted Portfolios	Portfolio sample
05566	0	0	0	0
DCS Claims	DCS Sample	Assessment Methods	Candidate Stages	Agree Decisions?
0	0	No candidates	No candidates	No candidates

Access Review

The External Verifier could/could not access the following:

Details of candidates including achievements to date?	Yes
Details of all locations at which assessment is taking place?	Yes
The assessors indicated by you prior to the visit?	Yes
The assessment locations that you indicated you wished to visit?	Yes
The candidate portfolios and evidence indicated by you prior to your visit?	Yes
The candidate portfolios requested during the visit?	Yes
Assessment records?	Yes
Internal verification records?	Yes
Have all staff changes been notified to OCR in advance?	Yes
Have only Internal Verifiers listed in the Internal Verifier register signed certification claims?	Yes