

**Centre Number:** 49780  
**Centre Name:** ENGLISH MANAGEMENT DIRECT  
**EV Number:** 504960  
**EV Name:** MRS A MCPHEE  
**Sampling Method:** Visit  
**Visit/Sampling Date:** 26/02/10  
**Duration of visit/sampling (hours):** 7  
**Number of assessment site:** 1  
**Assessment site visited:** EMD UK, The Gatehouse, Mansion Gate, Chappel Allerton, Leeds,LS7 4RF  
**Records required prior to the sampling were forwarded to EV by the centre as specified in the VRP:** Yes

**Programmes**

Programme Number	Level	Programme Name	Visit No.	No. of Candidates Registered	No. of Active Candidates	No. being Sampled	Candidates Interviewed	Candidates Observed	Sanction	Direct Claim Status
Q5000118	1	IT USERS	2	189	171	6	Yes	Yes	0	YES

**Additional Comments**

	Criterion	Sanction Ref	Yes/No
1	MANAGEMENT SYSTEMS		
1.0a	The centre's aims and policies in relation to NVQs are supported by senior management.	1.1	Yes
1.0b	The centre's aims and policies in relation to NVQs are understood by the assessment team.	1.1	Yes
1.1	The centre's policies, procedures and practices ensure fair assessment for all candidates.		Yes
1.2a	The roles, responsibilities, authorities and accountabilities of the assessment and verification team across all assessment sites are clearly defined and allocated.	1.1	Yes
1.2b	The roles, responsibilities, authorities and accountabilities of the assessment and verification team across all assessment sites are understood	1.1	Yes
1.3	There is effective communication within the assessment team and with Edexcel.	1.3	Yes
1.4	Edexcel is notified of any changes which may affect the centre's ability to meet the approved centre criteria.	1.11	Yes
1.5	Assessors and verifiers have sufficient time, resources and authority to perform their roles and responsibilities effectively.	2.1	Yes
1.6	Information supplied to Edexcel for the purposes of registration and certification is complete and accurate.		Yes
1.7	Queries about the qualification specification, assessment guidance or related awarding body material are resolved and recorded.		Yes
1.8	Candidate records of assessment are accurate, authentic, up to date, securely stored in line with Edexcel requirements and made available for external verification and auditing.		Yes
1.9	Requests are complied with for access to premises, records, information, candidates and staff for the purpose of external verification.	3B.3	Yes
2	RESOURCES		
2.0	There are sufficient competent and qualified assessors and internal verifiers to meet the demand for assessment and verification activity.		Yes
2.1	A staff development programme is established for the assessment and verification team to support identified needs.	1.6	Yes
2.2a	Resource needs are accurately identified in relation to the specific award.	0	Yes
2.2b	Resource needs identified are made available.	0	Yes
2.3	The centre has a process for ensuring that equipment and accommodation used for the purposes of assessment comply with the requirements of relevant health and safety acts.	1.4	Yes
3	CANDIDATE SUPPORT		
3.0	Information, advice and guidance about qualification procedures and practices are provided to candidates and potential candidates.		Yes
3.1	Candidates' development needs are matched against the requirements of the award and an agreed individual development/action plan is established.		Yes
3.2	Candidates have regular opportunities to review their progress and goals and to revise their assessment plan accordingly.		Yes
3.3	Access to assessment is encouraged through the use of a range of valid assessment methods.		Yes
3.4	Particular assessment requirements of candidates are identified and met where possible.		Yes
3.5	There is an established appeals procedure which is documented and given to all candidates.		Yes
3.6	Unit certification is explained to and made available to candidates.	1.12	Yes
4	ASSESSMENT and VERIFICATION		
4.0a	Internal verification procedures and activities are clearly documented.	1.2	Yes
4.0b	Internal verification procedures and activities are consistent with national requirements including assessment strategy and ensure quality and consistency	1.2	Yes
4.1a	Assessment practice and decisions are systematically and regularly sampled.		Yes
4.1b	Results of sampling are acted upon as part of internal quality assurance processes.		Yes
4.2a	Records of internal verification activity are maintained in line with Edexcel requirements.		Yes
4.2b	Records are made available for the purposes of auditing.		Yes
4.3a	The effectiveness of the internal verification strategy is reviewed against national requirements including Joint Awarding Body Guidance on Internal Verification.	1.13	Yes
4.3b	Corrective measures identified as to the effectiveness of the internal verification strategy are implemented.	1.13	Yes
4.4	Assessment is carried out by occupationally competent, accredited staff.		Yes
4.5	Internal verification is conducted by appropriately qualified and experienced staff.	2.5	Yes
5	RECORDS		
5.0	The centre's achievements are monitored and reviewed and used to inform future centre qualification developmental activity.	1.13	Yes
5.1	Candidate, employer and other feedback is used to evaluate the quality and effectiveness of qualification provision against the centre's stated aims and policies leading to continuous improvement.	1.13	Yes
5.2	Actions identified by external verification visits are disseminated to appropriate staff and corrective measures are implemented.		Yes
5.3	Candidate achievement and assessment outcomes are monitored and reviewed in relation to the centre's equal opportunities policy.	3B.5	Yes

**Direct Claim Status**

<b>Prog No</b>	<b>Level</b>	<b>Programme Name</b>	<b>Yes/No</b>	<b>Certification Override</b>	<b>Sanction Level</b>	<b>Sanction Level Override</b>
Q5000118	1	IT USERS	YES		0	

**Actions for centre**

<b>Criterion Reference</b>	<b>Action</b>	<b>Target Date</b>
----------------------------	---------------	--------------------

**Action points from previous report(s)**

<b>Criterion Reference</b>	<b>Action</b>	<b>Target Date</b>
----------------------------	---------------	--------------------

**Sampling Assessment Decisions**

<b>Programme:</b> Q5000118	<b>Unit Sampled:</b> 101	<b>Candidate Name:</b> Istvan Toth	<b>Assessor Name:</b> Stuart Hanson
<b>Assessment Planning</b>			
<b>Is the evidence (VARCS):</b> Valid? Yes    Authentic? Yes    Current? Yes    Reliable? Yes    Sufficient? Yes <b>Is the assessor accredited?</b> No <b>If 'no', is decision confirmed by an accredited assessor?</b> Yes <b>Is there an assessor report on file?</b> Yes <b>IV Sample Date:</b> 20/02/10 <b>Is IV accredited?</b> Yes <b>If 'no', is decision confirmed by an accredited IV?</b> <b>Assessment decision confirmed?</b> Yes			
<b>Programme:</b> Q5000118	<b>Unit Sampled:</b> 101	<b>Candidate Name:</b> Malcolm Hanson	<b>Assessor Name:</b> Edgar Banisaukas
<b>Assessment Planning</b>			
<b>Is the evidence (VARCS):</b> Valid? Yes    Authentic? Yes    Current? Yes    Reliable? Yes    Sufficient? Yes <b>Is the assessor accredited?</b> No <b>If 'no', is decision confirmed by an accredited assessor?</b> Yes <b>Is there an assessor report on file?</b> Yes <b>IV Sample Date:</b> 07/02/10 <b>Is IV accredited?</b> Yes <b>If 'no', is decision confirmed by an accredited IV?</b> <b>Assessment decision confirmed?</b> Yes			
<b>Programme:</b> Q5000118	<b>Unit Sampled:</b> 102	<b>Candidate Name:</b> Grzegorz Cygan	<b>Assessor Name:</b> Martin Bell
<b>Assessment Planning</b>			
<b>Is the evidence (VARCS):</b> Valid? Yes    Authentic? Yes    Current? Yes    Reliable? Yes    Sufficient? Yes <b>Is the assessor accredited?</b> No <b>If 'no', is decision confirmed by an accredited assessor?</b> Yes <b>Is there an assessor report on file?</b> Yes <b>IV Sample Date:</b> 18/02/10 <b>Is IV accredited?</b> Yes <b>If 'no', is decision confirmed by an accredited IV?</b> <b>Assessment decision confirmed?</b> Yes			
<b>Programme:</b> Q5000118	<b>Unit Sampled:</b> 107	<b>Candidate Name:</b> Lorraine Cain	<b>Assessor Name:</b> Alison Green
<b>Assessment Planning</b>			
<b>Is the evidence (VARCS):</b> Valid? Yes    Authentic? Yes    Current? Yes    Reliable? Yes    Sufficient? Yes <b>Is the assessor accredited?</b> No <b>If 'no', is decision confirmed by an accredited assessor?</b> Yes <b>Is there an assessor report on file?</b> Yes <b>IV Sample Date:</b> 12/02/10 <b>Is IV accredited?</b> Yes <b>If 'no', is decision confirmed by an accredited IV?</b> <b>Assessment decision confirmed?</b> Yes			
<b>Programme:</b> Q5000118	<b>Unit Sampled:</b> 108	<b>Candidate Name:</b> Susan Paton	<b>Assessor Name:</b> Kate Newsholme
<b>Assessment Planning</b>			
<b>Is the evidence (VARCS):</b> Valid? Yes    Authentic? Yes    Current? Yes    Reliable? Yes    Sufficient? Yes <b>Is the assessor accredited?</b> Yes <b>If 'no', is decision confirmed by an accredited assessor?</b> <b>Is there an assessor report on file?</b> Yes <b>IV Sample Date:</b> 16/02/10 <b>Is IV accredited?</b> Yes <b>If 'no', is decision confirmed by an accredited IV?</b> <b>Assessment decision confirmed?</b> Yes			
<b>Programme:</b> Q5000118	<b>Unit Sampled:</b> 109	<b>Candidate Name:</b> Enoch Addotey	<b>Assessor Name:</b> Fred Hill
<b>Assessment Planning</b>			
<b>Is the evidence (VARCS):</b> Valid? Yes    Authentic? Yes    Current? Yes    Reliable? Yes    Sufficient? Yes <b>Is the assessor accredited?</b> Yes <b>If 'no', is decision confirmed by an accredited assessor?</b> <b>Is there an assessor report on file?</b> Yes <b>IV Sample Date:</b> 18/02/10 <b>Is IV accredited?</b> Yes <b>If 'no', is decision confirmed by an accredited IV?</b> <b>Assessment decision confirmed?</b> Yes			

**Records**

<b>Description</b>	<b>Used</b>	<b>Available</b>	<b>Sampled</b>
Registration Forms	No	No	No
Certification Forms	No	No	No
Staff Induction	Yes	Yes	No
IV Sampling Plan	Yes	Yes	Yes
IV Observation Forms	Yes	Yes	Yes
IV Portfolio Sampling Forms	Yes	Yes	Yes
Staffing Matrix	Yes	Yes	Yes
Details of Satellite Centres	No	No	No
Tracking Sheets	Yes	Yes	Yes
Assessment Plans and Records	Yes	Yes	Yes
Candidate Inductions	Yes	Yes	Yes
Records of Disputes/Appeals	Yes	Yes	Yes
Equal Opportunities Monitoring	Yes	Yes	Yes
External Verification Records	Yes	Yes	Yes
Records of Standardisation Initiatives	Yes	Yes	Yes
Records of Staff Development	Yes	Yes	Yes

**Number of active personnel with assessor/verifier units**

<b>NVQ Programme</b>		<b>Number Working To</b>			<b>Number Achieved</b>					
<b>Q number</b>	<b>Title</b>	<b>A2</b>	<b>A1</b>	<b>V1</b>	<b>D32</b>	<b>D33</b>	<b>D34</b>	<b>A2</b>	<b>A1</b>	<b>V1</b>
Q5000118	IT USERS		3		2	2	2		7	4

**Actions needed by External Verifier**

<b>Action</b>	<b>Target Date</b>
---------------	--------------------

**Additional Comments**

**Management System:**

The office in Leeds is now fully established and all of the NVQ's operate from this address.

All procedures and processes are fully documented and the Centre file is kept fully up to date. The staff who are not yet qualified still have decisions countersigned and know who their mentor's, IV's and counter-signatories are.

**Resource:**

There are sufficient and competent qualified, Assessors and IV's for the current candidates. Three candidate assessors are now qualified too.

Assessment is carried out at various locations and all health and safety requirements are observed at the various locations visited.

The further development of the candidate and assessment work books support the development of the candidate knowledge and understanding and assist in developing the skills base of the candidate.

**Candidate Support:**

All candidates are fully supported throughout their award. There is a full induction carried out with the candidates and skills and understanding of the requirements are fully explained to the prospective candidates.

The centre currently has a partially sighted and blind candidate. Through the use of a special software package "The Guide" this is enabling them to explore IT and gain a qualification. Additionally further adaptations with keyboards are helping them.

Candidate progression is part of the program and the centre has candidates interested in Level 2.

**Assessment and Certification:**

All of the IV procedures, meetings, standardisation and other activities are fully documented. They comply with the requirements of the awarding body and national occupational standards.

The quality of the evidence is relevant at level 1 and the use of the re-developed work books is raising the standard and progression can be seen.

Various assessment methods are used to comply with the assessment strategy and the development of holistic observations is going well.

The observation today of the IV giving feedback to an assessor was well conducted. All aspects of the quality were discussed and feedback given was constructive. Reflective feedback and candidate progression was discussed along with candidate exit interviews.

**Records:**

The centre continually monitors achievement and the assessors, all decisions are recorded to ensure compliance.

**Review:**

---

**Areas of good practice:**

The centre fully supports the candidates and the support they are giving to the partially sighted and blind candidates is a testament to their commitment in this area.

The re-development of the work booklets is assisting further with the confidence of both the assessors and candidates and keeps everyone focused on the requirements of the standards.

**Candidate support review completed:** Yes

**At the centre, action points were discussed and agreed with...**

**Name:** Katie Scott

**Position:** Director

**Are systems in place to make sure that mistaken or fraudulent claims for certification are not made and the 10 week rule is fully understood and followed?**

Yes

**Staff seen on visit:**

Tin Brown IV/Assessor

Maureen Hammond Lead IV

Katie Scott IV/Assessor

Zoe Reed Assessor

Vivienne Bennett Special needs support

Edgar Banisuskas Trainee Assessor

Natalia Maniukiewicz Assessor

**Next visit**

**Date:**

**Candidates for Limited Certification**

Prog No	Level	Programme Name	Reg No	Learner Name
---------	-------	----------------	--------	--------------