

ProQual EQA (External Quality Assurance) Verification Visit Report Form

Complete all sections and provide full details of evidence seen for each section

Centre Name:	CMT Training Services Ltd		
Main Site Address:	Northway House, 257, Upper Street, London N1 1RU		
Other Location(s) Visited (Agreed by ProQual):	Registered address		
EQA Name:	Kevin Barker		
Date of Visit:	24/3/2025		
Visit Start Time:	8.30	Visit End Time:	14.00
Person Co-ordinating the Visit at the Centre:	Katie Marrison		

1. Changes to Centre Information

EQA to explore if there have been any changes since the last EQA visit. If any changes are identified in the assessment and/or IQA staff list and they are involved in the assessment process, their competency must be verified, and centre informed to submit Notification of Changes (NOC) to Approved Centre form to ProQual.

Full details of any changes, including confirmation that CVs and qualification certificates for assessors and IQAs have been viewed and noted.

No changes in staff to the centre.

2. Review of Previous Outstanding Remedial Action(s), If Applicable

EQA to explore that the centre implemented the Remedial Actions set at previous visits. Please update with comments alongside the relevant operational reference areas listed below. If any actions are to be carried over, complete Section 10.

	Full details of evidence seen
2.1 Management systems	No actions from previous visits
2.2 Resources	No actions from previous visits
2.3 Candidate support	No actions from previous visits
2.4 Assessment and internal quality assurance verification	No actions from previous visits
2.5 Records	No actions from previous visits
2.6 Review	No actions from previous visits
2.7 External Quality Assurance	No actions from previous visits

3. Review of Approved Centre Criteria

Planning --Management Systems				
Has your review confirmed that:		Full details of evidence seen		
3.1	the centre's aims and policies in relation to qualifications are supported by senior management and understood by the assessment team	Policies and Procedures	Last Updated	Comments whether or not they are fit for purpose
		Health & Safety	15/2/2025	Checked they are present and are up to date.
		Access & Fair Assessment	15/2/2025	Checked they are present and are up to date.
		Recognition of Prior Learning	15/2/2025	Checked they are present and are up to date.
		Equality & Diversity Policy	15/2/2025	Checked they are present and are up to date.
		Appeals Policy and Procedure	15/2/2025	Checked they are present and are up to date.
		Malpractice & Maladministration	15/2/2025	Checked they are present and are up to date.
		Safeguarding	15/2/2025	Checked they are present and are up to date.
		Customer Service	15/2/2025	Checked they are present and are up to date.

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		Data Protection / GDPR	15/2/2025	Checked they are present and are up to date.
		Complaints	15/2/2025	Checked they are present and are up to date.
		Withdrawal of Accreditation	15/2/2025	Checked they are present and are up to date.
		IQA Strategy	15/2/2025	Checked they are present and are up to date.
		Conflict of Interest Policy	15/2/2025	Checked they are present and are up to date.
		Public Liability Insurance Certificate	21/3/2026	Checked they are present and are up to date.
		Whistleblowing	15/2/2025	Checked they are present and are up to date.
3.2	the centre's access and fair assessment policy and practice is understood and complied with by candidates and assessors	The centres fair assessment policy is relevant with pertinent content and is available for candidates.		
3.3	the roles, responsibilities, authorities and accountabilities of the assessment and verification team across all assessment sites are clearly defined, allocated and understood	Roles and responsibilities are documented within the IQA Strategy page 2 and 3.		

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3.4	internal quality assurance verification procedures and activities are clearly documented, consistent with national requirements and ensure the quality and consistency of assessment	All experienced assessors who Neil has worked for many years and generally speaking, all assessors are on low risk and tends to sample around 20%
3.5	there is effective communication within the assessment team and with ProQual	Yes, any changes are communicated effectively.
3.6	Record how the Safeguarding Policy is implemented, and by whom	The Policy is available for all staff and candidates. Katie Marrison is the is the main Safeguarding Officer.

Planning – Resources		
Has your review confirmed that:		Confirm that Planning – Resources continues to meet Centre Approval Criteria
3.7	resource needs are accurately identified in relation to the specific award, resources are made available, and assessment resources are fit for purpose	Resources clearly adequate for remote delivery delivering NVQ's
3.8	equipment and accommodation used for the purposes of assessment comply with the requirements of relevant health and safety acts	Resources clearly adequate for remote delivery delivering NVQ's
3.9	there are sufficient competent and qualified assessors and IQAs to meet demand for assessment and verification activity for ProQual candidates	Yes, sufficient staff with experience and relevant certification although always looking to expand should the need arise.

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3.10	a staff development programme is established for the assessment and verification team in line with identified needs	Whilst not specific programme in place, the IQA and centre co-ordinator Katie is confident of the competencies of the assessors and whilst gives advice, doesn't feel specific developmental needs are particularly relevant for improvement at this moment in time.
3.11	assessors and IQAs have sufficient time, resources and authority to perform their roles and responsibilities effectively	Yes, trackers for all assessors are available to ensure the candidates/assessors are not overstretched.
3.12	ProQual is notified of any changes which may affect the centre's ability to meet the approved centre criteria	Yes, no current changes

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Delivery – Candidate Support		
Has your review confirmed that:		Confirm that Delivery –Candidate Support continues to meet Centre Approval Criteria
3.13	information, advice and guidance about qualification procedures and practices are provided to candidates and potential candidates	Yes, a clear auditable trail of documentation incorporating sign up, with robust profiling and ongoing reviews including SMART Targets are communicated.
3.14	candidates receive induction onto a qualification, including English language checks	A robust induction and interview where applicable to ensure suitability for the courses, face to face.
3.15	candidates' development needs are matched against the requirements of the award and an agreed individual assessment plan is established	A robust selection process and discussion to ensure suitability for the courses.
3.16	candidates have regular opportunities to review their progress and goals and to revise their assessment plan accordingly	Learners can review their progress through review paperwork.
3.17	Particular assessment requirements of candidates (dyslexia, English as a foreign language, learning difficulties, physical disabilities (sight, hearing, mobility, manual skills, speech), mental health difficulties, personal care difficulties, fatigue, pain, any other particular assessment requirements) are identified and met where possible	Yes, special requirements document completed should the need arise.
3.18	there is an established appeals procedure which is documented and made available to candidates	Yes, appeals procedure is documented in the learner portfolio.

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Delivery – Assessment and Verification		
Has your review confirmed that:		Full details of evidence seen
3.19	access to assessment is encouraged through the valid use of a range of assessment methods	An effective but limited range of assessment methods have been sampled which suits the assessor and candidate's needs.
3.20	queries about the qualification specification, assessment guidance or related awarding body material are resolved and recorded	Yes
3.21	assessment is conducted by qualified and occupationally competent staff, there is no evidence of plagiarism	Yes, no evidence of plagiarism has been identified, and the staff are qualified and experienced.
3.22	assessment decisions and practices are regularly sampled, and findings are acted upon to ensure consistency and fairness	No evidence of Interim Sampling at Level 2. I have discussed Interim Sampling and IQA intervention at different stages from Level 3 and above particularly.
3.23	internal quality assurance is conducted by appropriately qualified and experienced staff	Yes
3.24	requests are complied with for access to premises, records, information, candidates and staff for the purpose of external quality assurance verification	Katie, Neil and Jason were helpful throughout the visit.
3.25	unit certification is made available to candidates	Yes

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Monitoring and Review – Records		
Has your review confirmed that:		Full details of evidence seen
3.26	candidate records and details and achievements are accurate, kept up to date, securely stored in line with ProQual requirements and available for external quality assurance verification and auditing	All candidate information is stored online within the companies' servers
3.27	records of internal verification activity are maintained in line with ProQual requirements and made available for the purposes of auditing	All candidate information is stored online within the companies' servers.
3.28	information supplied to ProQual for the purpose of registration and certification is complete and accurate	Yes
3.29	information and recording systems enable candidates' achievements to be monitored and reviewed in relation to the centre's equal opportunities policy	Yes, no issues and deal with a wide range of different people.
3.30	actions identified by external quality assurance visits are disseminated to appropriate staff and corrective measures are implemented	No previous actions
3.31	the effectiveness of the internal quality assurance verification strategy is reviewed against national requirements and corrective measures are implemented	The IQA strategy has been implemented and is effective however, we have discussed this and will be introducing a statement where some higher-level qualifications will be difficult to interim based on completing quickly. I have suggested, where this is the case, a statement within the IQA strategy should identify the reasoning behind this.
3.32	candidate, employer and other feedback is used to evaluate the quality and effectiveness of qualification provision against the centre's stated	All portfolios have assessor and learner feedback and is reviewed and are promoting reviews through Google in due course.

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	aims and policies, leading to continuous improvement	
3.33	the centre's achievements are monitored and reviewed and used to inform future centre qualification development activity?	Yes, however, generally is supply and demand

4. Independent Assessment (if required by the assessment strategy)

Are you are satisfied that the centre is meeting independent assessment and the assessment strategy? (If applicable)

Independent Assessment & Assessment Strategy		Comments
	The assessment strategy is understood by all staff at the centre.	N/A
	The centre has adequate resources to undertake independent assessment.	N/A
	The centre regularly reviews its independent assessment practices.	N/A

What form of independent assessment is the centre undertaking?

Not applicable

5. EQA Sampling

Portfolios

It is the responsibility of the EQA during selection of 10% of the portfolios for each qualification presented for certification must be inspected. Work from all assessors and IQAs in the certification claim must be sampled. If an **independent assessor** has assessed any part of a candidate portfolio of evidence, their work should also be sampled.

A list of certification claims and registrations made since the last EQA visit will be provided a few days prior to the visit to ensure currency.

For each portfolio sampled, EQAs must check the following are present:

- ID, Induction and English Language Proficiency form
- Statement of Authenticity
- The assessment meets the required standard
- The assessor signed off the portfolio
- The assessor is approved by ProQual
- The portfolio has been internally quality assured

Candidates

Meet/contact a minimum sample of 5 candidates, at least 1 candidate from each qualification claimed.

Assessors

Meet/contact all assessors who have assessed the portfolios for which certification is being claimed.

IQAs

Meet/contact all IQAs who have quality assured assessment for which certification is being claimed.

Record documentary evidence inspected as part of the external quality assurance sampling.

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Candidate Name:	Roland Denis Balint			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Certificate in Plant Operations (Construction)-Compacting 601/9028/0			
Assessor Name:	Jason Beale	Date Assessment Completed	24/4/2025	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		29/4/2025-not sampled	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Professional discussion sampled with some good, detailed content. Written knowledge elements completed well. Evidence log states RAMS and DABS listed however, is listed under sensitive evidence which has been viewed by the assessor however, unable to capture or take a copy away from site. Standard practice for some companies. Written observations			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Christopher Southern			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Diploma in Piling Operations (Construction) 603/0045/0			
Assessor Name:	Jason Beale	Date Assessment Completed	20/2/2025	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		29/2/2025	☐	☒
			☐	☐
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Declaration, IQA Report, Assessment planning and feedback, witness statement, professional discussion. Written observations			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	James Keeler			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Diploma in Piling Operations (Construction) 603/0045/0			
Assessor Name:	Jason Beale	Date Assessment Completed	21/2/2025	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		29/2/2025-not sampled	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Professional discussion, declaration, assessment planning, profiling. Written observations			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Ryan Fountain			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Diploma in Piling Operations (Construction) 603/0045/0			
Assessor Name:	Jason Beale	Date Assessment Completed	19/2/2025	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		29/2/2025-not sampled	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Professional discussion, declaration, assessment planning, profiling, written questioning. Written observations			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:				
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 6 Diploma in Construction Site Management (Construction)- Building and Civil Engineering 601/4460/9			
Assessor Name:		Date Assessment Completed		
IQA Name:		Dates of IQA Intervention(s)	Formative	Summative
			☐	☐
			☐	☐
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	No current live registrations for this qualification			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)				

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Candidate Name:	Hamish Hart			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Certificate in Plant Operations (Construction)-Cranes and Specialist Lifting 601/9028/0			
Assessor Name:	David Newton	Date Assessment Completed	16/12/2024	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		8/1/2025	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Audio observation, audio questioning, professional discussion.			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Michael Fuller			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Certificate in Plant Operations (Construction)- Fork Lift Trucks 601/9028/0			
Assessor Name:	Ken Bolton	Date Assessment Completed	30/7/2024	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		12/8/2024	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Professional discussion, witness statement, induction, declaration, IQA report. Written observations			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Stefonoase Geremay			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Certificate in Plant Operations (Construction)- Movement Guide 601/9028/0			
Assessor Name:	Jason Beale	Date Assessment Completed	31/1/2024	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		12/2/2025-not sampled	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Professional discussion, witness statement, induction, declaration. Written observations			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Navjot Singh			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Certificate in Plant Operations (Construction)- Transporting Loads 601/9028/0			
Assessor Name:	David Newton	Date Assessment Completed	26/6/2024	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		3/7/2024	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Audio observation, audio questioning, professional discussion			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Rod Bailey			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Diploma in Controlling Lifting Operations-Slinger/Signaller (Construction) 600/9043/1			
Assessor Name:	Dave Newton	Date Assessment Completed	29/5/2024	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		4/6/2024-not sampled	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Audio observation, audio questioning, professional discussion.			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Marc Jackson				
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity		Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Diploma in Controlling Lifting Operations-Slinger/Signaller (Construction) 600/9043/1				
Assessor Name:	David Newton	Date Assessment Completed	3/9/2024		
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative	
		12/8/2024-not sampled	☐	☒	
			☐	☐	
			☐	☐	
			☐	☐	
Details of the type of evidence sampled / observed or not	Audio observation, audio questioning, professional discussion.				
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes				

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Candidate Name:	Tim Rattray			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Diploma in Controlling Lifting Operations-Slinger/Signaller (Construction) 600/9043/1			
Assessor Name:	David Newton	Date Assessment Completed	13/11/2024	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		29/11/2024-not sampled	☐	☒
			☐	☐
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Audio observation, audio questioning, professional discussion.			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Harry Page			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Diploma in Plant Operations (Construction)-Cranes and Specialist Lifting 601/9029/2			
Assessor Name:	Jason Beale	Date Assessment Completed	20/3/2024	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		10/4/2024-not sampled	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Professional discussion, witness statement, induction, declaration. Written observations			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	David Murrain			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Diploma in Plant Operations (Construction)-Cranes and Specialist Lifting 601/9029/2			
Assessor Name:	Jason Beale	Date Assessment Completed	22/7/2024	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		26/7/2024-not sampled	☐	☒
			☐	☐
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	Professional discussion, witness statement, induction, declaration. Written observations			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Parminder Kang				
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity		Yes
Qualification Number, Title and Unit:	ProQual Level 2 NVQ Diploma in Plant Operations (Construction)-Excavating 601/9029/2				
Assessor Name:	Jason Beale	Date Assessment Completed	26/7/2024		
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative	
		30/7/2024-not sampled	☐	☒	
			☐	☐	
			☐	☐	
			☐	☐	
Details of the type of evidence sampled / observed or not	Professional discussion, witness statement, induction, declaration. Written observations				
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes				

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Candidate Name:	William Garner			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 4 NVQ Diploma in Controlling Lifting Operations (Construction) Supervising Lifts 601/5664/8			
Assessor Name:	Dave Newton	Date Assessment Completed	26/2/2025	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		12/3/2025	☐	☒
			☐	☐
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	IQA Report, profiling, ProQual documentation, site checklist, induction, assessment planning, declaration. Witness statement, excellent coverage of audio knowledge with some great two-way dialogue. Developing and maintaining good working relationships in the workplace sampled.			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	Aswin Sivaneswaran			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 5 NVQ Diploma in Controlling Lifting Operations (Construction) Planning Lifts 601/7662/3			
Assessor Name:	David Newton	Date Assessment Completed	12/2/2024	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		27/2/2024-not sampled	☐	☒
			☐	☐
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	IQA documentation, assessment planning, valuable content on page 2 of profiling with a detailed overview from the candidate of his experience as an appointed person for planning lifts. Audio knowledge elements sampled-Planning the preparation of the site for the project in the workplace with some detailed two-way dialogue			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

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Candidate Name:	George Tayler			
Required documents present in portfolio? State YES or NO	ID, Induction and English Language Proficiency form	Yes	Statement of Authenticity	Yes
Qualification Number, Title and Unit:	ProQual Level 5 NVQ Diploma in Controlling Lifting Operations (Construction) Planning Lifts 601/7662/3			
Assessor Name:	Dave Newton	Date Assessment Completed	26/2/2025	
IQA Name:	Neil Griffin	Dates of IQA Intervention(s)	Formative	Summative
		12/3/2025-not sampled	☐	☒
			☐	☐
			☐	☐
Details of the type of evidence sampled / observed or not	IQA documentation, assessment planning, valuable content on page 2 of profiling with a detailed overview from the candidate of his experience as an appointed person for planning lifts. Audio knowledge elements sampled-Planning the preparation of the site for the project in the workplace with some detailed two-way dialogue			
EQA agreed with IQA decision to claim, provide rationale. (If not, please refer to Section 10 as a remedial action)	Yes			

Are you satisfied that assessment is carried out to the national standards and ProQual requirements?

Had each assessor in the sample:		Full details of evidence seen
5.1	Agreed and reviewed an assessment plan, candidates demonstrate an appropriate level of English language	Documentation completed initially; the assessor uses a due diligence call to ensure English speaking is sufficient.
5.2	Judged evidence against the learning outcomes and assessment criteria	Judged evidence after collecting a good variety of evidence.
5.3	Ensured that candidate evidence indicated that all assessment criteria had been assessed	The assessors were thorough in ensuring criteria is covered sufficiently.
5.4	Ensured that candidate evidence was valid, authentic, reliable, current and sufficient	The assessors have provided a good range of evidence which is authentic.
5.5	Made an assessment decision and provided feedback?	Yes, with good evidence of progress review content throughout their programme.

6. Candidate Contact

Meet/contact a minimum sample of 3 candidates, at least 1 from each qualification claimed to ascertain if they have received adequate induction, support and guidance from the centre.

Candidate Name	Contact in person or by telephone	Summary of the purpose and the result of discussion (State if unable to contact the candidate)
Roland Balint	Mobile	Called 26/3/2025, phone switched off.
Christopher Southern	Mobile	Called 26/3/2025, confirmed he had been assessed twice in Oxford, classroom induction, plenty of time to gather evidence, couldn't remember assessors name but has helped in his progression
Hamish Hart	Mobile	Called 26/3/2025, assessments went okay, he has done quite a few NVQ's in the past so struggled with exact details, confirmed his assessor was on site, no issues, supportive and helped him progress.
Michael Fuller	Mobile	Called 26/3/2025, confirmed assessor was on site, remembers induction and has helped him progress into different areas of work.
Rod Bailey	Mobile	Called 26/3/2025, voicemail
Tim Rattray	Mobile	Called 26/3/2025, confirmed assessor was on site, remembers induction and has helped him progress into different areas of work.
Aswin Sivanewaran	Mobile	Called 26/3/2025, his assessments went well with plenty of time, actually saw his assessor on site yesterday. Remembers induction, the NVQ has given him more confidence to do the job he is now qualified for.

(If further space is required, copy and paste the table.)

If no candidates were met or contacted provide details of the reason why.

N/A

7. Assessors and Internal Quality Assurance Verifiers and Expert Witnesses

Provide details of the assessors and IQAs and other centre staff that you met/contacted on this visit and a summary of the discussion to ascertain that they have applied the **VARCS** principal to assessment and internal quality assurance.

7.1 Assessors

Assessor Name	Summary of the purpose and the result of discussion
Jason Beale	Whilst the centre feels that what they are doing has worked for many years and if it isn't broken, doesn't seem too keen on changing. Having said that, Jason was open minded about trying different things. Based on our discussions, I would encourage the centre to try: Audio observations, Video evidence as an addition to cover Level 2 Learning outcomes 8 A re-visit, re-structure of witness statements and how these are captured as the current format of typed criteria with initials next to it does not make them individual. Consider chat on Dictaphone with the witness focusing on the unit titles as a minimum. A good starting point would be tell me about..... roles and responsibilities for example. Another consideration would be to cover the knowledge elements via audio as an option to consider. I would like to be specific around sampling and ProQual requirements.

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	Whilst I do appreciate comments from the IQA Neil around knowing and working with his assessors for many years (so doesn't need to Interim sample) it is still a big risk to the integrity of the whole assessment/quality process. Whilst I also appreciate the IQA has many years of experience, what I was asking doesn't really mean additional workload. It is reassurance that the quality process adopted is working well and, as it should. We can't be in a position where candidates are on programme for a year and a summative sample is the only intervention. Additional aspects of the IQA role also come into play to ensure monitoring of the candidate's journey and should little progression be found, the IQA could put in an action plan to maybe re-establish engagement from candidate and/or assessor to get heading towards completion. Whilst I also appreciate it's not guaranteed that the desired outcome will be achieved, from a quality assurance point of view, you can be satisfied that you have done all you can to support the process and enable progression. I would also strongly urge that evidence gathering is also assessed along the way to enable smooth Interim sampling and not assess everything at the end of the programme. This may be much easier if you are introducing SharePoint as discussed) There may be opportunities to sign off particular units as the candidate progresses which will also assist in Interim Sampling. As discussed, to make things simple, your IQA activity plan (and record) should contain new candidate starts, with a plan to dip in after 1-2 months, again between 5-6 months and summative when appropriate. Again, this is a plan, and actual dates could differ based on a variety of scenarios.
David Newton	Commended David on his audio observations, knowledge and professional discussion.

If no assessors were met or contacted provide details of the reason why.

N/A

7.2 IQAs

IQA Name	Summary of the purpose and the result of discussion
Neil Griffin	Whilst the centre feels that what they are doing has worked for many years and if it isn't broken, doesn't seem too keen on changing. Having said that, Jason was open minded about trying different things. Based on our discussions, I would encourage the centre to try: Audio observations, Video evidence as an addition to cover Level 2 Learning outcomes 8 A re-visit, re-structure of witness statements and how these are captured as the current format of typed criteria with initials next to it does not make them individual. Consider chat on Dictaphone with the witness focusing on the unit titles as a minimum. A good starting point would be tell me about..... roles and responsibilities for example. Another consideration would be to cover the knowledge elements via audio as an option to consider. I would like to be specific around sampling and ProQual requirements. Whilst I do appreciate comments from the IQA Neil around knowing and working with his assessors for many years (so doesn't need to Interim sample) it is still a big risk to the integrity of the whole assessment/quality process. Whilst I also appreciate the IQA has many years of experience, what I was asking doesn't really mean additional workload. It is reassurance that the quality process adopted is working well and, as it should. We can't be in a position where candidates are on programme for a year and a summative sample is the only intervention. Additional aspects of the IQA role also come into play to ensure monitoring of the candidate's journey and should little progression be found, the IQA could put in an action plan to maybe re-establish engagement from candidate and/or assessor to get heading towards completion.

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	Whilst I also appreciate it's not guaranteed that the desired outcome will be achieved, from a quality assurance point of view, you can be satisfied that you have done all you can to support the process and enable progression. I would also strongly urge that evidence gathering is also assessed along the way to enable smooth Interim sampling and not assess everything at the end of the programme. This may be much easier if you are introducing SharePoint as discussed) There may be opportunities to sign off particular units as the candidate progresses which will also assist in Interim Sampling. As discussed, to make things simple, your IQA activity plan (and record) should contain new candidate starts, with a plan to dip in after 1-2 months, again between 5-6 months and summative when appropriate. Again, this is a plan, and actual dates could differ based on a variety of scenarios.

7.3 Other centre staff, e.g., expert witnesses, witness testimony authors, tutors, trainers, head of centre, etc.

Staff Name	Summary of the purpose and the result of discussion
N/A	
N/A	
N/A	

8. Good Practice and Developmental Recommendations

Record any examples of good practice, e.g., if assessment and verification are being managed and delivered particularly well or if the centre has been innovative or put forward any advice which would improve and refine existing processes.

Good Practice The centre has some good systems in place to ensure the candidate journey is captured well. A robust induction and profiling document is very thorough and ensures 'right candidate-right qualification' is at the forefront of the company ethos. Would like to encourage different uses of assessment methods. Excellent feedback from candidates.
Developmental Recommendations Whilst the centre feels that what they are doing has worked for many years and if it isn't broken, doesn't seem to keen on changing. Having said that, Jason was open minded about trying different things. Based on our discussions, I would encourage the centre to try: Audio observations, Video evidence as an addition to cover Level 2 Learning outcomes 8 A re-visit, re-structure of witness statements and how these are captured as the current format of typed criteria with initials next to it does not make them individual. Consider chat on Dictaphone with the witness focusing o the unit titles as a minimum. A good starting point would be tell me about..... roles and responsibilities for example. Another consideration would be to cover the knowledge elements via audio as an option to consider.

9. Internal Quality Assurance Verification Policies and Procedures

Are you satisfied with the centre's internal quality assurance policies and procedures?

Internal Quality Assurance Policies and Procedures		Full details of evidence seen
9.1	The IQA conducts internal quality assurance in line with the centre's policies, procedures and IQA sampling strategy. Provide evidence of use.	Sampling is evident however, insufficient for the higher-level qualifications. Discussed with Neil who did disagreed slightly based on knowing his assessors very well. I do appreciate this however, as discussed, however, interim sampling is a requirement of the AO and will acknowledge progression throughout the course, or not as the case may be. This can also be followed up with an action plan to get the learner engaged/back on track.
9.2	The IQA undertakes and records interim sampling and ensures that samples are taken across the range of assessors, units and assessment methods. Provide evidence of use.	All portfolios currently have had IQA intervention, sampled or not, however, tends to be end-loaded. Interim at Level 2 can be challenging based on quick turnarounds.
9.3	The IQA provides prompt and accurate feedback to assessors on their assessment decisions. Provide Evidence of use.	Throughout IQA sampling detailed and relevant feedback is evident through summative sampling.
9.4	The IQA observes and records assessment practice.	Not since a CEQAV visit 19 th September 2024
9.5	The centre has a schedule of IQA activity.	Neil made me aware of knowing his assessors for around 10 years and doesn't feel like a scheduled activity is relevant.
9.6	The centre holds regular assessment team meetings and	

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	networking/standardisation meetings for all staff.	The last standardisation meeting was 17 th Feb where the focus was on the new ProQual documentation.
9.7	The IQA supports assessors and monitors the quality of their performance and consistency between assessors.	Yes
9.8	The IQA monitors centre procedures and process for appeals and enquires; complaints; health and safety and equal opportunities policies	Yes
9.9	The centre holds accurate records of assessors against their relevant experience	Yes

10. Remedial Actions- Improvements required to ensure minimum regulatory standards are maintained

Please indicate appropriate action required.

	Action	By whom
10.1 Management		
10.2 Resources		
10.3 Candidate Support		
10.4 Assessment and internal verification	Increase Interim Sampling, particularly for Level 3/4 and above. More detail can be found in ProQuals Centre Handbook from Page 37.	Neil Griffin
10.5 Records		
10.6 Review		

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EQA must provide verbal feedback during and at the end of the EQA visit and discuss the action plan with the centre.

EQA to confirm that the Remedial Action Plan has been discussed with the centre by checking this box ☒

Where a centre displays non-compliance with the General Conditions of Recognition, EQA may recommend a temporary sanction to ProQual against the centre in line with the AO's sanctions guidelines:

Tariff/Level of Transgression	Sanction	Rationale	Check as Appropriate
1	Entry into action plan	Non-compliance with approved centre criteria but no threat to the integrity of assessment decisions	☒
2	All claims for certification must be authorised by an external quality assurance visit	Close scrutiny of the integrity of assessment decisions required	☐
3	Suspension of registration Suspension of certification	Threat to candidates Loss of the integrity of assessment decisions – danger of invalid claims for certification	☐
4	Withdrawal of centre approval of specific qualifications	Irretrievable breakdown in management and quality assurance	☐
5	Withdrawal of centre approval for all qualifications	Irretrievable breakdown in management and quality assurance of all qualifications run by the centre	☐

Appendix 1 Additional comments

This space should be used to record the centre responses to the Remedial Action Plan, any issues arising from the visit not previously covered on the monitoring report form and discussions about the centre's business plan for the next 12 months.

No further comments

Qualifications reviewed at this visit

Qualification Number and Title	Number of Portfolios Reviewed at this Visit	Number Recorded in Section 5
ProQual Level 2 NVQ Certificate in Plant Operations (Construction) - Compacting 601/9028/0	1	
ProQual Level 2 NVQ Diploma in Piling Operations (Construction) - Piling Operative 603/0045/0	3	
ProQual Level 2 NVQ Certificate in Plant Operations (Construction) - Cranes and Specialist Lifting 601/9028/0	1	
ProQual Level 2 NVQ Certificate in Plant Operations (Construction) - Fork-Lift Trucks 601/9028/0	1	
ProQual Level 2 NVQ Certificate in Plant Operations (Construction) - Movement Guide 601/9028/0	1	
ProQual Level 2 NVQ Certificate in Plant Operations (Construction) - Transporting Loads 601/9028/0	1	
ProQual Level 2 NVQ Diploma in Controlling Lifting Operations - Slinger/Signaller (Construction) 600/9043/1	3	
ProQual Level 2 NVQ Diploma in Plant Operations (Construction) - Cranes and Specialist Lifting 601/9029/2	2	
ProQual Level 2 NVQ Diploma in Plant Operations (Construction) - Excavating 601/9029/2	1	
ProQual Level 4 NVQ Diploma in Controlling Lifting Operations (Construction) – Supervising Lifts – 601/5664/8	1	
ProQual Level 5 NVQ Diploma in Controlling Lifting Operations - Planning Lifts (Construction) 601/7662/3	2	

To be completed at the end of visit

Indicate whether the evidence provided by the centre satisfies ProQual requirements overall in relation to:

Management Systems	Yes	☒	No	☐
Candidate Support	Yes	☒	No	☐
Records	Yes	☒	No	☐
Resources	Yes	☒	No	☐
Assessment and internal quality assurance verification	Yes	☒	No	☐
Review	Yes	☒	No	☐

11. ProQual Review of the Report, Actions, Comments and Sanctions

As can be seen, this is a positive report and as such, supports your centre's Continuous Certification status with ProQual. Kevin has sampled 17 portfolios and all meet with ProQual's required standards.

Positive feedback is highlighted at section 8, with various supporting examples of good practice provided throughout the report. There are some developmental recommendations are also recorded at this section which we encourage you to consider moving forward.

There is a Remedial Action recorded at section 10 for your attention which will be reviewed at the next EQA visit:

- **10.4** - Increase Interim Sampling, particularly for Level 3/4 and above. More detail can be found in ProQuals Centre Handbook from Page 37.

The portfolio for **Darren McGonagle** - ProQual Level 6 NVQ Diploma in Construction Site Management (Construction) - Building and Civil Engineering was claimed on 06/12/2023 and should have formed part of the verification sample. The full claims list for this visit was dated from 05/12/2023-19/03/2025 in line with when the previous claims list was pulled.

The portfolio for **Darren McGonagle** will therefore be included in the next EQA visit for verification. Please ensure this is made available.

I would like to thank you for the support and hospitality shown to Kevin during the visit.

Person Reviewing:	Libby Mustill (Quality Audit Officer)	Date:	31/03/2025
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