



Centre Activity Report

External Quality Assurance Sampling Visit

Section 1 Contact details

1.1 Transaction number	8000265348
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1.2 Centre Name	National Food & Drink Training
1.3 Centre number	079897

1.4 Centre contact	
Title	
First name	Scott
Surname	Anderson
Telephone number*	
Email address*	scott@scottishbakers.org

Consultant Name	John Messenger
Type of activity	External QA Sampling Visit
Date of activity (dd.mm.yyyy)	05.02.2020
Start Time (24 hrs clock)	08:45
Finish Time (24 hrs clock)	14:00

Location of activity	Assessment site
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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>The external quality assurance sampling visit was arranged for when the centre would be assessing the 3748-01 Functional Skills English and the 4748-02 Functional Skills English speaking, listening and communication qualifications. This would provide the opportunity to observe the assessment practice and interview the learners. The location for the observation was Geary's Bakeries Ltd, Leicester and the learners were all employed by the Bakery.</p> <p>The 3748-01 Functional Skills qualifications closed for registration on the 31st August 2019 and were replaced by the new 4748 Functional Skills qualifications on the 1st September 2019. The centre have been approved for the new 4748 qualifications and currently have four learners registered. One learner was included in the external quality assurance sampling visit for the Functional Skills English speaking, listening and communication activity 1 assessment.</p> <p>There was excellent facilitation of the assessments and the qualification requirements were clearly understood. The interview with the learners was extremely positive and they were very pleased with the excellent support and guidance from the tutor. The learners explained that the Functional Skills programme was an integral part of their apprenticeship programme.</p> <p>The sampling of the learner assessments which are detailed in the sampling pages at section 3.3 within the report confirmed that both the 3748-01 and the 4748-02 Functional Skills English were delivered in accordance with City & Guilds requirements. The assessment records had been completed with the relevant details of the learners' contributions to the discussions and the learners had carried out detailed research. The centre also delivers the 3748-02 and the 4748-04 Functional Skills Mathematics which are undertaken by examination and not included in the external quality assurance sampling activity.</p> <p>The centre are to be commended on the meticulous planning for the external quality assurance sampling visit and it is recommended that Direct Claims Status continue for the 3748-01 and 4748-02 Functional Skills English. From reviewing the schemes of work and other relevant documentation both the 3748-01 and 4748-02 programmes were delivered within the specified GLH which the centre confirmed was adequate.</p> <p>It will be seen that the learners Elliott Joseph and Kamila Mackowska have been added to the sample for the observation of the speaking, listening and communication assessment and the interview with the learners.</p>
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2.2 Centre staff met	
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Staff Name	Role	Met
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Staff Name	Role	Met
Karon Lucke	Training Advisor/IQA/Assessor/Tu	<input checked="" type="radio"/> Yes <input type="radio"/> No
Louise West	Training Advisor/IQA/Assessor/Tu	<input checked="" type="radio"/> Yes <input type="radio"/> No

Has the previous action plan been met by the centre?	N/A
Comments	There was no action plan from the previous external quality assurance sampling activity in October 2018. (8000220546)

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
3748-01	Functional English Skills	8	1	Low (Full Approval)	Low (Full Approval)
4748-02	Functional English Skills	4	0	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 checked="" type="radio"/> Yes <input type="radio"/> No	The staffing matrix is fully up to date complying with City & Guilds requirements and this was reviewed during the external quality assurance sampling visit. The centre are fully aware of the Centre Update Form process.
Are all current staff approved, and hold the relevant recognised qualifications?	<input checked="" type="radio"/> Yes <input type="radio"/> No	All the current staff are approved and hold the recognised qualifications and the CVs, CPD records and qualification certificates have been reviewed on external quality assurance sampling visits and during the current activity. The relevant documentation for Karon Lucke (Assessor/IQA) and Louise West (Assessor/IQA) was reviewed during the current visit. The centre CPD records are reviewed annually as part of the Performance Review process.
Is the centre registered for and receiving the monthly mailings?	<input checked="" type="radio"/> Yes <input type="radio"/> No	The centre is registered for the monthly mailings and receives the relevant correspondence. This was discussed and confirmed during the external quality assurance sampling visit.
Does centre access centre section of website - to obtain latest guidance and updates?	<input checked="" type="radio"/> Yes <input type="radio"/> No	The centre has access to the website and are fully conversant with any changes within the Functional Skills sector. During the external quality assurance sampling visit the 4748 Functional Skills qualifications were discussed and reviewed. The centre are fully aware of the qualification information and updates which are detailed on the City & Guilds 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	The centre does not currently work with any subcontractors, partners or third parties in the delivery and assessment of the 3748 Functional Skills programme.
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	The centre have a comprehensive development plan for the learners which has been very successful in the learners achieving their qualification. This was confirmed during the interview with the learners and from reviewing the relevant documentation. An Individual Learning Plan (ILP) is produced for each learner.

Quality Assurance Requirement	Finding	Comments
Do learners have regular opportunities to review their progress and goals?	<input checked="" type="radio"/> Yes <input type="radio"/> No	It can be seen from reviewing the relevant documentation that the learners have regular opportunities to review their progress. This was also confirmed during the interview with the learners who were very pleased with the tutor support. //
Do learners have regular opportunities to revise their assessment plan accordingly?	<input checked="" type="radio"/> Yes <input type="radio"/> No	From reviewing the relevant documentation it can be seen that the learners have the opportunity to revise their assessment plan. This was also confirmed during the interview with the learners who found the one to one tutorials with the tutor very beneficial. //
Are particular assessment requirements of learners identified and met where possible?	<input checked="" type="radio"/> Yes <input type="radio"/> No	The particular assessment requirements of the learners are identified and met accordingly. There is a comprehensive support programme for the learners and this was discussed during the external quality assurance sampling visit. //
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	There was no requirement to complete any assessments in Welsh. //

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
Jonathan Kaye ZXB4824	20.11.2018	3748-01 015	Karon Lucke	Observation 20.12.2019	Yes	Louise West	Final 17.01.2020	Yes	Hide
Level 1 Functional Skills English speaking, listening and communication assessment. The assessment was an informal discussion on a familiar topic 'The recipes and baking process' with a group size of four participants and for a duration of 15 minutes. The assessor in the assessment record commented that the learner had prepared his recipes and commenced the discussion quoting "I have brought my recipes". The assessor further commented that the learner explained in detail the recipes and how he prepared his dishes. The assessor commented that this created more discussion and the other members of the group gave their opinions. The assessor commented that the learner continued to actively participate in the discussion. The assessor confirmed in the feedback to the learner that the assessment criteria had been met and the learner had offered samples of finished product examples and clearly demonstrated the competency requirements. The internal quality assurer in the feedback to the assessor agreed with the assessment decision and the learner had prepared detailed notes. Assessor and IQA reports. Fletchers Bakery, Sheffield.									
James Hutley ZLV8320	23.10.2018	3748-01 015	Karon Lucke	Observation 14.12.2018	Yes	Louise West	Final 17.01.2020	Yes	Hide
Level 1 Functional Skills English speaking, listening and communication assessment. The assessment was a formal discussion on an unfamiliar topic 'The Functional Skills qualification content' with a group size of four participants and for a duration of 15 minutes. The assessor in the assessment record commented that the learner had produced his notes for the discussion and after listening to the view points from the other members of the group intervened quoting "So are there two tests for both English and Maths?" The assessor commented that this created further discussion particularly regarding suitable topics and the suggestions for the topics included holidays, cars and the latest tyre products. The assessor commented that the learner continued to contribute in the discussion quoting "How long will it take to complete". The assessor commented that this helped to move the discussion on and the group then discussed and reviewed the practice tests handout. The assessor confirmed in the feedback to the learner that the assessment criteria had been met and the learner although a little hesitant at the start of the discussion then became more confident as the discussion progressed. The internal quality assurer in the feedback to the assessor agreed with the assessment decision and the assessor had produced a detailed record of the discussion. Assessor and IQA reports. Fletchers Bakery, Sheffield.									
Kristian Badger ZLV8318	23.10.2018	3748-01 015	Karon Lucke	Observation 20.12.2019	Yes	Louise West	Final 17.01.2020	Yes	Hide
Level 1 Functional Skills English speaking, listening and communication assessment. The assessment was an informal discussion on a familiar topic 'The recipes and baking process' with a group size of four participants and for a duration of 15 minutes. The assessor in the assessment record commented that the learner after listening to the other group members recipes which they were preparing intervened quoting "I am baking a Sweet Pastry and it has eggs in it". The assessor commented that this created an interesting discussion and the learner asked the other group members a question quoting "What do you think of adding an egg?" The assessor commented that this gave the other members of the group the opportunity to share their cooking expertise and advice with the learner responding quoting "I let the pastry rest before filling it and make sure it has twenty minutes or it will be tough". "I then roll it and fill with the fillings which are available and this could include lemon curd". The assessor confirmed in the feedback to the learner that the assessment criteria had been met and the learner had conducted a good conversation throughout and had listened intently to the opinions from the other members of the group. The internal quality assurer in the feedback to the assessor agreed with the assessment decision and the assessor had ensured that all the criteria had been covered and the quotes from the learner were clearly written. Assessor and IQA reports. Fletchers Bakery, Sheffield.									
Lorne Parkin ZLV8307	23.10.2018	3748-01 015	Karon Lucke	Observation 14.12.2018	Yes	Louise West	Final 17.01.2019	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?	Hide All
Level 1 Functional Skills English speaking, listening and communication assessment. The assessment was a formal discussion on an unfamiliar topic 'The Functional Skills planning schedule' with a group size of four participants and for a duration of 15 minutes. The assessor in the assessment record commented that the learner had prepared for the discussion and was quite concerned as to how the study could be undertaken when working full time quoting "I am a little concerned when are we going to fit it into the work schedule?". The assessor commented that this created further discussion with the other members of the group agreeing that the workload issue needed attention. The assessor commented that the discussion then moved on and included on how the situation could be addressed. The assessor further commented that the group considered what time could be allowed for the study and that there was scope for more flexibility within the working patterns with the learner quoting "I have no English or Maths qualifications so I need the qualification". The assessor commented that the learner continued to participate in the discussion and always clarified with questions. The assessor commented that the learner was always aware when a member of the group needed to engage more and invited them to join the discussion. The assessor confirmed in the feedback to the learner that the assessment criteria had been met and the learner was super confident and led discussion with very good contributions. The internal quality assurer in the feedback to the assessor agreed with the assessment decision and the assessor had covered all the criteria which was clearly recorded. Assessor and IQA reports. Fletchers Bakery, Sheffield.									
Ash Rafic BCN4635	02.05.2019	3748-01 015	Karon Lucke	Observation 05.12.2019	Yes	Louise West	Final 05.02.2020	Yes	Hide
Level 2 Functional Skills English Presentation 'Technical Performance' with an audience of twelve learners and for a duration of 10 minutes. The assessor in the assessment record commented that the learner had prepared well for the presentation and introduced the topic clearly explaining how he dealt with any complaints regarding the team and the maintaining of the Technical Dashboard. The learner following a question from another member of the group regarding the forthcoming HACCP visit responded quoting "We will send an email and put the details in the internal calendar". The assessor commented that the learner gave more detail of those departments who will be involved and their role during the visit. The assessor commented that the learner continued to explain the functions of his team which the other members of the group found interesting. The assessor confirmed in the feedback to the learner that the assessment criteria had been met and the learner at all times used appropriate gestures and maintained good eye contact. The internal quality assurer in the feedback to the assessor agreed with the assessment decision. An interview was also conducted with the learner. Assessor and IQA reports. Geary's Bakeries Ltd, Leicester.									
Elliott Joseph PTG6939	13.01.2020	4748-02 015	Louise West	Observation of Assessment Activ 05.02.2020	Yes	Karon Lucke	Final 05.02.2020	Yes	Hide
Level 2 Functional Skills English. An interview with the learner and an observation of a speaking, listening and communication assessment. The assessment record sheet incorporated activity 1 which consisted of an informal discussion on an unfamiliar topic, 'Training and the three lines of production' with a group size of three participants and for a duration of 11 minutes. The assessor included examples of the learner's contribution to the discussion and the quotes such as "In house training running all three lines". "More focused on the Bakery than my NVQ". The learner's notes were seen. There was good feedback from the assessor including suggestions for improvement notably that the learner needed to focus more on his NVQ and less on the Bakery. The internal quality assurer in the feedback to the assessor agreed with the assessment decision. An interview was also conducted with the learner. Assessment record sheet and IQA report. Geary's Bakeries Ltd, Leicester.									
Kamila Mackowski BCI0784	12.04.2019	3748-01 015	Louise West	Observation of Assessment Activ 05.02.2020	Yes	Karon Lucke	Final 05.02.2020	Yes	Hide
Level 1 Functional Skills English speaking, listening and communication assessment. The assessment was an informal discussion on a familiar topic 'The Supervisor Role' with a group size of three participants and for a duration of 12 minutes. The assessor in the assessment record commented that the learner had prepared comprehensively for the discussion and commenced quoting "I have just been promoted to a Supervisor role and something I have learnt is how to produce and manage the shift records when dealing with Agency Staff". The assessor commented that this created further discussion with the other members of the group sharing their experiences. The assessor commented that the learner was able to move the discussion on and consider the benefits of the inhouse training which again created more discussion with the learner responding quoting "You have to deal with the situation and cannot always keep running to your Manager". The assessor confirmed in the feedback to the learner that the assessment criteria had been met and the learner had responded well to the other members of the group and her suggestions ensured the discussion kept moving forward. The internal quality assurer in the feedback to the assessor agreed with the assessment decision and the assessor had given good clear feedback. An interview was also conducted with the learner. Assessor and IQA reports. Geary's Bakeries Ltd, Leicester.									
Summary of comments on sampling	The external quality assurance sample has confirmed that the centre is delivering the Functional Skills English in accordance with City & Guilds requirements. The sample included a review of the learner assessments, an observation of a speaking, listening and communication assessment and an interview with the learners.								

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	All the programme operations have been fully complied with and overseen by the Training Advisor.
Is the assessment strategy complied with?	<input checked="" type="radio"/> Yes <input type="radio"/> No	The assessment strategy has been fully complied with and the centre are very experienced in delivering and managing qualifications on behalf of awarding organisations.

Quality Assurance Requirement	Finding	Comments
Have all assessments been sampled as planned? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	All the assessments sampled fully complied with the planning of the assessments and this could be seen from reviewing the relevant documentation. This included the speaking, listening and communication schedule which was utilised to ensure that the current planned external quality assurance sampling visit date coincided with when a speaking, listening and communication assessment was being conducted. //
Do IQA staff facilitate regular standardisation activities? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	The centre are fully aware of the procedures for conducting standardisation activities and the consistency of the assessment demonstrates effective standardisation. During the external quality assurance sampling visit the minutes from the standardisation meeting held on the 14th October 2019 were reviewed. The standardisation activities included reviewing the new 4748-02 Functional Skills qualifications. //
Do IQA staff give appropriate feedback to assessors regarding their assessment decisions? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	Detailed feedback is given to the assessors from the internal quality assurers providing clear direction and recognising areas of good practice and those for development. Examples of the feedback are detailed within section 3.3 of the report. During the external quality assurance sampling visit the internal quality assurer provided feedback to the assessor following the speaking, listening and communication assessment. The feedback was constructive, detailed and throughout the process the internal quality assurer referred to the relevant assessment criteria. //
Do IQA staff maintain appropriate sampling plans in line with CAMERA? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	The internal quality assurers sampling plans fully incorporates the principles of CAMERA. //
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	All records of the IQA activity fully comply with City & Guilds requirements. //
Do all claims for certificates meet the necessary requirements? //	<input checked="" type="radio"/> Yes <input type="radio"/> No	The claim for certificates have met City & Guilds requirements. //
Are there any other risks concerning IQA activity? //	<input type="radio"/> Yes <input checked="" type="radio"/> No	The centre have a comprehensive internal quality assurance programme and this has been reviewed during the external quality assurance sampling activities. //

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)

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