

Systems Visit / ILM Customer Review Visit

Section 1 Contact details

1.1 Transaction number	8000300032
1.2 Centre Name	College of Management and IT (CMIT)
1.3 Centre number	831251
1.4 Centre contact	[REDACTED]
Consultant Name	[REDACTED]
Type of activity	Annual System Visit
Date of activity (dd.mm.yyyy)	31.07.2020
Start Time (24 hrs clock)	09.30
Finish Time (24 hrs clock)	13.00
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>Due to Covid 19 restrictions the systems review was completed on-line on Friday 31st July 2020 instead of 01.07.2020. I spoke [REDACTED].</p> <p>The previous review took place in July 2019. Transaction no 8000254894. Prior to the [REDACTED] the documentation requested including ILM organisational chart, records of team meetings, records of standardisation meetings and staff CPD records for this year.</p> <p>The centre is very innovative and well organised with all administration procedures in place to support the learner and tutor. The student learning resources and delivery is on line. The centre is constantly reviewing and developing their courses in line with feedback from learners and ILM. The centre has enhanced its <u>CMIT study Hub website</u>, this provides excellent support to the learners as it contains everything required for the ILM qualification. [REDACTED]</p> <p>The Centre has in place a comprehensive Covid 19 return to work policy.</p> <p>We discussed the questions on the first page of the systems review letter that the centre is asked to prepare for the meeting. The centre provided a comprehensive written review of this.</p> <p>[REDACTED]</p> <p>Programme resources were created and programme launched September 2019.</p> <p>Review of all assessment briefs undertaken in March 2020. Focus was on clarity of tasks and word counts.</p> <p>Review of all course manuals was undertaken in March 2020. Focus was on content updates in relation to any legislative changes and updating case studies.</p> <p>Update to 8607-530 module (August 2020).</p> <p>All qualifications are delivered through English. Learners whose first language is not English are asked to complete a short comprehension specific to the course level before being admitted on to the programme.</p> <p>There are no issues with plagiarism. Plagiarism and referencing guidance is provided to all learners through the CMIT Plagiarism policy. A referencing guide on a how to "reference" video is found on the CMIT study Hub website and learner referencing activity prior to starting the assessment work for the course is submitted for tutor review as part of the learner Personal Learning Plan. Tutor Feedback is provided on the submitted Personal Learning Plan</p> <p>The next systems review date was agreed for July 2021. The next verification dates are August 13th 2020 and January 2021.</p> <p>The Centre has no action points.</p>
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2.2 Centre staff met	[REDACTED]
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Staff Name	Role	Met
[REDACTED]	[REDACTED]	<input checked="" type="radio"/> Yes <input type="radio"/> No

2.3 Are there any risks with the Centre's quality assurance systems?	No
Comments	The centre has a very good quality assurance system and learner tracking system so the associated risk is low.

Has the previous action plan been met by the centre?	N/A
Comments	None set from last annual review.

Section 3 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)

Section 4 Quality Systems

Management Systems Checklist	Tick if seen	Comments	Action, Improvement required
Organisation chart(s)	<input checked="" type="checkbox"/>	Organisation chart provided outlining the roles of the nine members involved with ILM qualifications.	No
Quality assurance strategy & processes	<input checked="" type="checkbox"/>	Appropriate and in line with ILM requirements.	No
Internal/external communication strategy	<input checked="" type="checkbox"/>	Face to face meetings, Emails, and monthly meetings on programme strategy occur in different areas such as quality and programme development.	No
Equal opportunities policy & Monitoring	<input checked="" type="checkbox"/>	Appropriate and in line with ILM requirements.	No
Appeals policy & procedures – including evidence of implementation and monitoring	<input checked="" type="checkbox"/>	Appropriate and in line with ILM requirements. No appeals to date.	No
Complaints policy & procedure	<input checked="" type="checkbox"/>	Appropriate and in line with ILM requirements. No complaints to date.	No
Records of team meetings	<input checked="" type="checkbox"/>	Monthly meetings occur and ongoing programme development is an outcome from these meetings. Records of meetings are stored on computer and minutes circulated to the team. During Covid 19 restrictions regular on-line meetings occurred with two on-line staff meetings per week took place.	No
Records of Centre Updates	<input type="checkbox"/>	None this year.	No
Records of remote or satellite sites	<input type="checkbox"/>	N/A	No
Records to document the respective roles and responsibilities of any partnership / third party arrangements	<input type="checkbox"/>	N/A	No
Procedures for malpractice/maladministration and confirming learner identity	<input checked="" type="checkbox"/>	Appropriate and in line with ILM requirements. After registration learners are contacted by phone and date of birth declaration confirming their identity is requested.	No

Management Systems Checklist	Tick if seen	Comments	Action, Improvement required
Staff induction/ handbook pack	<input checked="" type="checkbox"/>	This is available to all staff on staff intranet.	No
Recognition of prior learning/proxy procedure	<input checked="" type="checkbox"/>	Up to date and appropriate. Prior learning is recognised for entry requirements onto the qualification and to facilitate learners carrying previous achieved units for progression to higher level qualifications.	No
Access to assessment	<input checked="" type="checkbox"/>	Up to date and appropriate. The programmes are compatible with screen reader assisted technology and are accessible by blind and deaf learners.	No

Resources Checklist	Tick if seen	Comments	Action, Improvement required
Health & safety policy	<input checked="" type="checkbox"/>	Up to date and appropriate. All learning is on-line. There is a monthly physical health and safety audit for staff. During Covid 19 a monthly physical and wellbeing audit was completed for staff working from home.	No
Real Working Environment (RWE) Criteria	<input type="checkbox"/>	N/A	No
Equipment checklists	<input type="checkbox"/>	N/A	No
Appropriate ratio of staff for assessment and internal quality assurance	<input checked="" type="checkbox"/>	Qualifications are completed on line and regular checks are made with tutors regarding work load.	No
Certificates, CVs and evidence of occupational competence for assessment and internal quality assurance staff eg job descriptions and/or role profiles	<input checked="" type="checkbox"/>	As per approval and for any new CUFs.	No
Staff development plans, CPD, records and staff appraisal policy and procedures	<input checked="" type="checkbox"/>	Tutors attend a teaching and learning forum 3 or 4 times per year. On line training and standardisation activity occurred in April 2020.	No

Learner Support Checklist	Tick if seen	Comments	Action, Improvement required
Learner skills scan; initial assessment / diagnostic	<input checked="" type="checkbox"/>	N/A	No
Learner induction pack	<input checked="" type="checkbox"/>	Seen in paper form on last visit and learners have access to it on line.	No

Learner Support Checklist	Tick if seen	Comments	Action, Improvement required
Learner development plan/ Individual learning plans	<input type="checkbox"/>	N/A	No
Learner assessment plans & reviews of progress	<input checked="" type="checkbox"/>	Seen in IV matrix tracking sheet from last cohort and learners are allowed three referrals.	No
Learner files- including learner registration, enrolment and certification dates	<input checked="" type="checkbox"/>	Seen in centre's IV tracking matrix.	No
Schemes of work (where appropriate) / ILM learner journey	<input checked="" type="checkbox"/>	As per approval.	No
Session plan- ILM only	<input checked="" type="checkbox"/>	As per approval.	No

Assessment Checklist	Tick if seen	Comments	Action, Improvement required
Relevant National Occupational Standards	<input type="checkbox"/>	N/A	
Assessment documentation; portfolio, e-portfolio, plans, observation records, feedback/evaluation records	<input checked="" type="checkbox"/>	As all work is completed on-line the tutor response and feedback time to learners is monitored.	No
Learner tracking system	<input checked="" type="checkbox"/>	Viewed in Centre's IV tracking matrix.	No

Quality Assurance Checklist	Tick if seen	Comments	Action, Improvement required
Internal Quality Assurer sampling planning (based on CAMERA)	<input checked="" type="checkbox"/>	Seen in centre's IV tracking matrix. All learner's are IV'ed	No
A variety of sampling techniques & feedback to assessors	<input checked="" type="checkbox"/>	Assignment based only.	No
At least annual observations of Assessors	<input type="checkbox"/>	N/A	No
Standardisation activities	<input checked="" type="checkbox"/>	In house standardisation days occur at least twice per year and feedback provided. Each tutor receives a copy of the EV feedback on the qualification they have assessed. Last activity was April 2020.	No

Quality Assurance Checklist	Tick if seen	Comments	Action, Improvement required
City & Guilds / ILM documentation; Our Quality Assurance requirements Centre Manual / ILM Customer Handbook Guidance on internal verification of N/SVQs	<input type="checkbox"/>	Centre has access to this.	No

Continuous Improvement Checklist	Tick if seen	Comments	Action, Improvement required
Annual training needs analysis for Assessor/Internal Quality Assurers	<input type="checkbox"/>	This falls out of the centre's internal standardisation activities which occur regularly and from the tutors annual performance reviews.	No
Training and development plans	<input type="checkbox"/>	New members of staff are inducted into centre's and ILM processes.	No
Learner tracking records analysis	<input type="checkbox"/>	Seen in IV matrix tracking sheet from last cohort.	No
Quality improvement plan	<input type="checkbox"/>	This is on going after monthly and and quarterly tutor meetings and monthly quality meetings to review corrective actions.	No
Evaluation – including feedback from learners and completers	<input type="checkbox"/>	Feedback is obtained from learners during the course and at the end of the course. This feedback is used in the quality improvement process as per above.	No

Additional checklist (Is the centre aware of the following)	Yes/ No	Additional Comments	Action, Improvement required
Events available to them	Yes	None available at present.	No
Smartscreen		N/A	No
Learning Assistant		N/A	No
ILM Events	Yes	None available.	No
ILM Products	Yes	Centre is aware of these.	No
ILM Services	Yes	Centre is aware of these.	No
How to register for City & Guilds qualification updates	Yes		No
Where to download handbooks from the website	Yes		No
Where to download ILM Customer Handbook and policies from the website	Yes		No
Evolve and the Examinations procedure and guidance		N/A	No