



SOP 15

Quality Assurance Services

Standard Operating Procedure No. 15

Revision 2.0

**Subsequent Monitoring of a SOLAS Approved
Training Organisation or Tutor**

02/11/2020

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Responsibility Legend	
QAS	Quality Assurance Services
CSU	Construction Services
ATO	Approved Training Organisation

1. Purpose

The purpose of this procedure is to clarify the process if an Approved Training Organisation and/or Tutor delivering SOLAS Construction and Quarry Skills Certification Schemes CSCS/QSCS and/or associated services fails to meet the required level of service on any element of delivery during a SOLAS monitoring event, and scope for significant improvement has been identified.

2. Scope

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

3. Responsibility

- a) SOLAS Quality Assurance Services Unit (QAS)
- b) SOLAS Construction Services Unit (CSU)
- c) SOLAS Approved Training Organisation (ATO)
- d) SOLAS Approved Tutors

4. Reference Documents

- a) SOLAS CSU/ATO Memorandum of Understanding
- b) SOLAS CSU/Tutor Code of Conduct
- c) SOLAS Quality Assurance Services (QAS) Monitoring and Authentication Guide
- d) SOLAS Quality Assurance Services (QAS) Monitoring Policy.

Responsibility

5. Procedure

5.1 Subsequent Monitoring Events

- 5.1.1 In the event that an Approved Training Organisation and/or Tutor is deemed to require improvement when monitored by QAS on the following a) Delivery of CSCS/QSCS Programmes or b) Programme Documentation, QAS will schedule a subsequent monitoring event of the service provider when requested and in consultation with CSU. **QAS**
- 5.1.2 The re-monitoring event will be scheduled (In the event of Observational Monitoring un-notified to the ATO) by QAS within 4 weeks of the first monitoring report being issued to the ATO¹
- a) In the event that the Tutor fails to meet the required level of service on any element of delivery of the programme, it is the responsibility of the ATO to notify the Tutor of the relevant areas for improvement **ATO**
- 5.1.3 In the event that the Approved Training Organisation is not active within the 4 weeks from the first report being issued. QAS will arrange a monitoring event at the next available opportunity **QAS**
- 5.1.4 Upon completion of the subsequent monitoring event QAS will issue the monitoring report to the ATO on the monitoring outcome and findings. SOLAS Construction Services will receive a copy of the reports for review and post monitoring outcomes/finding. **QAS**
- 5.1.5 Upon conclusion of the monitoring event, if the ATO and or Tutor is still deemed to require significant improvement or is not in compliance with SOLAS Quality Assurance documentation for CSCS/QSCS programmes CSU will engage with the ATO on the report outcome/findings **CSU**
- 5.1.6 QAS will schedule another subsequent monitoring event of the ATO and or Tutor if the re-monitored event is deemed to still require significant improvement.

¹ It is the responsibility of the ATO to disseminate relevant information in relation to the issued Monitoring Report to the Tutor.

6. Procedure (Pt.II)

6.1 Covid Non-Compliance - Verification Monitoring

QAS

- 6.1.1 Where QAS Monitoring finds that Covid Pandemic Containment requirements have not been fully complied with by the ATO, Verification Monitoring will be undertaken when directed by CSU.
- 6.1.2 The Verification Monitoring event will determine whether the ATO is in a position to make the necessary improvements to comply with the Covid Pandemic Containment Guidelines.
- 6.1.3 The report and outcomes of the Verification Monitoring event are reported to CSU and the Director of CQAS.
- 6.1.4 If the Verification Monitoring event finds that the ATO is in compliance with Covid Pandemic Containment Guidelines, then programme delivery can resume on instruction from CSU.

CSU

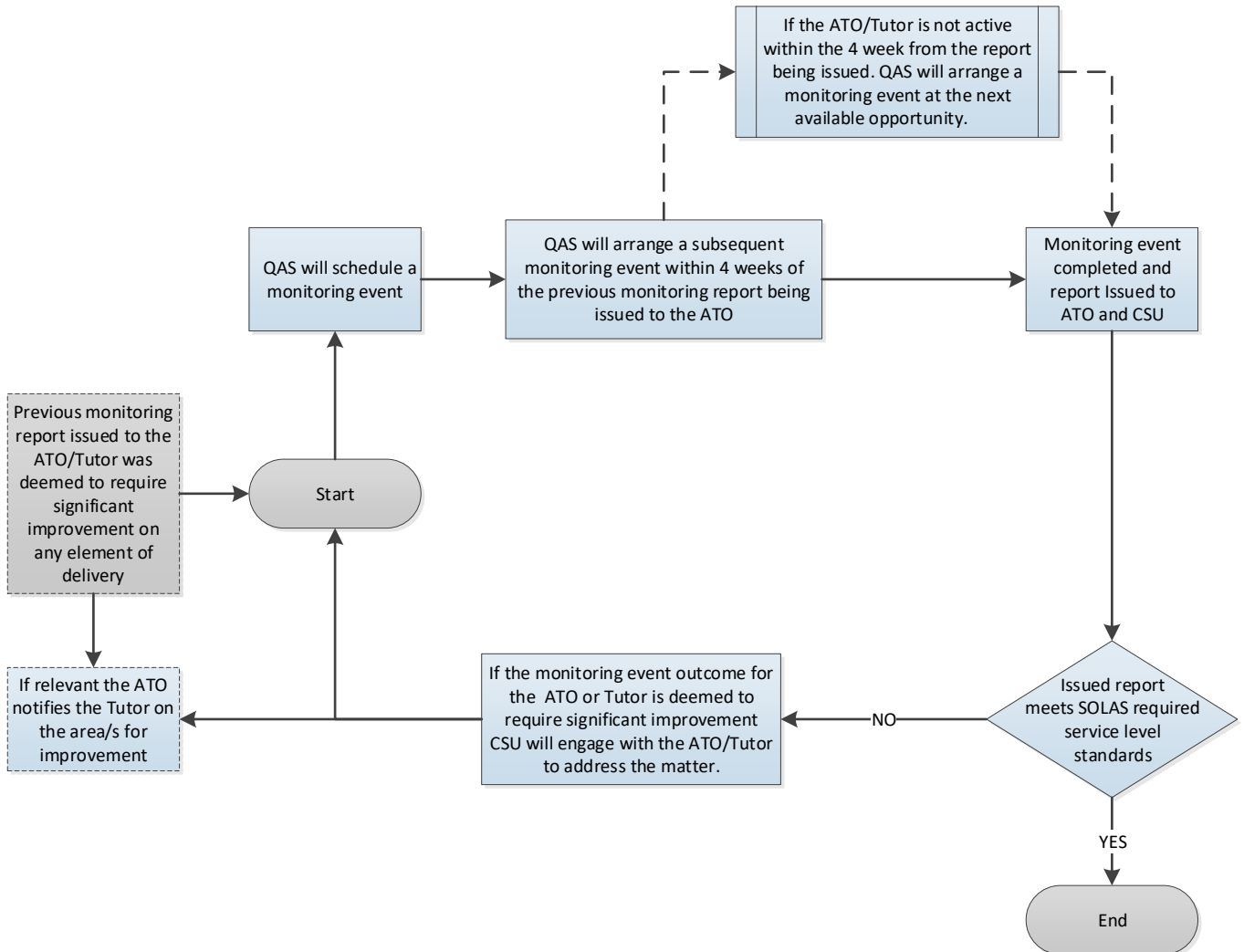
6.2 Follow Up Monitoring Events

- 6.2.1 Follow up monitoring events will be scheduled for every programme the ATO notifies until instructed by CSU to revert to standard monitoring scheduling for that ATO.
- 6.2.2 Reports for follow up monitoring are issued by QAS to the ATO and CSU for review and action when required.

CSU

QAS

Appendix No.1: Subsequent Monitoring of a SOLAS Approved Training Organisation or Tutor



Document History

Revision No.	Details of Revisions	Approved Signed	Review Date
1	Approved 06/11/19	CQAS Management Team	
2	<ul style="list-style-type: none"> • Replaced Inadequate with terminology agreed in OBMI V8 (Significant Improvement) • Replaced Service Provider with ATO/Tutor • Amended the Process Chart – Re: wording above • 5.1.1 – Amended text to: QAS will schedule a subsequent monitoring event of the service provider when requested and in consultation with CSU. • Removed NCS from SOP 	Reviewed by QAS Team and approved by B. Head 03/11/2020	04/11/2022

