



ASA Awarding Body Centre review visit

On Tuesday 1st March 2011 Dr Pauline Palmer with two other representatives from the ASA Awarding body conducted the new annual centre review visit in which we were subject to assessment of a total of 34 criteria across the following 9 sections:

- Delivery
- Assessment
- Internal verification
- Recording of learner details and assessment
- Malpractice and appeals
- Registration and certification
- Processes and practices
- Continuous improvement
- Physical resources.

Each criterion was scored as the following:

- 1 This is in place and there is little to be added for further improvement
- 2 This is in place to an acceptable standard. Improvements would be beneficial
- 3 This is not in place or is ineffective.

I am pleased to inform that we are operating at a **standard of excellence** with **THIRTY ONE** criteria graded 1 and **THREE** criteria graded 2.

Comments from the report

- The Tutor utilises his own overheads, videos, handouts, electronic resources and the Centre supports him in this strategy. It was clear from examples of worksheets, assessment devises, monitoring tools and electronic workbooks that he is au fait with current protocols and is at the forefront of the development of flexible learning programmes. The Centre, as such, is fully supportive of the intended changes to course delivery. This is wholly commended.
- The qualifications and experience of **all staff members is excellent**. Administrative procedures are thorough and cemented by the need to produce regular Limited company review documentation and data. All registration sheets, learner records and successful completion data are in individual course files: access to which is restricted to those office staff involved in the process. Learner private and sensitive data is retained on the Centre's intranet and is only accessible to the Key Contact and the Centre Tutor. The Tutor operates an **effective excellent tracking and re-tracking assessment system**, held on computer and implemented by email direct to learners. A Notice to Improve sent direct to a learner signals a deficient workload submission and clearly focuses the learner on outstanding work.
- Internal Verification and Tutor assessment procedures at this Centre have been an integral part of their Quality Control. The process has been accepted openly and effectively, with all staff realising the importance of utilising external standards. As the Centre operates under other Awarding Bodies for various other life saving courses, protocols are to the fore throughout. All reports were available for inspection and files were in date order for easy access.

- The Centre **operates with a small and selective staff**. Undoubtedly, the **Centre utilises excellent resources across the board, both human and physical**. Clearly the Centre is forward looking and wholly willing to begin the delivery of other ASA Awarding Body courses.
- The Centre accepts that by moving forward, systems and resources need to be streamlined. The continuous improvement model is utilised in all facets of the organisation but notwithstanding this, ensures the learner is given a thorough learning experience. **Individualised learning programmes are to the forefront** and further development in this area is planned. In this area the **Centre has made excellent progress** and this is evident from learner/course numbers and course successes. The Centre held a plenary session to review progress after the last three ASA courses with a view to changing some of the current assessment protocols.
- The Centre is a fully functioning and very well run establishment. The **ASA course provision is excellent** and the Centre Tutor is highly able, experienced and knowledgeable. **The majority of criteria herein are graded 1 to evidence a high level of competence in all reviewed areas**. This is a pleasing result. Where there are 2's awarded it is suggested the Centre can improve in particular areas. Suggestions were accepted by the Centre at the meeting as areas of good practice. All will be implemented in due course. Overall the **Centre operates an excellent professional and physical resource strategy**.

Ray Lau

Education and Development Director - March 2011