Systems Verification - Visit Report

Systems verification is the process we use to ensure that SQA centres comply with the quality assurance criteria and have internal quality assurance systems appropriately documented, effectively implemented and evaluated, and show continuous improvement in their application. Guidance for centres relating to the systems verification visit can be found at www.sqa.org.uk/qualityassurance.

Rescheduled date		Reason	
Centre Name	Childcare in the Community	Centre Number	3009041
Systems Verifier Name	Jane Henderson	Systems Verifier Contact Details	jane.henderson@sqa.org.uk
Double Banker Name (if applicable)		Date/Time of Virtual Event	10 Mar 25 - 13:30
Head of Centre Name	Ms Karen Shields	Head of Centre Email Address	Karen Shields
SQA Co-ordinator Name	Karen Shields	Centre Email Address	childcareinthecommunity@btconnect.com

Summary of Visit		
	Outcome Statement	Non-Compliant Criteria
Management of a Centre	High Confidence identified in the systems that support the maintenance of SQA standards within this centre	
Resources	High Confidence identified in the systems that support the maintenance of SQA standards within this centre	
Candidate Support	High Confidence identified in the systems that support the maintenance of SQA standards within this centre	
Internal Assessment and Verification	High Confidence identified in the systems that support the maintenance of SQA standards within this centre	
External Assessment	High Confidence identified in the systems that support the maintenance of SQA standards within this centre	
Data Management	High Confidence identified in the systems that support the maintenance of SQA standards within this centre	

Sanctions	

Records of Discussions	
Discussions with Candidates	No
if YES, please provide a brief summary of the discussion:	
Discussions with Assessors	Yes
if YES, please provide a brief summary of the discussion:	In body of report
Discussions with Internal Verifiers	Yes
if YES, please provide a brief summary of the discussion:	In body of report

Outcome Summary

1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8	1.9	1.10
2.1	2.2	2.3	2.5						
3.1	3.4	3.5	3.6						
4.1	4.5	4.7	4.8						
5.1	5.2	5.3							
6.1	6.2	6.3	6.4						

Management of a Centre

	Criteria	Impact	Compliance Level	Comments	Agreed Action	Good Practice	Recommendations
1.1	Policies and procedures must be documented and reviewed to ensure full compliance with SQA quality criteria.	High	Green	You have well documented policies and procedures which are stored electronically, and paper-based manuals in the centre. All policies and procedures were sent to me by email, thank you. I could see version control in the footer showing the last review date which was March 2025. Most significant policies are in your Training Centre Policies document, and you provided a good range of supplementary evidence showing implementation.			
1.2	Policies and procedures must be endorsed by senior management and disseminated to all relevant staff.	Low	Green	All policies and procedures are endorsed by Karen as the SQA Coordinator. Reviews are carried out as required and all updates are saved electronically.			
1.3	SQA must be notified of any changes that may affect the centre's ability to meet the quality assurance criteria.	High	Green	Your SQA Coordinator roles and responsibilities fully outlines your responsibility to notify SQA of the listed changes that may affect your ability to meet the quality assurance criteria.			
1.4	The roles and responsibilities of those involved in the administration, management, assessment and quality assurance of SQA qualifications across all sites must be clearly documented and disseminated.	Medium	Green	You have well documented roles and responsibilities for the SQA Coordinator, Internal Verifier and Trainer/Assessor.			

1.5	Suspected candidate or staff malpractice must be investigated and acted upon, in line with SQA requirements.	High	**Green**	Your Malpractice Policy details the definition, examples of candidate and centre malpractice, reporting, investigation, communicating outcomes, actions, sanctions, appeals and record retention. You now have the correct definition as stated by SQA and the extended reporting requirements as noted at your last SV. You have not had any instances of malpractice.			
1.6	No-one with a personal interest in the outcome of an assessment is to be involved in the assessment process. This includes assessors, IVs and invigilators.	Low	**Green**	Your Conflict-of-Interest Policy outlines your process for declaring any potential conflicts, addressing conflicts and record retention. You have not had any instances of conflict of interest.			
1.7	There must be an effective process for communicating with staff, candidates and SQA.	Medium	**Green**	You confirmed you are the first point of contact between SQA, the staff and candidates. You have regular communications and more formal standardisation meetings when required. Karen is office based and Linda the nursery manager also enabling good on-going communications. In addition, you use email and the VQ folio. Any issues would be raised immediately.			
1.8	Feedback from candidates and staff must be sought and used to inform centre improvement plans.	Low	**Green**	Candidate feedback is gathered on the VQ Folio. There is a review section also at end of each observation, and 'scribbles' noted live are shared immediately – Linda uses her laptop for this. Candidates also attend underpinning knowledge training once a month and you get a lot of feedback there – it's a 1-1 situation which encourages this.			

1.9	The centre must comply with requests for access to records, information, candidates, staff and premises for the purpose of external quality assurance activities.	High	**Green**	Your SQA Coordinator roles and responsibilities outlines your responsibility to liaise between SQA quality assurance staff, assessors and internal verifier when SQA quality assurance staff wish to visit.			
1.10	Outcomes of external quality assurance must be disseminated to appropriate staff and any action points addressed within agreed timescales.	Medium	**Green**	Thank you Karen for ensuring the smooth running of today's System Verification meeting. It is also Karen as the SQA Coordinator who has responsibility for ensuring all external quality assurance reports are passed to all relevant staff and any actions are addressed accordingly. The QV reports I viewed have been High Confidence.			

Resources

	Criteria	Impact	Compliance Level	Comments	Agreed Action	Good Practice	Recommendations
2.1	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	High	Green	Thanks for sharing your detailed CPD records Karen and Linda. Lynn and Brenda are currently doing the L&D units and really enjoying it – doing it through Langside Campus of Clyde College. You have processes for ensuring all assessors and internal verifiers have the required occupational experience and qualifications and hold robust records of CVs, certificates and up to date CPD records. Karen commented that you all enjoy the training – it's required by SSSC but it's good to keep knowledge and practice up to date.			
2.2	Assessors and internal verifiers must be given induction training on SQA qualifications and requirements.	Medium	Green	You shared a picture of a comprehensive induction checklist which fully covers all the required induction information			
2.3	There must be a documented system for initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	Medium	Green	You explained your procedure for carrying out initial and ongoing reviews of assessment environments and all assessment materials as part of your standardisation meetings. You also have Power points and documents inside the VQ Folio.			
2.5	All sites where candidates undertake assessments for SQA qualifications must be safe and appropriately resourced, and must provide access for candidates, staff and SQA personnel.	Medium	Green	I viewed completed Placement Checklists used to ensure the workplace is safe, appropriately resourced and provides access for all required parties. While some current candidates are employed by you, not all are, and in these cases you complete the site checklist.			

Candidate Support

	Criteria	Impact	Compliance Level	Comments	Agreed Action	Good Practice	Recommendations
3.1	Candidate induction must include information about the SQA qualification and SQA requirements.	High	Green	Your Candidate Induction Pack in conjunction with all the policies and procedures contained in your VQ Folio cover all SQA's requirements. Lynn and Brenda have done candidate induction and find the process good, getting to know the candidates. The candidate pack has got an overview of everything – including understanding the folio. Peer support is also very important, and candidates use a WhatApp group for peer support.			
3.4	Policies and procedures must give SQA candidates equal opportunities for assessment.	Low	Green	Your Equal Opportunities Policy details your commitment to access to assessment for all candidates.			
3.5	Individual candidates' requirements for assessment arrangement must be discussed, identified, implemented and recorded.	Medium	Green	Candidates are asked to disclose any potential additional support needs or disabilities as part of registration and induction and you have forms to support this. We discussed how SVQs have a lot of flexibility built in and you have never had to commit to a formal assessment arrangement. Any agreed assessment arrangements would be recorded and reviewed using your Additional Support Form.			
3.6	Candidate complaints must be handled in line with a documented complaints procedure which meets SQA requirements.	Medium	Green	You have never had any complaints from candidates. However, your Complaints Procedure outlines how the candidate can complain about assessment related matters. It details informal and formal stages. It also captures the additional stages of escalation to SQA and SQA Accreditation.			

Internal Assessment and Verification

	Criteria	Impact	Compliance Level	Comments	Agreed Action	Good Practice	Recommendations
4.1	Internal assessment and verification procedures must be documented, monitored and reviewed to meet SQA requirements.	Medium	Green	We talked about your IV policy and approach and had submitted photographic evidence of your sampling matrix. Along with your pre delivery checklist and VQ Folio assessor feedback and you cover the three stages of verification. Your last qualification verification was in August 2024 reporting high confidence. I also read standardisation meeting minutes.			
4.5	Assessment materials and candidate evidence (including examination question papers, scripts and electronically-stored evidence) must be stored and transported securely.	High	Green	You confirmed all paper-based assessment materials or candidate evidence are stored securely in locked cabinets within the office. You also explained that your VQ Folio is password protected with different levels of access.			
4.7	Candidate evidence must be retained in line with SQA requirements.	High	Green	Your Candidate Record and Evidence Retention Policy fully details the required retention timescales for candidate evidence, centre records and appeals. Record retention timescales for malpractice are detailed within the relevant policy			
4.8	Internal assessment appeals must be handled in line with a documented procedure which meets SQA requirements.	Medium	Green	Your Appeals Procedure fully details the process for appealing an assessment decision. It outlines a staged approach and includes the additional stages of escalation to SQA and SQA Accreditation.			

External Assessment

	Criteria	Impact	Compliance Level	Comments	Agreed Action	Good Practice	Recommendations
5.1	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High	N/A				
5.2	Assessment materials and candidate evidence, (including examination question papers, scripts and electronically-stored evidence) must be securely stored and transported.	High	N/A				
5.3	The centre must submit, where appropriate, within published timelines, results services requests.	Medium	N/A				

Data Management

	Criteria	Impact	Compliance Level	Comments	Agreed Action	Good Practice	Recommendations
6.1	Candidates' personal data submitted by centres to SQA must accurately reflect the current status of the candidate.	High	Green	Your Candidate Disclaimer fully details the required data statement with the link to SQAs Privacy Statement. Navigator checks confirm candidates are registered using their home address. You cleanse your data quarterly and updated data in preparation for this systems verification.			
6.2	Data on candidate entries submitted by centres to SQA must accurately reflect the current status of the candidate and the qualification.	High	Green	Navigator checks confirm that all candidate data is accurate.			
6.3	Data on candidate results submitted by centres to SQA must accurately reflect the current status of the candidate and the qualification.	High	Green	Please see comments on 6.2			
6.4	There must be an effective and documented system for the accurate recording, storage and retention of assessment records, internal verification records and candidate records of achievement in line with SQA requirements.	Medium	Green	Please see comments on 4.7			

Summary of Feedback to Centre	Thank you very much Karen, Linda, Lynn and Brenda for meeting with me to discuss your systems verification. There have been no significant changes in your centre, and SQA has not changed any of our systems quality assurance criteria. Our discussions therefore focused on confirming that your policies and procedures meet our requirements and around implementation, including the challenges you are experiencing getting candidates. Thank you all for your assistance and preparation in advance of our meeting and for your participation and contributions on the day. Congratulations on gaining your second consecutive High Confidence systems report. . I'm also noting here that you miss SQA network events and would support these going forward.

Name of Centre Representative present during feedback	
Name	**Designation**
Karen Shields	SQA Coordinator
Linda Colquhoun	Lead Assessor / IV
Brenda Miller	Trainee assessor /IV
Lynn McGuiness	Trainee assessor / IV

Evidence Seen	All evidence was emailed to me as Karen had difficulties accessing the SQA Centre Hub.
Staff Interviewed	Karen Shields, Linda Colquhoun, Brenda Miller, Lynn McGuiness.
General Information	Childcare in the Community is an established voluntary sector organisation offering a creche, nursery and after school care and delivering a variety of qualifications in Play Work and SVQs in Social Services (Children & Young People) The last system verification visit was in 2022. This is the second consecutive high confidence report. 3 candidates were certificated over the last year and there are currently 9 candidates enrolled.