



Quality Assurance Services

Monitoring and Authentication Guide

for

Construction Skills Certificate Scheme & Quarry Skills Certificate Scheme

and

Associated Services



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Introduction

The purpose of this guide is to inform, SOLAS Approved Training Organisations [ATOs], SOLAS approved tutors¹ and SOLAS Authorised Monitors about monitoring quality assurance processes.

This document describes the main activities of monitoring and authentication to be undertaken by SOLAS under its status as an approved Quality and Qualifications Ireland (QQI) Co-ordinating Provider. In addition, this document relates to statutory responsibilities of SOLAS. Furthermore, it also sets out the roles and responsibilities of the monitored organisations, SOLAS Quality Assurance Services (QAS) Unit and SOLAS Authorised Monitors. This document will also outline SOLAS arrangements pertaining to the monitoring event and the expected outcomes emanating from the monitoring event.

The term “quality assurance” within the education and training sectors is used to describe the processes that ensure the learning environment reaches an acceptable threshold of quality. Quality assurance also describes the enhancement of education and training provision and the standards attained by participants. Thus, in an education and training context, quality assurance focuses on ensuring that:

- a) The education, training and related services delivered by a provider of education or training are fit for their professed purpose
- b) There is trust in the integrity and value of the qualifications awarded or recognised
- c) Education and training programmes are of the required standards and are focused on meeting the needs of the learner and industry
- d) There is accountability, openness and transparency
- e) The standards of awards are appropriate

Quality assurance comprises administrative and procedural activities implemented in a quality system so that requirements and goals for education or training service will be fulfilled. To facilitate this effectiveness, a quality assurance organisation employs a series of measures, such as, standard comparison, monitoring of processes and an associated feedback loop which facilitates error prevention.

As an approved Quality and Qualifications Ireland (QQI) Co-ordinating Provider, SOLAS is committed to ensuring its responsibilities are in adherence with QQI requirements. SOLAS is required to have a quality assurance system in place that addresses issues, such as, data collection, curricula development, training and support services. SOLAS must also ensure that its Approved Training Providers and Tutors adhere to all SOLAS quality assurance systems.

As Co-ordinating Provider of CSCS and QSCS², SOLAS is required by its governance obligations to undertake comprehensive independent monitoring and evaluation of programme delivery, including assessment processes, and associated services. Accordingly, SOLAS has identified the

¹ The SOLAS legal definition of tutor is anyone who delivers training on a SOLAS programme.

² CSCS: Construction Skills Certificate Scheme
QSCS: Quality Skills Certificate Scheme

monitoring of Approved Training Organisations as a priority objective. In this regard, SOLAS established a dedicated QAS Unit.

1.0 SOLAS Quality Assurance Services Unit (QAS)

The objectives of QAS are to operate and manage a systematic monitoring service that validates the effectiveness of the SOLAS quality assurance systems for CSCS and QSCS. Systematically monitoring reinforces public confidence in SOLAS programmes by ensuring that quality assurance safeguards are being adhered to by both SOLAS and its assigned SOLAS approved training organisations and SOLAS approved tutors. Monitoring also promotes best practices and continuous improvements, which identify and address areas needing improvement or correction.

QAS is committed to a consistent approach and equality of treatment in the operation of monitoring and authentication activities. All activities are independent, transparent and traceable, and monitoring outcomes and determinations are evidence based.

QAS ensures all quality assurance monitoring activities are conducted by SOLAS Authorised Monitors. SOLAS empowers its Authorised Monitors to exercise their professional judgment when engaging in monitoring and are encouraged to balance the need for consistent monitoring with the flexibility needed to respond to each unique circumstance.

2.0 Aims of Monitoring

The aims of monitoring are to assess progress against agreed procedures [and agreements] and to ensure that SOLAS quality assurance standards are being sustained. Monitoring has three main aims:

- a) To give an independent assessment of the
 1. quality and effectiveness of training
 2. standards achieved
 3. administration processes and services
- b) To promote improvement by identifying best practices, strengths and weaknesses
- c) To keep SOLAS informed about the quality and standards of training delivery, assessment processes and outcomes

Monitoring and authentication of the SOLAS Construction Services Unit, and SOLAS Approved Training Organisations actively supports and encourages continuous improvement. The effectiveness of monitoring on quality assurance standards can be demonstrated by:

- a) Identifying best practice that can be shared amongst practitioners
- b) Providing feedback on the quality of the service provision delivered by approved training organisations
- c) Allowing organisations to develop their reputation through continued positive learning experiences and valued and recognisable outcomes
- d) Improving satisfaction and raising standards among approved training organisations and approved tutors for the benefit of learners, employers, the labour market and the wider public interest

- e) Providing valuable data for inclusion in SOLAS and third-party reports

3.0 Service Providers

SOLAS will monitor the SOLAS Construction Services Unit. Likewise, all SOLAS approved training organisations that have signed a Service Level Agreement (SLA) or Memorandum of Understanding (MOU) with SOLAS. Each relevant training organisation has been approved by SOLAS to deliver CSCS/QSCS.

SOLAS approved training organisations and SOLAS approved tutors deliver the CSCS/QSCS portfolio on behalf of SOLAS.

In addition, the National Construction Scheme Unit under the auspices of Tipperary County Council will be subject to monitoring in relation to verification and authentication processes.

4.0 Approaches to Monitoring and Authentication of Quality Assurance

This guide looks at the types of monitoring and authentication and how SOLAS approved training organisations will be monitored. This guide maps the processes used before the commencement of the monitoring visit, the processes used during the monitoring visit and the processes used post the monitoring event.

SOLAS uses a variety of monitoring models, ranging from one-day unscheduled visits³ to more in-depth scheduled monitoring that may take a number of days depending on the complexity of the provider's provision.

5.0 Types of Monitoring and Authentication Activities

SOLAS monitoring and authentication activities include "Process" and "Observational" monitoring activities of SOLAS approved training organisations delivering SOLAS programmes leading to QQI certification. These monitoring activities include areas, such as:

- a) administration and service processes
- b) delivery of CSCS/QSCS programmes
- c) implementation of assessment regulations and marking schemes
- d) verification and accreditation processes

SOLAS will schedule its Authorised Monitors to conduct monitoring and authentication visits to approved training organisations during the normal working week and during normal hours of work. SOLAS approved training organisation will be scheduled for monitoring visits by SOLAS from Mondays to Saturdays inclusive.

The types of monitoring that will take place with SOLAS approved training organisations are:

- a) Process⁴
- b) Observational

Table 1 below provides an overview of the type of monitoring that can be expected to occur for CSCS/QSCS programmes.

³ CSCS/QSCS Assessment Events are subject to unscheduled monitoring events.

⁴ Process monitoring includes authentication of assessment results at RAPs events

Table1: Monitoring Type by Category

CSCS and QSCS
Scheduled <ol style="list-style-type: none">1. Process monitoring<ol style="list-style-type: none">a. Assessment processesb. Associated quality assurance requirementsc. Internal verification processesd. *External authentication processese. Accreditation processes
Unscheduled <ol style="list-style-type: none">2. Unscheduled observational monitoring of CSCS/QSCS training and assessment delivery

* Conducted by the National Construction Scheme Unit [NCSU] on behalf of SOLAS

5.1 Process Monitoring

Process monitoring⁵ is not an event that occurs at the end of a particular process or cycle. Process monitoring is consistent, regular and systematic monitoring of SOLAS Construction Services Unit, SOLAS approved training organisations and SOLAS approved tutors⁶ against the expected and required operation of processes and procedures as determined by SOLAS.

Process monitoring is an extremely important management tool for identifying whether relevant organisations, including SOLAS are providing services that are in adherence and compliance with SOLAS policies, procedures and protocols. Process monitoring allows SOLAS to measure, report results, and conduct report analysis, which in turn allows SOLAS decision-makers and influencers to better understand the effectiveness of the SOLAS quality assurance systems and to determine the most effective actions needed to encourage and enhance continuous improvement.

SOLAS Authorised Monitors are required to seek evidence during the monitoring or the external authentication event and to disregard conjecture. The evidence sought will be based on the monitoring instrument and the signed SLA/MOU between SOLAS and the relevant providers of services on behalf of SOLAS.

5.2 Observational Monitoring

Observational monitoring is the regular observation and recording of specific activities undertaken by SOLAS approved training organisations and SOLAS approved tutors in the delivery of CSCS/QSCS programmes. The observational monitoring events are **unscheduled** and will normally last up to one day.

Information is routinely gathered on all aspects of the programme, which allows SOLAS Authorised Monitors to check and observe thoroughly how the training and assessment activities are being

⁵ Process monitoring activities:

a) CSCS/QSCS, as detailed in the ATO signed MOU

⁶ CSCS/QSCS tutors

delivered. The Authorised Monitor will observe the delivery of programmes, assessment events and result approval processes. In order to reach their findings, the monitor will use a grading criterion (Appendix 1). A monitor will always try to give immediate feedback to the SOLAS approved tutor⁷.

Feedback will be specific and constructive. Constructive feedback will allow the service provider to enhance or improve systems and processes going forward. The Authorised Monitor uses information to complete a monitoring instrument (MI), which is sent to SOLAS for review and actions as required. SOLAS will then complete a final report, which will inform decision makers on continuing improvements, future quality assurance processes, course delivery and improving processes and administrative practices across the sector.

Table 2 provides an overview of the dissemination of monitoring reports across an array of training organisations

Table 2: Approved Training Organisation Monitoring Report Dissemination

Construction Approved Training Organisations
SOLAS Construction Services Unit
ATO CEO
ATO Training Manager
ATO Internal Verifier

Table 3 provides an overview of the dissemination of monitoring reports in relation to the SOLAS Construction Services Unit and the National Construction Scheme Unit.

Table 3: Internal and NCSU Monitoring Report Dissemination

Construction Services	National Construction Scheme Unit
Executive Director	Director
Director	Manager
Manager	xx
Assistant Manager	xx

6.0 Selecting and Scheduling Organisations for Monitoring

QAS is responsible for scheduling all monitoring events. Frequency of monitoring will depend on a number of factors, including the size and complexity of the training or assessment provider and the number and range of products and services provided by the organisation on behalf of SOLAS. As a guide, SOLAS will conduct a number of visits per year⁸ based on various aspects of the programme.

SOLAS uses a range of selective indicators. These include the following:

- a) Frequency and number of courses and assessments delivered
- b) The scope and scale of services provided by organisations on behalf of SOLAS
- c) Previous monitoring records

⁸ Providers include: Approved Training Organisations (CSCS/QSCS), National Construction Scheme Unit (CSCS/QSCS) results approval.

- d) Self-assessment reports on teaching and learning
- e) Information provided or concerns raised by employers, trade unions, political representative, government bodies, participants or learners to SOLAS
- f) Performance data and trends, including assessment outcomes
- g) Specific areas of activity

Notifications of monitoring events will be communicated to approved training organisations, the internal SOLAS Units and the National Construction Scheme Unit by the SOLAS Authorised Monitors in line with the notification schedule prior to the monitoring event. (See table in Appendix 2.)

7.0 Before the Monitoring Visit

Authorised Monitors who monitor SOLAS approved Training Organisations will be provided with a monitoring schedule in advance of any monitoring event.

For process audit monitoring of Construction CSCS/QSCS programmes and services, the monitor will be provided with a schedule at least 2-21 days in advance of the monitoring events.

In the case of Observational Monitoring of CSCS/QSCS, monitoring events will be unannounced.

QAS will update the schedule on a twice week basis in order to ensure amendments to the schedule are recorded.

Authorised Monitors will confirm their availability for events with approved training organisations no later than 2-5 working days before each scheduled event. To ensure the approved training organisation understands the process audit monitoring visit, the Authorised Monitor will hold a telephone planning meeting with the appropriate representative. This will include:

- a) Confirming that they will carry out the monitoring
- b) Commencement time of the monitoring event
- c) Confirmation of the type of monitoring and the area to be monitored
- d) Any relevant documentation to be made available
- e) Complaints procedure

All monitoring event details as discussed on the telephone planning meeting will be confirmed by the Authorised Monitor to the relevant approved training organisation via email directly after the conversation.

A similar communication process will be used in the internal monitoring of the Construction Services.

7.1 Cancellations

Approved Training Organisations, internal SOLAS Construction Services Unit or the National Construction Scheme Unit that cancel a scheduled monitoring visit, must notify QAS and provide a rationale for the cancellation by email to SOLAS [QASinfo@solas.ie] at least two working days before the scheduled event.

Cancellation or Rescheduling a Monitoring Event

Standard Cancellation	Cancellation within 2 working days of receipt of Monitoring Schedule	Notify and provide rationale to QASinfo@solas.ie	QAS will reschedule the monitoring event to a date within 10 days of the original scheduled date
Exceptional Circumstances	Cancellation within 2 working days of the scheduled monitoring date	Notify and provide rationale to QASinfo@solas.ie	QAS will reschedule the monitoring event to a date within 5 days of the original scheduled date where possible

QAS will record all monitoring events cancelled by SOLAS Approved Training Organisations, SOLAS approved tutors, internal SOLAS Construction Services Units and the National Construction Schemes Unit for reporting purposes.

8.0 During the Monitoring Visit

The duration of the monitoring visit will be determined by scope, scale and complexity of the monitored activity.

During a visit, the Authorised Monitor will:

- a) Arrive punctually
- b) Carry out monitoring activities as instructed by QAS in line with the approved monitoring instruments
- c) Accumulate valid evidence over the course of the monitoring event in order to be able to reach valid and objective findings
- d) Provide verbal feedback on the monitoring event
- e) Make a record of any feedback provided and any feedback received from the relevant representative of the location/activity being monitored
- f) Record findings and complete the relevant sections of the monitoring instrument template
- g) Sign the monitoring instrument with the location/activity representative to confirm that the monitoring event has been completed
- h) Contact QAS if clarification is needed on any aspect of the monitoring event

9.0 Approved Training Organisation Interaction with SOLAS Authorised Monitor

The purpose of monitoring is to continuously improve the delivery of SOLAS training programmes, service delivery, processes and support systems.

Representatives of the monitored organisation are requested to:

- a) Adhere to their own codes of conduct in their dealings with Authorised Monitors
- b) Be courteous and professional, treating Authorised Monitors with respect
- c) Enable monitors to conduct their visits in an open and honest way
- d) Enable monitors to evaluate the provision objectively against the standards
- e) Provide evidence that will enable monitors to report honestly, fairly and reliably
- f) Work with monitors to minimise disruption and stress
- g) Maintain a purposeful dialogue with monitors
- h) Ensure the health and safety of monitors while on their premises
- i) In a suitable manner promptly raise any concerns about the monitoring visit with the Authorised Monitor and will subsequently advise their assigned ATO; the Authorised Monitor will record the representative's concerns and will address, if possible.
- j) Recognise that sometimes, without the presence of the provider, monitors will need to observe work practice and talk to staff and learners

10.0 Health and Safety

If an Authorised Monitor has health and safety concerns prior to or during a monitoring visit the Authorised Monitor will initiate the appropriate SOLAS procedure, in consultation with the location/activity representatives.

11.0 Verbal Feedback Provided to-Approved Training Organisation Representative

Before concluding the monitoring event, the Authorised Monitor will advise the location/activity representative(s) of the following:

- a) The key findings of the monitoring event
- b) Where relevant, the monitor will provide feedback on good practice observed
- c) Where relevant, the monitor will imply that the provider is deemed to require improvement or to be inadequate overall
- d) Where issues or preventable corrective actions are required, the Authorised Monitor will advise the tutor that the SOLAS operational Unit⁹ will be in contact with the ATO.
- e) The main points provided in the feedback, subject to any change, will be referred to in the body of the report, which QAS will issue to the relevant SOLAS operational Unit and the relevant persons in the monitored organisation - see Table 4.
- f) If required, the Authorised Monitor will advise the representative of their rights to formally raise concerns (see section 9 (i) above) If the quality of training¹⁰ is found to be inadequate during the monitoring event, the Authorised Monitor has the flexibility to allocate further time to obtain a more comprehensive view of the quality and standards.

11.1 Verbal Feedback Provided by the ATO Representative/Tutor

When feedback has been provided by the Authorised Monitor, the Tutor or Internal Verifier has the opportunity to respond or to further clarify points raised during the monitoring event. All feedback will be recorded by the monitor on the monitoring instrument. If the Tutor or Internal Verifier has concerns and/or disagreement that Tutor identified cannot be resolved during the feedback session with the Monitor, the Tutor or Internal Verifier must raise their concerns directly with the Approved Training Organisation that they are contracted to.

The ATO can then liaise with SOLAS for clarification and resolution of issues once the final report is issued, as per SOLAS standard operating procedures.

⁹ SOLAS Construction Services

¹⁰ CSCS/QSCS programmes

12.0 After a Monitoring Event

Following a monitoring event, the Authorised Monitor will send a completed copy of the monitoring instrument (MI) and any supporting evidence to QAS. The completed document will not deviate from the feedback given to the monitored organisation at the end of the monitoring visit.

The draft monitoring instrument is restricted and confidential and will not be shared externally or published. The monitoring process is not completed until the final version of the report has been completed by QAS and issued to the relevant SOLAS operational Unit and the monitored organisation. The QAS Manager will instruct the Authorised Monitors to conduct monitoring events in accordance with the SOLAS Code of Conduct for Monitors (Appendix 3).

13.0 Quality Assuring the Monitoring Process

The quality of monitoring visits will be assessed by QAS. All monitoring reports will be reviewed by QAS on a quarterly and annual basis for their consistency. QAS will use a variety of Authorised Monitors to conduct monitoring events.

QAS will arrange the monitoring of the Authorised Monitors, who will observe them carrying out a minimum of one monitoring event and providing feedback. Peer review will be conducted by monitors who have been independent of the monitoring process. QAS is committed to meeting Authorised Monitors on a quarterly basis for reflective discussion, harmonisation of reporting, briefings, feedback and commentary.

14.0 Online Surveys

QAS will seek feedback on the monitoring experience from ATOs and Tutors that have been monitored. QAS will conduct concise online surveys on a regular basis. QAS will collate and analyse the feedback as a mechanism to introduce improvements to the monitoring process.

15.0 Confidentiality

Authorised Monitors are required to respect the confidentiality of the information they are given during a monitoring event. At all times, they are responsible for the security of information supplied by the organisation being monitored.

All monitoring findings are confidential and exclusively available to SOLAS and the monitored organisation. Monitoring findings may be shared with a third party but only with the express approval of the QAS Manager. Such circumstances might occur when clarification is required or when there is a suspicion of fraud or malpractice.

16.0 GDPR

During the monitoring event, monitors collect information by looking at provider records and documents using direct and indirect observation. Some of the information collected may make it possible to identify an individual, whose privacy is protected. While protecting individual privacy, SOLAS uses this information for preparing its reports and for the purposes set out in the data sharing agreements and MOUs signed with ATOs.

17.0 Conflict of Interest

A conflict of interest is any circumstance that might unfairly influence, or appear to influence, the outcome of a monitoring visit. SOLAS undertakes all possible measures to ensure that conflicts of interest do not arise.

Authorised Monitors must decline to take part in any monitoring that involves an obvious conflict of interest, for example:

- a) If the Authorised Monitor was employed by the organisation scheduled for monitoring, to deliver training, to undertake external authentication or other quality assurance related work within 12 months prior to being appointed as an Authorised Monitor
- b) If the Authorised Monitor has a personal relationship or family relationship that could present a conflict or reasonable perception of a conflict of interest with any organisation scheduled for monitoring or its employees

18.0 Reporting

Authorised Monitors will prepare the draft monitoring instrument in accordance with the monitoring evidence. The monitoring instrument and, in particular, the detailed monitoring findings will play a role in bringing about improvements by providing the monitored organisation with a sound basis for a post-monitoring action plan.

SOLAS Authorised Monitors will:

- a) Complete a draft monitoring instrument
- b) Check that all data used is traceable to a verified source
- c) Make specific recommendations for improvements on any issues and/or corrective actions identified

19.0 Monitoring Findings and Outcomes

Following monitoring events, Authorised Monitors will send draft monitoring instruments to QAS for processing. QAS will review the monitoring instruments, log the supporting files and record the findings. QAS will complete and disseminate a report including the outcomes to the monitored organisations and the relevant SOLAS operational unit responsible for programmes or services.

QAS will request the SOLAS operational Unit to provide notification within 10 working days from issue of the final report of its intended actions in relation to the monitoring report findings, as applicable.

QAS will record the planned responses from the operational Unit and will maintain a tracking system to monitor the implementation of planned actions and resolutions.

The SOLAS Operational Unit will engage with the monitored organisations in response to the monitoring report. In instances where corrective and/or preventative actions have been successfully implemented the SOLAS operational Unit will acknowledge this status with the relevant monitored organisation.

On successful completion of the post monitoring report actions/resolution the SOLAS Operational Unit will advise QAS accordingly, which will be recorded by QAS for verification purposes.

20.0 Follow-up Monitoring Visits to SOLAS Approved Training Organisations Considered to Require Improvement

SOLAS Authorised Monitors will carry out monitoring visits to providers who are considered to require improvement after the initial monitoring visits. Authorised Monitors will monitor progress on the areas for improvement identified in the original monitoring reports.

Table 4 provides an overview of the dissemination of monitoring reports to training organisations

Table 4: Approved Training Organisation Monitoring Status Report Dissemination

Construction Approved Training Organisations
SOLAS Construction Services Unit
ATO CEO
ATO Training Manager

Table 5 provides an overview of the dissemination of monitoring reports in relation to the SOLAS Construction Services Unit and the National Construction Scheme Unit.

Table 5: Internal and NSCU Monitoring Status Report Dissemination

Construction Services	National Construction Scheme Unit
Executive Director	Director
Director	Manager
Manager	xx
Assistant Manager	xx

21.0 Concerns and Complaints

The ethos of QAS is to oversee the effective administration and operation of monitoring events in a professional manner and without disquiet. If a monitored organisation has concerns about the conduct a monitoring event, they are advised, in the first instance, to raise their concerns directly with the Authorised Monitor. The Authorised Monitor is advised to respond to the concerns in a professional and open manner and to record the matter and any associated actions in the monitoring draft instrument.

Similarly, if an Authorised Monitor has concerns about their interactions with the monitored organisation they are advised, in the first instance, to raise their observations with the responsible person for the location/activity being monitored.

If it is not possible for either the monitored organisation or the Authorised Monitor to resolve concerns before the completion of the monitoring event, the monitored organisation or the Authorised Monitor is entitled to lodge a formal complaint to SOLAS.

Information regarding the complaint process is available at the following:

<https://www.solas.ie/construction-lp/quality-assurance/>

It is important to note that monitoring event complaints must be submitted to QAS no later than ten working days after the monitoring event.

QAS will manage monitoring event complaints following the principles of natural justice and due process. Consequently, in response to monitoring event complaints, QAS will:

- a) Aim to resolve the complaint in a timely manner
- b) Deal with complaints fairly, thoroughly and objectively
- c) Respect confidentiality as far as possible, both for those who raised the complaint and for those who are the subject of a complaint*
- d) Aim to resolve complaints without the need for the complainant to seek advice from a third party

*Important Note: The source of a complaint will be revealed to the person(s) about whom the complaint was made when a response is essential for resolving issues

22.0 Pilot Monitoring

On occasion, QAS may pilot different approaches to monitoring. QAS will provide specific details in a timely and informative manner to all approved training organisations, as applicable.

Appendix 1

Monitoring Grade Descriptors

Grade	Status	Descriptor
Grade 1	Very Good	Quality meets all the expectations of the fully effective organisation, training or assessment location, administration and service provider
Grade 2	Good	Quality meets most of the expectations of a fully effective organisation, training or assessment location, administration and service provider
Grade 3	Satisfactory	Quality is acceptable but scope for improvement. Does not meet most of the expectations of a fully effective organisation, training or assessment location, administration and service provider
Grade 4	Adequate	Quality is acceptable in some areas but with a clear need for improvement in significant areas.
Grade 5	Inadequate	The overall quality is not acceptable. Significant improvements needed in all of the areas evaluated.

Important Note: Grade descriptors are not a checklist.

Appendix 2

Monitoring Notification Schedule

Monitoring Notification Schedule		
Organisation	Description of Monitoring Type	Notification Period
Approved Training Organisation	Process	2-5 days
Approved Training Organisation	Observational	Unscheduled
National Construction Scheme Unit	Process	2-21 days

Appendix 3

Code of Conduct for Authorised Monitors

Authorised Monitors are expected to:

- 1) Uphold the highest professional standards and treat everyone they encounter during monitoring event fairly and with respect, courtesy and sensitivity
- 2) Carry out all monitoring in accordance with the guidelines contained in the SOLAS Monitoring and Authentication Guide
- 3) Be clear in their communications, making fair judgments based on firm evidence
- 4) Take all reasonable measures to prevent undue anxiety and minimise stress on those facilitating the monitoring event
- 5) Make their evaluations objectively and impartially
- 6) Not accept gifts, gratuities or favours from organisations scheduled for monitoring
- 7) Not compromise their objectivity
- 8) Present an accurate, honest, fair and reliable monitoring instrument.
- 9) Maintain purposeful and productive relationships and dialogue with those being monitored
- 10) Respect the confidentiality of information
- 11) Promptly communicate any important monitoring event observation to the QAS Unit
- 12) Not divulge details of their monitoring schedules unless otherwise directed by SOLAS
- 13) Hold and carry a valid Safe Pass card, hold and carry a valid SOLAS Authorised Monitor card and comply with all relevant Personal Protective Equipment (PPE), when applicable
- 14) Have a good understanding of relevant legislation
- 15) Carry out the monitoring role as an observer without bias and with due consideration to the confidential nature of the events
- 16) Not to participate in the discussion or decision-making process of Results Approval Panels (RAPs)
- 17) Clarify or discuss their draft notes and preliminary observations with the RAPs Chairperson and SOLAS representative after the RAPs meeting has concluded
- 18) Record required information in the monitoring instrument from documentation presented at the RAPs meeting
- 19) Documentation from RAPs meetings not to be removed from the premises

References:

1. *OFSTED-Further education and skills inspection handbook: Handbook for inspecting further education and skills providers under part 8 of the Education and Inspections Act 2006*, for use from 12 November 2018
2. *A Guide to Inspection in Post-Primary Schools*, 2016, Department of Education and Skills
3. *OFSTED-Schools inspection Handbook – Handbook for inspecting schools in England* under section 5 of the Education Act, 2005
4. *Certificate of Professional Competence (CPC): Inspection Manual*, RSA, Issue 2

Document History

Revision No.	Details of Revisions	Approved Signed	Issue Date
1	Removed references to Apprenticeship and Collaborating Provider in reference to Apprenticeship.	QAS Team Manager- B. Head	12/08/2020
2	Updated the SOLAS complaints link Section 20.0 <ul style="list-style-type: none"> Removed reference to 3-6 Months and removed text to clarify current practices. 	QAS Team Manager- B. Head	25/09/2020
3	<ul style="list-style-type: none"> 5.2 Changed report to draft MI and language/wording around this. 8.0 Updated point f) 11.1 Updated terminology around feedback and signing Updated with disagreement/concerns text. 12.0,18.0 ,19.0 Changed report to draft MI and language/wording around this. 	QAS Team Manager- B. Head	03/11/2020

