

Quality Assurance Services

Standard Operating Procedure No. 02
Revision 2.0

Observational Monitoring of an Approved Training Organisation

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Responsibility Legend	
AM	Authorised Monitor
QAS	Quality Assurance Services
ATO	Authorised Training Organisation Tutor

1. Purpose

The purpose of this procedure is to clarify the process for monitoring the delivery of Construction Skills Certification Scheme [CSCS]/Quarry Skills Certification Scheme [QSCS] assessment events.

2. Scope

This procedure applies to SOLAS Authorised Monitors, SOLAS Approved CSCS/QSCS Training Organisations [ATOs] and approved Tutors delivering CSCS/QSCS programmes and assessments.

3. Responsibility

- SOLAS Quality Assurance Services (QAS)
- SOLAS Construction Services (CSU)
- SOLAS Authorised Monitors
- Approved Training Organisation (ATO)

4. Reference Documents

- SOLAS QAS Monitoring Policy
- SOLAS QAS Monitoring and Authentication Guide
- SOLAS CSU Approved Training Organisation Code of Conduct
- SOLAS CSU CSCS and QSCS Tutor Code of Conduct
- SOLAS CSCS and QSCS Operations Manual for ATOs
- QQI Quality Assurance Guidelines
- QQI Monitoring Policy
- Monitoring Instruments and Associated Documentation

5. Procedure

Procedure

Responsibility

5.1. Prepare Monthly Monitoring Schedule

5.1.1. QAS personnel will review course notifications for the coming month on the CSU National Construction Schemes Database (NCSD). QAS personnel will issue a list of all notified courses to SOLAS Authorised Monitors.

QAS

- a) every ATO will be monitored at least once per year
- b) ATOs delivering high volume programmes using multiple Tutors will be monitored more frequently
- c) ATOs providing multiple programmes of different assessment categories will be subject to more frequent monitoring

AM

5.1.2. SOLAS Authorised Monitors will select ATOs for monitoring using the following criteria: (non-exhaustive list).

- a) SOLAS Authorised Monitor creates a schedule based on information provided by QAS and seeks sanction from QAS Management for implementation.

QAS

b) When possible, every attempt will be made to arrange the monitoring schedule on a clustering basis.

QAS

5.1.3. If security issues or health and safety requirements are attached to the location of the assessment event (e.g. airport) which require special clearance for the SOLAS Authorised Monitor, then advance notice of the assessment monitoring event will be provided to the person in charge of the location

5.1.4. Authorised Monitors will confirm to QAS on the day of the event when the assessment event has not been monitored as scheduled.

5.2. Prepare Documentation for Monitoring Event

5.2.1. The SOLAS Authorised Monitor will assemble the following information/documentation for use during the assessment monitoring event: -

AM

- a) monitoring instruments for the assessment event
- b) candidate pack
- c) centre pack
- d) copy of programme Assessment Instrument Specification (AIS)
- e) copy of course notes
- f) address of the assessment location

5.2.2. The Authorised Monitor will review previous assessment related monitoring instruments and records for ATO to establish any outstanding issues from previous monitoring events.

AM

5.2.3. The Authorised Monitor will **not** contact the Approved Training Organisation or the approved Tutor prior to the assessment monitoring event, unless specifically instructed to do so by QAS.

5.3. Conduct Monitoring Event

5.3.1. On arrival the Authorised Monitor will introduce themselves to the approved Tutor and the assessment candidates.

AM

5.3.2. The Authorised Monitor will request the candidates' Card Application Forms, the candidate sign in sheets and other relevant documents.

5.3.3. The Authorised Monitor will request sight of the candidates' Safe Pass cards or equivalent, where relevant.

5.3.4. For the Plant category (only) the Authorised Monitor will request sight of the operating manual applicable to item of plant for the planned assessment. When the Plant category involves lifting loads the Authorised Monitor will request certification confirming the Plant lifting equipment meets the required safety standards.

5.3.5. The Authorised Monitor will check to determine if all essential criteria are in place, in line with the requirements of the monitoring instrument.

5.3.6. The Authorised Monitor will observe the Tutor and the delivery of the pre-assessment content (theory and practical checks and duration) to ensure all assessment related information has been addressed and will record observations.

- 5.3.7. The Authorised Monitor will observe the equipment in use for the assessment event to ensure conformity with the programme requirements and will record observations.
- 5.3.8. The Authorised Monitor will observe suitability of the site for the intended equipment to be used during the assessment of candidates and check with the Tutor that safety requirements have been put in place, such as, cordoning off the assessment site and taking account of overhead hazards. The Authorised Monitor will record their observations.
- 5.3.9. The Authorised Monitor will confirm with the Tutor that the loads/machinery on the assessment site are in compliance with the Centre Pack/ Assessment Instrument Specifications (AIS) details (where appropriate) and will record observations.
- 5.3.10. The Authorised Monitor will confirm with the Tutor that any equipment/machinery intended for pre-assessment practice and the assessment event are in compliance with programme requirements, as specified, in the Centre Pack/AIS and will record observations.
- 5.3.11. The Authorised Monitor will confirm with the Tutor that the site is secured safely for the practice and assessment event and record observations.
- 5.3.12. The Authorised Monitor will confirm that any assistant operators of the machine/equipment required for the assessment holds valid SOLAS CSCS/QSCS Card and will record observations and card details.
- 5.3.13. The Authorised Monitor will observe the Tutor conducting the assessment events (theory and practical) to ensure compliance with the SOLAS AIS. The Authorised Monitor will record any non-compliance and or observations.
- 5.3.14. In situations where the Authorised Monitor is concerned about Health and Safety issues, SOP 03 applies [Management of Suspected Unsafe Practices, Conditions, Environment and Equipment]

5.4. Provide and Receive Feedback on the Monitoring Event

- 5.4.1. Following the conclusion of the assessment events the Authorised Monitor will provide and receive feedback on the assessment event from the Tutor. **AM**
- 5.4.2. The Authorised Monitor will record feedback provided or received within the monitoring instrument.
- 5.4.3. All parties must ensure that the comments reflect the event accurately.
- 5.4.4. If the Tutor has any issues or complaints with the findings, the Authorised Monitor will inform the Tutor of the complaints process.
- 5.4.5. For further information see SOP 17 Complaints Process for Tutors relating to Observational Monitoring Event Findings and/or Outcome.

5.5. Complete Monitoring Instrument

- 5.5.1. On completion of the monitoring event, the Authorised Monitor will ensure the monitoring instrument is counter signed by the Tutor. **AM**

5.6. Monitoring Report and Update Record System

- 5.6.1. The Authorised Monitor will complete the monitoring instrument, highlighting any areas of best practice and also any issues and areas that may require corrective and/or preventative actions. **AM**

5.7. Issue Monitoring Instrument to SOLAS QAS

- 5.7.1. The Authorised Monitor will submit the final monitoring instrument to SOLAS Quality Assurance Services [QAS] **AM**
- 5.7.2. QAS will quality assure the submitted assessment event monitoring report **QAS**
- 5.7.3. QAS will record the findings on the QAS Aggregated Report for Observational Monitoring and any recommendations contained with the assessment event monitoring report

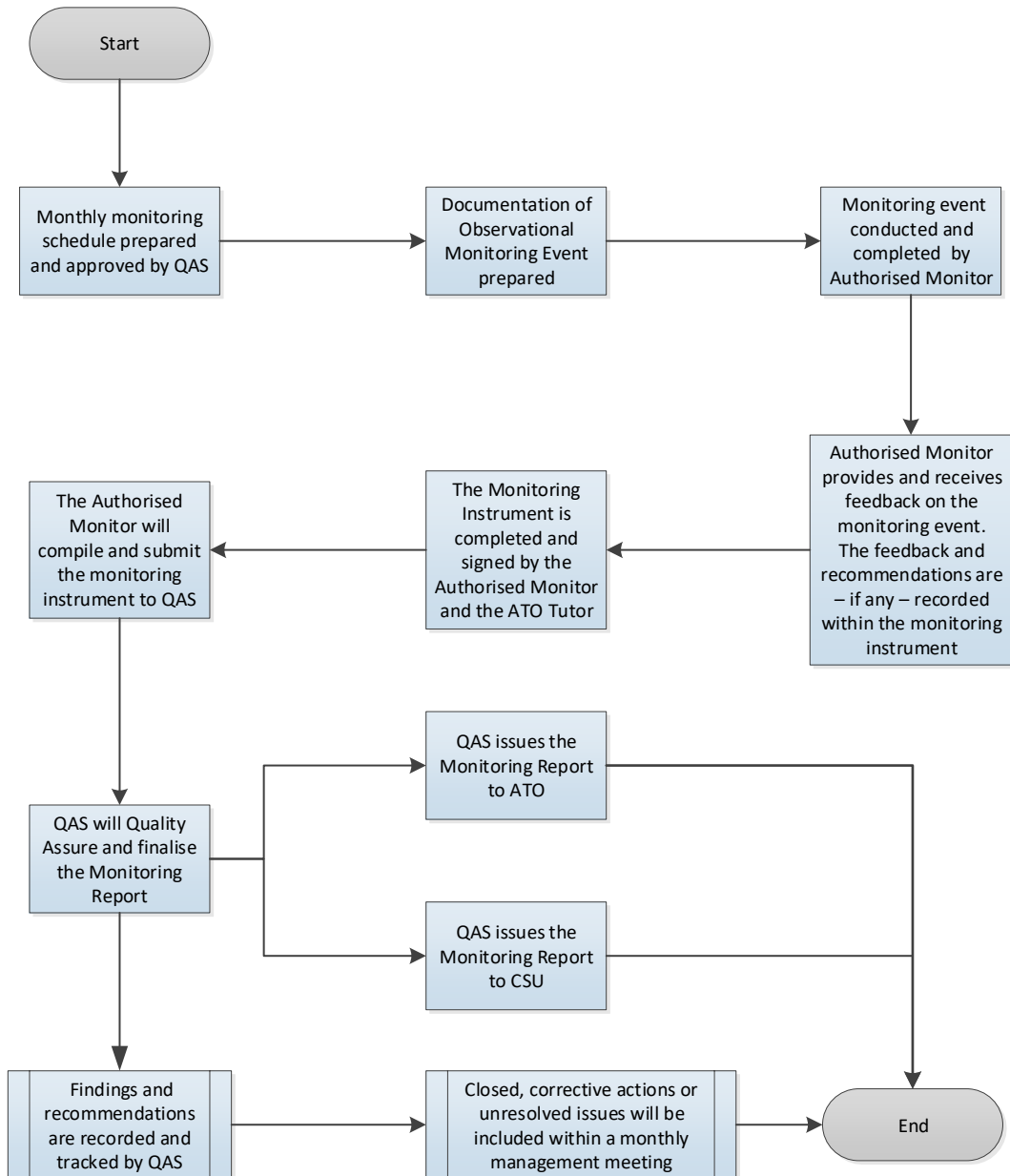
5.8. Monitoring Report Issued to SOLAS Construction Services Unit and Approved Training Organisation

- 5.8.1. QAS collates all Monitoring Instruments, reviews and completes the report. **QAS**
- 5.8.2. QAS issues finalised report and the findings of the monitoring event to SOLAS Executive Director–Resources, SOLAS Director of Construction Quality Assurance Services [CQAS], Construction Services Manager and Assistant Manager.
- 5.8.3. Monitoring Reports and the associated supporting documentation [signed monitoring instruments] are available on the QAS/CSU shared server [O:].
- 5.8.4. QAS will require a formal response from CSU within 10 working days to the issues and corrective actions raised in the monitoring report. A designated location for this response is on the QAS Aggregated report for Observational Monitoring
- 5.8.5. SOLAS QAS issues a soft copy of the monitoring report to the ATO proprietor and/or ATO Training Manager.

5.9. Recording and Tracking Issues, Preventative and Corrective Actions

- 5.9.1. QAS will record issues and corrective actions from each monitoring event in the QAS Aggregated report for Observational Monitoring including corrective actions proposed by CSU, as required. **QAS**
- 5.9.2. Conclusion of the corrective actions by CSU will be recorded on the QAS Aggregated report for Observational Monitoring and the issues will be deemed to be closed.
- 5.9.3. A record of all issues will be issued to the management team at the monthly management meeting **QAS**

Appendix No 1: Process Map



Appendix No 2

Definition, Notes and Abbreviations

- 1) CSCS - Construction Skills Certification Scheme
- 2) QSCS -Quarries Skills Certification Scheme
- 3) ATO - Approved Training Organisation
- 4) QQI - Quality and Qualifications Ireland

Document History

Revision No.	Details of Revisions ¹	Approved Signed ²	Issue Date ³	Review Date
1	Original document	CQAS Management Team	06.06.2019	
2	<p>Updated Reference Documents</p> <p>Updated CMS references to NCSD</p> <p>Section 5.3</p> <p>Removed reference to the monitor checking on previous findings and corrective actions</p> <p>Removed reference to the monitor checking on candidate packs.</p> <p>Changed legislative requirements to Centre Pack requirements.</p> <p>Section 5.6</p> <p>Changed Monitoring Report to Monitoring Instrument</p> <p>Section 5.7 ,5.8 and 5.9</p> <p>Updated to refer to QAS Aggregated report for Observational Monitoring</p> <p>Removed Construction Services Assistant Manager for Quality Assurance.</p> <p>Removed -issue hard copy</p>	<p>QAS Team</p> <p>Approved by</p> <p>B. Head</p>	25.09.2020	27.09.2022
3	<p>Added the following</p> <p>5.4.3. All parties must ensure that the comments reflect the event accurately.</p> <p>5.4.4. For further information see SOP 17 Complaints Process for Tutors relating to Observational Monitoring Event Findings and/or Outcome</p>	<p>QAS Team</p> <p>Approved by</p> <p>B. Head</p>	03.11.2020	04.11.2022

¹ If following a review from the Construction Services Unit Management Team, that the procedure is deemed fit for purpose and that no amendments are necessary this determination should also be recorded.

² Signed by the Construction Services Unit Manager

³ Issue Date is the date the Construction Services Unit Manager approves commencement

