

QUALITY REVIEW AND DEVELOPMENT REPORT

CENTRE DETAILS

Report Status:	Submitted
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Centre Type:	Employer
Centre Quality Reviewer Number:	900518
Centre Quality Reviewer:	MRS M GAULD
Date and Time Review Started:	11/03/2011 09:30
Date and Time Review Completed:	11/03/2011 13:30
Who was the Review With?:	QN-Georgia Massey
First Year of Delivery?:	No
Number of Subsites at Centre:	0

Are there any collaborative, partnership or consortia arrangements recognised by the Edexcel System:

If collaborative, partnership or consortia agreements exist, please provide details:

QUALITY REVIEW AND DEVELOPMENT REPORT

**ASSESSMENT OBJECTIVES**

**Managing Assessment: Verification of assessment outcomes**

**Quality Objective:**

A.1 There is a robust, consistent and transparent approach to verification that:

- enables internal verification to drive and maintain assessment standards.
- utilises the outcomes of Edexcel Standards Verification and Quality Review and Development to inform and enhance internal verification.

**Quality Measures:**

In order to achieve this, centres will need to:

- A.1.1 have identified and registered an appropriate Lead Internal Verifier for each Principal Subject Area who is trained and accredited or seeking accreditation within a defined time scale.
- A.1.2 deliver an internal verification process that is compliant with Edexcel and regulatory body requirements.
- A.1.3 ensure that each Lead Internal Verifier is appropriately prepared for and clear about their responsibilities in relation to the standardisation of assessment across a Principal Subject Area; incorporating both pre-assessment standardisation activities and the standardisation of assessed learner work.
- A.1.4 have processes for dealing with weaknesses in assessment, whether highlighted internally or externally.
- A.1.5 collate sufficient evidence of assessment and verification activities to demonstrate that, over time that both processes are effective in upholding national standards.
- A.1.6 have a process for the rapid replacement of a Lead Internal Verifier, if required.
- A.1.7 maintain accurate and up to date records of learner progression and achievement in order to support the accurate sign off of learner achievement and certification claims.
- A.1.8 utilises the outcomes of our external monitoring to improve internal systems, processes and assessment outcomes.

**NVQ Programmes:**

All quality processes are in place and effective

**Managing Assessment: Assessment practice**

**Quality Objective:**

A.2 Assessment strategy, processes and management underpin an assessment system that:

- delivers valid and reliable outcomes.
- reflects national standards.
- leads to the safe certification of learner achievement.

**Quality Measures:**

In order to achieve this, you will need to:

- A.2.1 have clearly defined assessment roles and personnel.
- A.2.2 have clearly defined assessment procedures that are operational at all assessment locations and across all assessors, units and learners.
- A.2.3 have assessment recording documentation that is clearly understood by assessors and learners, and is utilised consistently across the centre.
- A.2.4 use only assessment methodology that leads to valid and reliable assessment outcomes, which are in line with regulatory and standards setting body requirements.
- A.2.5 have equal access to assessment for all learners.
- A.2.6 have an adequate support mechanisms for assessors.
- A.2.7 comply with our testing requirements as appropriate.

**NVQ Programmes:**

All quality processes are in place and effective

**Managing Assessment: Assessment recording**

**Quality Objective:**

A.3 All assessment outcomes must be recorded in such a way that:

- assessment evidence outcomes are clearly measured against national standards.
- learner progress can be accurately tracked.
- the assessment process can be reliably verified.
- there is clear evidence of the safety of certification.

**Quality Measures:**

In order to achieve this, you will need to:

- A.3.1 store assessment records securely and safely.
- A.3.2 maintain records of learner achievements that are: up to date; regularly reviewed and tracked accurately against national standards.
- A.3.3 retain assessment records for centre and awarding body scrutiny for a minimum of three years following certification.
- A.3.4 have current learner evidence available for centre and awarding body verification processes.
- A.3.5 ensure that assessment records are stored and retrievable for a period of 3 years following certification.

**NVQ Programmes:**

All quality processes are in place and effective

QUALITY REVIEW AND DEVELOPMENT REPORT

**Managing Assessment: Malpractice and appeals**

**Quality Objective:**

A.4 Learner appeals and learner/staff assessment malpractice:

- policies, procedures are sufficiently rigorous to meet our and regulatory requirements.
- investigations are robust, free from bias, conducted in line with policy and accurately documented.
- outcomes are fair, consistent, in line with policy and accurately recorded/communicated to all stake-holders.

**Quality Measures:**

In order to achieve this, you will need to:

A.4.1 have policies and procedures for dealing with learner appeals and learner/staff malpractice that are, in line with our guidance and operational requirements.

A.4.2 have a means for ensuring all learners and staff are aware of:

- what constitutes an appeal and what is considered assessment malpractice.
- the related processes for instigating an appeal or investigating malpractice.
- the possible outcomes that may be reached.
- the consequences of outcomes.

A.4.3 demonstrate how the potential for assessment malpractice informs programme planning and delivery.

A.4.4 have robust systems for recording and managing all assessment appeals and malpractice.

A.4.5 have a process for reporting serious assessment malpractice to us.

**NVQ Programmes:**

All quality processes are in place and effective

**Managing Assessment: Registration and certification**

**Quality Objective:**

A.5 Administrative processes and procedures must ensure that all registrations and certificate claims are:

- accurate and timely.
- reflective of a learner's course of study and level of achievement.
- reported to us where they are inaccurate or unsafe.

**Quality Measures:**

In order to achieve this, you will need to:

A.5.1 have a procedure for the timely and accurate registration of learners that is, congruent to our requirements, operational and monitored.

A.5.2 have a mechanism for the checking of the accuracy of learner registrations.

A.5.3 follow a procedure, which ensures timely and accurate certification claims that are checked and validated through internal verification against assessment records.

A.5.4 check received certificates against assessment records prior to issue.

A.5.5 investigate and report all inaccurate, early/late and fraudulent registrations or certification claims, via internal senior management, to us.

A.5.6 provide unit certification claims for learners where appropriate.

**NVQ Programmes:**

All quality processes are in place and effective

QUALITY REVIEW AND DEVELOPMENT REPORT

MANAGING ASSESSMENT - OVERALL JUDGEMENT

Centre is Meeting All Quality Objectives:

NVQ Comments:

There are appropriate Policies and Procedures in place including policies for Internal Verification, Appeals, Malpractice, Plagiarism, APL and Health & Safety.

1st 2 Achieve is a small training provider with twelve candidates. There are three identified LIVs which is more than required for the number of students. One LIV has already obtained the OSCA award, one has a similar qualification and one is seeking accreditation in May. There are clearly defined roles and responsibilities for the LIV, the IV and the assessor.

There is evidence of a robust I.V. process which provides good, indepth feedback to authors of assignments and to the assessors. The process appears to be thorough with clear I.V. plans and well designed I.V. formats that include the BTEC criteria.

The programme team mainly centres around three tutors who have appropriate qualifications. In addition there are several external advisors who are professionals in the sports and recreation industries. There are minutes of regular, formal meetings, there are assessment and standardisation meetings and evidence of shared assessment decisions.

Weaknesses in the assessment process would clearly be identified through I.V., the shared assessment process and through the performance management procedures.

Support for assessors is carried out through CPD, observation sessions, shadowing and mentoring. It is a small course team which means staff can work together and share good practice.

Support for learners is through the ILP (Individual Learning Programme) procedures which includes an initial Learner Profile, Learner Reviews, Action Plans and regular tutorials.

A range of assessment methods have been well considered to motivate and interest learners at this level (there is a flexible approach to delivery). Evidence includes videos and photographic evidence, witness statements, learners' session plans, e-portfolios and observation statements. Candidates follow Individual Assessment Plans based on their Individual Learning Plans and the monthly reviews. There is evidence of good assessment practice, well designed assessment formats, indepth assessment feedback, Achievement Records and Candidate Tracking sheets. All assessment records are electronic with a back up through Dell Data Safe. Candidates can log onto the centre's website to access their assessment records using an individual password. Wolverhampton College stores all records on their data base for a minimum of three years.

Any issues regarding appeals, malpractice or plagiarism would inform programme planning and delivery through action plans identified at meetings, through Performance against Contract, through the QA process and Performance Management.

Action plans, strengths and weaknesses feed into the SAR (evidence of the last SAR). External reports are discussed at staff meetings and these also feed into the SAR.

The QN is also the Exams Officer and together with the Exams Officer from Wolverhampton College ensure registrations and certificate claims are made at appropriate times. Checks are made by the course team.

QUALITY REVIEW AND DEVELOPMENT REPORT

**LEARNING OBJECTIVES**

**Managing Learning: Maintaining quality**

**Quality Objective:**

- L.1 There are effective systems, processes and procedures developed and agreed by managers, which are:
- regularly reviewed and updated.
  - readily available to all staff and learners.
  - operational throughout the organisation.

**Quality Measures:**

In order to achieve this, you will need to:

- L.1.1 identify a range of key quality systems that are:
  - supported by policy.
  - appropriate to centre size and the qualification requirements.
  - supported by senior managers.
  - implemented by assessment and delivery teams.
- L.1.2 have policies for managing:
  - equality and diversity.
  - health & safety.
  - special consideration & reasonable adjustment.
  - accreditation of prior learning.
- L.1.3 regularly review and evaluate centre policies.
- L.1.4 effectively manage accurate and consistent internal and external communications that ensure the accurate and timely dissemination of key messages to all stake-holders.
- L.1.5 have continuous compliance with our published policies, procedures and regulatory requirements.
- L.1.6 assure us that BTEC and NVQ qualifications on the NQF or QCF are not delivered outside of the UK without our approval.

**NVQ Programmes:**

All quality processes are in place and effective

**Managing Learning: Roles and team working**

**Quality Objective:**

- L.2 Roles are clearly identified and appropriate people appointed in order to ensure:
- effective centre management.
  - accurate administration of learner activity.
  - high quality teaching and delivery.
  - valid assessment and consistent verification.

**Quality Measures:**

In order to achieve this, you will need to:

- L.2.1 identify an individual with overarching organisational responsibility for quality to act as our contact (Quality Nominee).
- L.2.2 identify an individual or team with overarching responsibility for the:
  - enrolment and registration of learners.
  - tracking of learner achievements.
  - administration of controlled assessments (where appropriate).
  - safe claiming and distribution of learner certificates.
- L.2.3 give delegated authority to programme teams to plan and manage the quality of programme delivery and assessment across all delivery sites.
- L.2.4 set aside time, on a regular basis, for programme teams to have formal minuted meetings to discuss teaching, assessment and verification activities and strategies.
- L.2.5 ensure that the organisational structure reflects a culture of quality assurance and improvement.

**NVQ Programmes:**

All quality processes are in place and effective

QUALITY REVIEW AND DEVELOPMENT REPORT

**Managing Learning: Programme review, evaluation and improvement**

**Quality Objective:**

L.3 Effective continuous improvement systems are in place and operational for the cyclical review, evaluation and improvement of programme delivery and assessment that involves:

- delivery and assessment staff.
- senior management.
- learners.

**Quality Measures:**

In order to achieve this, you will need to:

- L.3.1 identify senior staff to lead on quality review and improvement processes.
- L.3.2 have a cycle of programme review and evaluation to assure the quality of the learning experience.
- L.3.3 consult with learners, staff and other stakeholders as part of all programme review processes.
- L.3.4 demonstrate that the outcomes of review process:
  - inform change.
  - drive continuous improvement.
  - ensure that all learning and assessment provision remains effective and fit for purpose.
- L.3.5 demonstrate continuous compliance with our centre and qualification approval criteria and quality requirements.

**NVQ Programmes:**

All quality processes are in place and effective

**Managing Learning: Learner recruitment**

**Quality Objective:**

L.4 Learners are recruited with integrity onto appropriate programmes that will:

- meet their needs.
- enable and facilitate learning and achievement.
- enable progression.

**Quality Measures:**

In order to achieve this, you will need to:

- L.4.1 provide relevant programme information, guidance and advice, to enable informed learner choice.
- L.4.2 publish entry and selection criteria.
- L.4.3 demonstrate that learners are recruited with integrity.
- L.4.4 carry out comprehensive learner induction that:
  - addresses programme and organisational requirements .
  - explains learner facilities.
  - identifies learners' development needs.
  - develops an Individual Learning Plan.

**NVQ Programmes:**

All quality processes are in place and effective

**Managing Learning: Learner support and review**

**Quality Objective:**

L.5 Learners are supported, monitored and their progress continually reviewed in order to:

- provide constructive feedback.
- enhance progression.
- maximise achievement.
- identify progression.

**Quality Measures:**

In order to achieve this, you will need to:

- L.5.1 publish a learner review process that is clear, equitable and open equally to all learners.
- L.5.2 identify learner development needs and provide appropriate support to assist progression and achievement.
- L.5.3 engage learners through effective teaching and assessment methodology that fosters a sense of individual responsibility.
- L.5.4 review learner progress and develop agreed action plans through a process of constructive feedback and dialogue.

**NVQ Programmes:**

All quality processes are in place and effective

QUALITY REVIEW AND DEVELOPMENT REPORT

**MANAGING LEARNING - OVERALL JUDGEMENT**

Centre is Meeting All Quality Objectives:

Yes

**NVQ Comments:**

The range of Policies and Procedures is appropriate and these are annually reviewed or updated by the Managing Director for 1st 2 Achieve and by senior management at Wolverhampton College. The centre files are comprehensive and quite impressive with well designed formats for all the procedures. In addition several files of information are stored electronically with the same professional look and common design theme.

1st 2 Achieve is a small training provider in partnership with Wolverhampton College. The staff structure includes the Vice Principal of the college, the MD for 1st 2 Achieve, two assessors at the Pioneer Centre (the employer) and two members of staff at the college for Learning Support Key Skills and Functional Skills. The Head of the Sports Department is also involved. Roles and responsibilities are clearly defined.

The MD is also the QN who receives internal and external information which is disseminated to appropriate staff via emails and regular meetings. There appears to be no issues regarding time for meetings.

The MD uses the OFSTED Self-Assessment Report format which is inspected by the college and which feeds into their Review & Evaluation/Self-Assessment procedures. There is evidence of good practice in this area including action plans, identified through team meetings, strengths and weaknesses, feedback from students (questionnaires and exit reviews) and development plans.

Learners are recruited with integrity. No prior qualifications are required but they must be competent in an activity and have good communication skills. The employer is the Pioneer Centre and 1st 2 Achieve is the training provider, clearly responsive to the clients needs.

Candidates are interviewed and when selected there is a formal induction process which includes an initial assessment. A profile for each learner is established which results in the ILP (Individual Learning Programme). This includes learning support and special needs if required. There is evidence of a well considered Welcome Pack, a Welcome Letter and an Induction Pack. The Course Handbook is comprehensive and very easy to follow. Appropriate language has been used for this level.

Learning support is provided through regular reviews for progress and achievement, through action plans and tutorials. The MD is always available for drop-in sessions via the webcom facility. Learners are assessed by the Pioneer Centre and the training provider. This includes observations of learners leading different groups. Participants range from school children to business groups. There is evidence of indepth assessment feedback and records show a 100% success and retention.

The planning, delivery and organisation of the NVQ programme reflects a culture of quality assurance and continual improvement.

QUALITY REVIEW AND DEVELOPMENT REPORT

**RESOURCE OBJECTIVES**

**Managing Resource: Staff resources**

**Quality Objective:**

- R.1 The delivery and assessment of our programmes is enhanced by an appropriate programme team that is:
- appropriately qualified in the art of teaching and assessment.
  - vocationally competent to teach and assess the subject.
  - given sufficient time to effectively fulfil all aspects of the role.
  - effectively engaged in quality improvement.

**Quality Measure:**

In order to achieve this, you will need to:

- R.1.1 demonstrate that staffing on programmes is continuously monitored in order to maintain adequate numbers of appropriately qualified and vocationally experienced personnel.
- R.1.2 have an effective recruitment and selection process which ensures the maintenance of adequate and appropriate staffing.
- R.1.3 give teaching and assessing staff sufficient time for programme planning, delivery, assessment, verification and evaluation activities.
- R.1.4 ensure that external experts who deliver and assess on programmes are familiar with the specification and assessment requirements.

**NVQ Programmes:**

All quality processes are in place and effective

**Managing Resource: Staff induction and development**

**Quality Objective:**

- R.2 Induction and continuous professional development ensures that staff is:
- up to date with national trends and standards in teaching and assessment.
  - cognisant with industrial trends and developments.
  - conversant with all organisational procedures and policy.

**Quality Measure:**

In order to achieve this, you will need to:

- R.2.1 induct all staff new to the centre and/or programmes in:
  - local educational policies and procedures.
  - team and programme management structures and accountabilities.
  - vocational assessment philosophy.
  - regulatory and Edexcel requirements.
- R.2.2 ensure ongoing staff development that meets the needs of the organisation and the delivery and assessment of our programmes.
- R.2.3 evaluate staff induction and development provision to ensure:
  - equal access for all staff.
  - that it remains fit for purpose.
  - that it delivers against its outcomes.

**NVQ Programmes:**

All quality processes are in place and effective

**Managing Resource: Physical resources**

**Quality Objective:**

- R.3 There is adequate provision of physical resources that will:
- support general learning and assessment.
  - enhance subject specific and technical learning and assessment.
  - ensure learner and staff safety.

**Quality Measure:**

In order to achieve this, you will need to:

- R.3.1 have specialist and general resources available that are commensurate with learner volumes.
- R.3.2 have appropriate and fair access arrangements for all students regardless of ability or disability.
- R.3.3 monitor all resources regularly to ensure they are fit for purpose and safe to use.
- R.3.4 consider the provision of general and subject specific resources when planning the introduction of new programmes.
- R.3.5 ensure that, when used, external resources are fit for purpose, appropriate and safe.

**NVQ Programmes:**

All quality processes are in place and effective

QUALITY REVIEW AND DEVELOPMENT REPORT

**MANAGING RESOURCE - OVERALL JUDGEMENT**

Centre is Meeting All Quality Objectives:

**NVQ Comments:**

There are appropriate Policies and Procedures in place to cover Physical and Human Resources, Malpractice, Equal Opportunities and Health & Safety.

There is evidence of a well qualified team of staff that have sufficient time for programme activities. In addition there are several professionals working in the industry who make valuable contributions to the delivery of the NVQ programme.

There is a comprehensive induction programme and induction pack for new staff and a mentoring system. Staff are monitored through the Performance Management process which includes observation sessions, shadowing, evidence records, assessor training and support. Staff development is good with evidence of a Staff Events Calendar, Training Events and individual development needs. The MD has produced a chart of Assessors' Details which feeds into the CPD chart and the Assessors' Personal Development Plans. A number of individual needs have been identified and approved e.g. a programme on Martial Arts and a Masters in Education.

Physical Resources are provided by the employer and by Wolverhampton College. Laptops and WebCom facilities are provided by 1st 2 Achieve. Risk assessments and Health & Safety checks are carried out annually and conform to AALA regulations.

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**CENTRE DEVELOPMENT PLAN**

**General Comment**

1st 2 Achieve is a small training provider in partnership with Wolverhampton College and in collaboration with the Pioneer Centre at Cleobury Mortimer. Self-Assessment, Quality Assurance and Continual Professional Development are monitored by the college. The Managing Director is well qualified and has expertise in Health, Fitness and Exercise. There is evidence that the NVQ in Leadership (L2) programme is well organised with documented evidence to be found electronically and in paper base form.  
Candidates are normally 18 to 24 years old and are employed by the Pioneer Centre which provides outdoor activities.  
The dedication of staff and enthusiasm generated in the candidates has resulted in 100% retention and success rates this year. Assessments have clearly enabled these students to progress and achieve.

**Areas of good practice**

Learners achieve their targets and progress exceeds prior attainment.  
There is good learner support.  
There's evidence of a good working relationship between tutors and candidates.  
There's evidence of a flexible approach to assessment.  
There's a good range of assessment methods that are appropriate to the NVQ programme.  
1st 2 Achieve has been commended on excellent performance and practice by Wolverhampton College.  
There is well documented and well designed evidence (paper based and electronic).

**Date of Initial Submission:**

13/03/2011