



SOP 14

Quality Assurance Services

Standard Operating Procedure No. 14

Revision 2.0

**Cancellation or Rescheduling of a Monitoring Event
by an Approved Training Organisation**

02/11/2020

*Standard Operating Procedure No. 14
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an Approved Training Organisation*

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Responsibility Legend	
QAS	Quality Assurance Services
ATO	Approved Training Organisation

1. Purpose

The purpose of this procedure is to clarify the process in the event a SOLAS Approved Training Organisation delivering SOLAS CSCS/QSCS programmes and or associated services is unable to facilitate or cancels a scheduled monitoring event

2. Scope

This procedure applies to all SOLAS Approved Training Organisations that deliver CSCS/QSCS programmes and or associated services on behalf of SOLAS

3. Responsibility

- a) SOLAS Quality Assurance Services Unit (QAS)
- b) SOLAS Approved Training Organisation
- c) SOLAS Construction Services Unit (CSU)
- d) SOLAS Authorised Monitoring Service (AMS)

4. Reference Documents

- a) SOLAS Quality Assurance Services (QAS) Monitoring Schedule
- b) SOLAS Quality Assurance Services (QAS) Monitoring and Authentication Guide
- c) SOLAS Quality Assurance Services (QAS) Monitoring Policy

Responsibility

5. Procedure

Cancellation and Rescheduling a Process Audit Monitoring Event

5.1. Cancellation within 2 working days of receipt of monitoring event

5.1.1 In the event that an Approved Training Organisation is unable to facilitate a scheduled Process Audit monitoring event the Approved Training Organisation will:

ATO

- a) Notify Quality Assurance Service (QAS) via email QASinfo@solas.ie and cc's the SOLAS Authorised Monitoring Service cscsqscsmonitoring@cas-ukcn.com within 2 working days of the monitoring event, providing a rationale for the cancellation of the event

5.1.2 SOLAS Approved Monitoring Service will formally record the cancellation notice and the rationale for cancellation and will confirm it with the Approved Training Organisation by email

AMS

5.1.3 AMS¹ will reschedule the monitoring event within 10 working days of the original scheduled monitoring date. In exceptional circumstances due to the nature of the cancellation an extension of the timeline may be permitted.

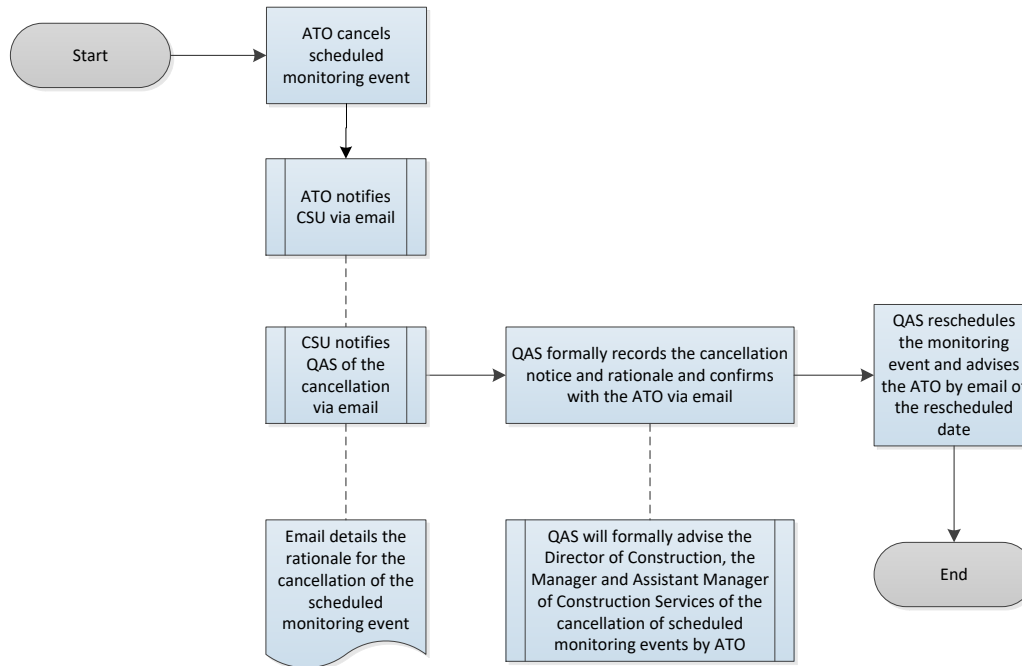
AMS

5.1.4 AMS will advise the Approved Training Organisation by email of the date of the rescheduled monitoring event

AMS

¹ Rescheduling of construction monitoring events and advising the ATO of the rescheduled date will be carried out by the SOLAS Authorised Monitoring Service on behalf of SOLAS

Appendix No.1: Cancellation or Rescheduling of a Monitoring Event by Approved Training Organisation



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Document History

Revision No.	Details of Revisions	Approved Signed	Review Date
1	Approved 06/11/19	CQAS Management Team	07/11/19
2	<ul style="list-style-type: none">• Added, Authorised Monitoring Service to section 3• Combined 5.1 and 5.2 and included the CAS email address• Global change to recording responsibilities of cancelled events from QAS to AMS• Removed the term Collaborating Provider	Reviewed by QAS Team and approved by B. Head 03/11/2020	04/11/2022

