

Lead Standard Verifier Report

CENTRE DETAILS

Centre Name:	STARTRIGHT TRAINING LTD
Centre Number:	72894
Quality Nominee:	MARK NEVILLE
Lead Standards Verifier number:	509769
Lead Standards Verifier name:	MR G SAVAGE
Date Centre Self-Assessment received:	04/01/2022
Visit date:	24/01/2022
Duration of visit:	5
Location of visit:	Start right Training via Zoom

Version History

Initial Submission	24/01/2022
Final Submission	17/06/2022

Lead Standard Verifier Report

Staff Interview		
Name	Role	Programme Area
Mark Neville	Internal Verifier	Construction
Stephen Grice	Assessor	Construction

Centre terms and conditions has been signed by Head of Centre: Yes
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Lead Standard Verifier Report

Programme Summary				
Programme title (include programme code)	Level	Registered learners	Certification status	Sector Standards Verifier
HEALTH AND SAFETY IN A CONSTRUCTION ENVIRONMENT-BCSM5	PBL1A	5	Released 02/06/2022	507451-MR S CONNER
HEALTH AND SAFETY IN A CONSTRUCTION ENVIRONMENT-BCSM5	PBL1A	5	Released 02/06/2022	533190-MR G RUSHBY
HEALTH AND SAFETY IN A CONSTRUCTION ENVIRONMENT-BCSM5	PBL1A	5	Released 02/06/2022	533190-MR G RUSHBY
CONSTRUCTION-VYR81	PL1DR	2	Released 31/03/2022	912361-MR SA GOULDEN

Lead Standard Verifier Report

Management Arrangements				
Criterion ref.	LSV reporting criteria	Risk band	Risk Level	Comments
1.1	Certification claims on each programme are confirmed by an appropriate Internal Verifier.	1 (low) - Yes 5 (high)- Inconsistent across programmes	1	Initial Comments:Yes. All student learner folders are internally verified by a qualified IV before certification claims and throughout duration of the learners attendance. Final Comments:No change to procedures since initial LSV visit.
1.2	A coherent administrative system is used for all qualification programmes.	1 (low) - Yes 5 (high)- Inconsistent across programmes	1	Initial Comments:All administrative documents are completed on induction to programme and securely stored in a metal cabinet in the Centre office. All admin is paper based. Final Comments:Same system in use as initial LSV visit
1.3	There is a robust system in place that records candidate/learner details from enrolment to completion of their award (s).	1 (low) - Yes 5 (high)- Inconsistent across programmes	1	Initial Comments:Yes. All learners have their own individual course record folder as work and assessment records are paper-based. Upon completion, learners can proudly take away their folder as a record of their learner journey and everything they have achieved. Final Comments:Yes and confirmed by SV on their visit
1.4	Learner records and details of achievement are accurate, updated on a regular basis, and stored securely.	1 (low) - Yes 5 (high)- Inconsistent across programmes	1	Initial Comments:Yes - As in 1.3 above Records of achievement and all activity are updated every time new learner work is presented and assessed and securely lodged in their folder and stored in a locked room. Final Comments:SV confirmed learner records kept current

Lead Standard Verifier Report

Criterion ref.	LSV reporting criteria	Risk band	Risk Level	Comments
1.5	Programme Internal Verifiers and Assessors from all sites are effectively standardised to deliver programmes to national standards.	1 (low) - Yes 5 (high)- Inconsistent across programmes	1	Initial Comments:All I.Vs and Assessors are standardized to deliver and have sufficient time to effectively fulfill their role. Any administrative updates are discussed for standardization purposes on a regular basis. Final Comments:Interviews confirmed standardisation sessions throughout 2022
1.6	Appropriate and adequate resources are allocated to each qualification programme.	1 (low) - Yes 5 (high)- Inconsistent across programmes	1	Initial Comments:There is a range of practical resources to allow learners to actively participate in the range of construction disciplines offered. All tools and equipment are replenished weekly. e.g. Bricks, mortar, wallpaper, paint etc. Final Comments:Resources continue to be replaced to give learners best experience
1.7	A written code of practice and/or contract is in place between any satellite, outreach, franchise, linked centres/sites and work placements.	1 (low) - Yes 3 (medium)- Inconsistent across programmes 5 (high)- Inconsistent across programmes	1	Initial Comments:The Centre has their own code of practice. There are no satellite centres. Final Comments:Centre still retains own code of practice
1.8	Operational planning takes into account recommendations/reports of the Standards Verifier, the Internal Verifier and other inspection agencies .	1 (low) - Yes 5 (high)-No evidence	1	Initial Comments:Any SV recommendations are considered and implemented so long as it fits with day to day training / learning. Final Comments:Recommendations from initial LSV visit and Sv have been taken on board and actioned.

Lead Standard Verifier Report

Criterion ref.	LSV reporting criteria	Risk band	Risk Level	Comments
1.9	Action points from Standards Verifiers are addressed within the timescales given.	1 (low) - Yes 3 (medium)-Partly or not to timescale 5 (high)-Inconsistent across programmes	1	Initial Comments:Any action points are dealt with positively with the help and support from LSV. Evidence noted on visit of action from a previous SV visit. Final Comments:Yes. SV report confirms positive dealing with action points.
1.10	A level 2 sanction or above has been applied in the last 2 years on any programme.	1 (low) - No 5 (high)-Yes	1	Initial Comments:No level 2 sanction in last 2 years. Final Comments:No level 2 sanction in last 2 years.

Risk Level Calculator

Combined Risk Score	Low Risk 10-18	Medium Risk 19-30	High Risk 31-50
10	Yes	No	No

General Comments

Startright Training is a small independent training Centre in Leicestershire designed to service referrals from the local authority. The two leaders, Mark and Stephen, originally worked in much larger Centres for many years before starting this smaller, practical-focussed learning Centre to give learners a choice of trade skills in the Construction and Health & Safety arena. The Taster day seems like an excellent way of giving potential learners a good insight into what the Centre offers. They get to actually try different activities to have experience of what training involves before they even register. This allows them to consider their options to make healthy choices regarding what areas of construction appeal to them most.

Final LSV visit

There have been challenges for the Centre this year in relation to their allocated SV, Gary Rushby, not responding to communication or request for an SV visit as learners completed and required certification. The Centre pro-actively contacted the Sv and a lot of activity was involved to finally get a replacement SV to conduct a visit and DCS was granted so learners could be certificated. The Centre team remained professional and dedicated throughout the whole testing and frustrating time.

Lead Standard Verifier Report

Learner Support				
Criterion ref.	LSV reporting criteria	Risk band	Risk Level	Comments
2.1	There is a structured induction process which provides information about the Centre, the qualification (s) programme and assessment process.	1 (low) - Yes 3 (medium)- Inconsistent across programmes 5 (high)-No	1	Initial Comments:Yes. Taster day starts the process followed by a more complete Induction day when they first start their course. Detailed information is contained within the Induction / client file Final Comments:Learners confirmed benefit of Taster sessions during year and how they ensured learners chose the most appropriate course for them.
2.2	Learners are given information about appeals, equality of access to assessment and advice/support available.	1 (low) - Yes 3 (medium)- Inconsistent across programmes 5 (high)-No	1	Initial Comments:Learners are given info about all these areas during the Induction process at beginning of course. Additionally, information is included in the learner course folder. Startright's Equality and Diversity Policy can also be found on their Website. Final Comments:Learners confirmed via Sv that all policies were covered during Induction.

Lead Standard Verifier Report

Criterion ref.	LSV reporting criteria	Risk band	Risk Level	Comments
2.3	Learners are informed of progression and development opportunities.	1 (low) - Yes 3 (medium)- Inconsistent across programmes 5 (high)-No	3	Initial Comments:Yes ; regular discussion and feedback sessions happen 1:1 with each learner and their allocated assessor. Suggestions for future work and planning are also included. This should be confirmed by SV visit before final risk rating assigned at final LSV visit. Final Comments:Regular 1:1 discussions with each learner have continued throughout 2022 to keep learners informed of progress and opportunities.
2.4	Individual needs are systematically assessed and action taken to provide appropriate support.	1 (low) - Yes 3 (medium)- Inconsistent across programmes 5 (high)-No	1	Initial Comments:All individuals are assessed early in the programme to see if and what additional needs may be required. SEN reports from previous school are also considered. Final Comments:Continual monitoring of learners has taken place throughout 2022 to gauge appropriate level of support required.
2.5	Positive action is taken to respond to particular assessment needs.	1 (low) - Yes 3 (medium)- Inconsistent across programmes 5 (high)-No	1	Initial Comments:Additional time can be allocated if learning needs indicate that additional support is required. There is time available within the team to provide additional support. Final Comments:Team still have additional time available to provide additional support for any learner requiring it or requesting it.

Lead Standard Verifier Report

Criterion ref.	LSV reporting criteria	Risk band	Risk Level	Comments
2.6	There is an effective system in place, monitored and recorded, for ensuring that work placements are suitable and safe.	1 (low) - Yes 5 (high)-No	1	Initial Comments:All work actually happens in a purpose built 'construction' arena within the Centre. Learners do not need to go external to participate in the full range of construction activities. Final Comments:Work has continued to take place in the purpose built 'construction' arena within the Centre during 2022
2.7	Learners have access to equipment, resources (including adequate I.T.) needed for their programmes.	1 (low) - Yes 3 (medium)-Inadequate on some programmes 5 (high)-No	1	Initial Comments:All equipment and resources for the range of activities are provided by the Centre. They are always maintained and replenished weekly. Final Comments:Centre has continued to provide all equipment and resources for the range of activities are provided by the Centre. They have been maintained and replenished weekly throughout 2022..
2.8	Learning and support materials are suited to the needs of learners in terms of style, language, content and format.	1 (low) - Yes 3 (medium)-Unsuitable or inadequate on some programmes 5 (high)-No	3	Initial Comments:All tools are suitable for learners on program and all learners receive training to use tools and equipment safely and efficiently throughout all activities. This should be confirmed by the SV before the final LSV report is completed. Final Comments:SV has confirmed that materials and tools are appropriate for learners and level of study.

Lead Standard Verifier Report

Criterion ref.	LSV reporting criteria	Risk band	Risk Level	Comments
2.9	Learners receive appropriate and regular guidance and support which is monitored for quality and timeliness.	1 (low) - Yes 3 (medium)-Inadequate on some programmes 5 (high)-No	1	Initial Comments:Yes. Program team are very hands on with learners and give ongoing guidance and feedback. Included on forms part of Unit A2 Final Comments:Learners have continued to receive 1:1 feedback and guidance sessions throughout the year.
2.10	Progress and achievements of learners are recorded and tracked on all programmes.	1 (low) - Yes 5 (high)-No	1	Initial Comments:Everything learner activity and assessment is recorded in the Student learner file. Final Comments:SV has confirmed that learner activity and assessment details have been maintained throughout 2022

Risk Level Calculator

Combined Risk Score	Low Risk 10-18	Medium Risk 19-30	High Risk 31-50
14	Yes	No	No

General Comments

Before learners even start at the Centre, there is a 'Taster' day provided where learners get to actually see the Centre and try out a range of activities to gain a broader insight into the diversity on offer in the Construction programme. This gives learners choices and options to consider that they may not have considered before applying to enroll. A structured induction is then conducted when learners do begin their programme. From this healthy beginning, the programme team are very hands on with regular demonstrations, guidance and feedback on all learner activity.

Final LSV visit

Learners confirmed benefit of Taster sessions during year and how they ensured learners chose the most appropriate course for them.

Regular 1:1 discussions with each learner have continued throughout 2022 to keep learners informed of progress and opportunities.

Continual monitoring of learners has taken place throughout 2022 to gauge appropriate level of support required. SV interviews with learners confirmed they felt well supported. Team still have additional time available to provide additional support for any learner requiring it or requesting it. Feedback on the Taster days has highlighted the benefits are ensuring the right learners are on the right course that suits them and at the right level. Learners have reported increased confidence as a result of the support and training received. Some have gone on to enrol for college at the conclusion of their course. Parents of learners have sent cards and letters thanking the team and making comments like, 'Johnny loves coming to the Centre twice a week and has grown considerably in confidence as a result.'

Lead Standard Verifier Report

Programme Area	Construction
Programme Leader Interviewed	Mark Neville
Programme Title	HEALTH AND SAFETY IN A CONSTRUCTION ENVIRONMENT-BCSM5,CONSTRUCTION-VYR81
Planned Learners	9

Quality Of Assessment				
Criterion ref.	LSV Reporting Criteria	Risk Band	Risk Level	Comments
3.1	Numbers of dedicated assessors per programme area.	1 (low) - All 2,3,4-Depending on balance 5 (high)-None	1	Initial Comments:One dedicated assessor for less than 10 learners in total. Final Comments:Still one dedicated assessor for less than 10 learners and Sv confirms this has been effective.
3.2	Proportion of programme assessors not qualified.	1 (low) - Yes 3 (medium)-10-20% 5 (high)-None	1	Initial Comments:N/A Assessor is qualified Final Comments:N/A Assessor is qualified
3.3	Validation of all unqualified assessor decisions is completed by occupationally competent and qualified assessors	1 (low) - Compliant 5 (high)-Non-compliant	1	Initial Comments:N/A Final Comments:N/A Assessor is qualified
3.4	Number of full-time and part-time/subcontracted assessors	1 (low), 2, 3, 4, 5 (high) Depending on risk to learner achievement	1	Initial Comments:Assessor is full time Final Comments:Assessor still full time
3.5	Workload of assessors (i.e. number of learners) identify the highest workload and lowest workload for this programme area.	1 (low), 2, 3, 4, 5 (high) Depending on risk to learner achievement	1	Initial Comments:Assessor can easily look after total of 6 current learners across the two programmes. Final Comments:SV has confirmed that assessor has been able to easily look after total of 6 current learners across the two programmes.

Lead Standard Verifier Report

Criterion ref.	LSV Reporting Criteria	Risk Band	Risk Level	Comments
3.6	Assessment is holistic and planned.	1 (low) - All 2,3,4-Depending on balance 5 (high)-None	2	Initial Comments:Assessment activities are well planned in advance as resources and equipment need to be organised and provided by the Centre for learners to use. This should be commented on at the SV visit before final LSV report completed. Final Comments:SV report confirms that activities have been well planned, resources and equipment appropriate and assessment robust.
3.7	Evidence sources are work-based and meet assessment strategy requirements.	1 (low) - All 2,3,4-Inconsistent 5 (high)-None	2	Initial Comments:All evidence is provided from the purpose-built construction area in the Centre where learners undertake the full diverse range of construction activities. Appropriateness and effectiveness should be checked at SV visit and considered before final LSV report. Final Comments:SV report has confirmed that assessment activities have taken place in the special work area and are suitable and meet programme requirements.
3.8	Assessor Professional Development Plans are in place and appropriate for the programme area.	1 (low) - All 3 (medium)-Few or none	1	Initial Comments:Assessor has a PDP. EXAMPLES SHARED AT THE LSV VISIT. Eg electrical installation qualification. Final Comments:Assessor has updated PDP since initial LSV visit

Lead Standard Verifier Report

Criterion ref.	LSV Reporting Criteria	Risk Band	Risk Level	Comments
3.9	Assessment records are • Maintained • Monitored • Current • Accurate	1 (low) - Compliant 3 (medium)-Non-compliant	1	Initial Comments:All assessment records are stored in individual learner folders that are accessible by relevant programme team members and the Central management team that review progress of all learners Final Comments:SV report confirms that assessment records are well maintained and kept up to date.
3.10	Assessment tools are consistent and appropriate for the qualifications in the programme area.	1 (low) - 1:15 2,3,4-Inconsistent or inappropriate 5 (high)-None	2	Initial Comments:Observation of practical activities is central to effective and appropriate assessment for construction. Assignments cover essential knowledge areas to make comprehensive. Again, this should be confirmed at SV visit before final risk rating assigned at final LSV visit. Final Comments:SV report confirms that healthy and appropriate assessment has taken place throughout 2022

Risk Level Calculator

Combined Risk Score	Low Risk 10-18	Medium Risk 19-30	High Risk 31-50
13	Yes	No	No

General Comments

Lead Standard Verifier Report

There is one full time dedicated assessor for the construction programs. He is qualified and experienced and can easily support, Guide and assess the small number of learners. As construction is a very practical program area, the SV visit should check the activities for appropriateness and effectiveness before final risk ratings are assigned at the final LSV visit. It

Final LSV visit

SV has confirmed that assessor has been able to easily look after total of 6 current learners across the two programmes.

SV report confirms that activities have been well planned, resources and equipment appropriate and assessment robust.

SV report has confirmed that assessment activities have taken place in the special work area and are suitable and meet programme requirements.

Quality Assurance

Criterion ref.	LSV Reporting Criteria	Risk Band	Risk Level	Comments
4.1	Numbers of dedicated Internal Verifiers for this programme area.	1 (low) - All 2,3,4-Depending on balance 5 (high)-None	1	Initial Comments:One dedicated Internal Verifier for the construction programmes who oversees one assessor.. Final Comments:Still one dedicated Internal Verifier for the construction programmes who oversees one assessor..
4.2	Proportion of programme Internal Verifiers in this programme area not qualified.	1 (low) - <25% 3 (medium)-25-50% 5 (high)- >50%	1	Initial Comments:N/A IV is qualified Final Comments:N/A IV is qualified
4.3	Validation of all unqualified Internal Verifier judgements are completed by occupationally competent and qualified verifiers.	1 (low) - Compliant 5 (high)-Non-compliant	1	Initial Comments:N/A IV is qualified Final Comments:N/A IV is qualified
4.4	Number of full-time and part-time/subcontracted Internal Verifiers for this programme area.	1 (low) - Most f/t 2,3,4-Depending on balance 5 (high)-Most p/t – s/c	1	Initial Comments:IV is full time are Final Comments:IV is still full time

Lead Standard Verifier Report

Criterion ref.	LSV Reporting Criteria	Risk Band	Risk Level	Comments
4.5	Workload of Internal Verifiers (i.e. number of Assessors managed) – highest and lowest workloads for this programme area.	1 (low), 2, 3, 4, 5 (high) Depending on risk to learner achievement	1	Initial Comments: Workload very manageable as IV oversees one assessor and currently six learners. Final Comments: Discussions reflecting on 2022 have confirmed that workload remains very manageable as IV oversees one assessor and currently six learners.
4.6	Internal Verifiers also acting as assessors in the same programme area.	1 (low), 2, 3, 4, 5 (high) Depending on risk to learner achievement	1	Initial Comments: N/A. IV does not assess on the construction programmes. Final Comments: N/A. IV does not assess on the construction programmes.
4.7	Assessor workloads take into account learners' locations and needs.	1 (low) - None 3 (medium) - <50% 5 (high) - >50%	1	Initial Comments: All learners attend the Centre so quality of delivery is manageable by assessor and unaffected by learner locations. Final Comments: All learners continue to attend the Centre and this has been confirmed through discussion and SV visit

Lead Standard Verifier Report

Criterion ref.	LSV Reporting Criteria	Risk Band	Risk Level	Comments
4.8	Sampling and standardisation activity is appropriate to the level of risk associated with each qualification in the programme area.	1 (low) - All 5 (high)-Inconsistent or inappropriate	1	Initial Comments:IV has a sampling plan in place that ensures that up assessor is reviewed fr all learners for QA purposes and that assessor is covering the Assessment Criteria in the programmes. This should be confirmed at the SV visit. Final Comments:SV has confirmed appropriate IV sampling and standardisation has occurred throughout 2022
4.9	Regular monitoring of assessment practice takes place.	1 (low) - Yes 3 (medium)-Occasionally & vbcrlf & 5 (high)-Rarely/Never	3	Initial Comments:Yes. Regular IV activity is scheduled and recorded. Again this should be confirmed as appropriate at the SV visit. Final Comments:SV report confirms that all IV activity is recorded and made available for audit.
4.10	Professional Development Plans are in place for all Internal Verifiers in the programme area.	1 (low) - All 3 (medium)-Few or more 5 (high)-None	1	Initial Comments:IV has a PDP. He is participating in a degree at Open University. Final Comments:IV has an updated PDP

Risk Level Calculator

Combined Risk Score	Low Risk 10-18	Medium Risk 19-30	High Risk 31-50
12	Yes	No	No

General Comments

Lead Standard Verifier Report

IV is dedicated and full time and has the time to easily oversee the dedicated assessor and small number of learners on construction programmes.

The appropriateness and effectiveness of the QA plan should be checked and confirmed at the SV visit before final risk ratings are assigned at the final LSV visit.

Final LSV visit

Despite the challenges of 2022, the Quality Assurance programme has ensured that learners have been given appropriate assessment activities and positive and developmental feedback to allow them to continue to make solid progress.

SV visit has confirmed that Internal verification has ensured that all areas of assessment and teaching have been appropriate and resources tailored to meet learner and programme needs.

Lead Standard Verifier Report

Action Points for the Centre

Criterion ref.	Action Point	Target Date
Feedback and action points were discussed and agreed with: Mark Neville&QAC		

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General Recommendations for Centre

S.No	General Recommendations
1	Invite learners to complete a review/feedback sheet at completion of the programme that may be useful for potential future learners to see what previous learners have experienced and gained.

Lead Standard Verifier Report

Areas of Good Practice	
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S.No	Good Practice
1	Equipment and resources replaced weekly to ensure learners can fully participate in Construction activities without delay

Lead Standard Verifier Report

Action Points for Lead Standards Verifier		
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S.No	Action point	Target date
1	Review SV report/s before final LSV visit and signing final risk ratings	30/06/2022

Lead Standard Verifier Report

Centre Risk Levels

Programme area/sector	Management Arrangements		Learner Support		Quality of Assessment		Quality Assurance		Combined Risk level	
	Initial	Final	Initial	Final	Initial	Final	Initial	Final	Initial	Final
Construction	10	10	14	10	13	10	12	10	49	40

Lead Standard Verifier Report

Recommendations for Next Verification Cycle
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	Visit			Remote sample		
Programme area/sector	Less than 3 months	Less than 9 months	15 months	6 months	9 months	Comments
Construction		Yes				