

Visit Report for BTEC International non-NQF & Customised programmes

To be used for International centres only

Administrative and programme details

Centre name

TEG International College

Centre number

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External verifier name

Janet Vickerman

EV number

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Date of visit

24 March 2011

Sample

Visit

Duration

Hrs 6

For each programme covered by this report please give:

Title (or details of individual units if whole programme is not covered)	Prog no.	Qualification (eg. HNC)	Sector Code	Grade	Student regs.	Certification
Management Studies	J8336	HND	200	A	6	YES
Business (Management) (IO)	K9771	HND	200	A	15	YES

Guidance on grading:

N: Not yet fully sampled

A: Strong delivery and assessment with areas of good practice, supported by a full functioning QA system

B: Strong delivery and assessment across most units/assessors with some attention required on QA procedures

C: Weaknesses in delivery or assessment requiring action and insufficient QA procedure

D: Substantial weaknesses in delivery or assessment to be addresses before certification

E: Significant and urgent weaknesses to be addressed for continued operation

Approximate date of next verification

15 March 2012

Summary of staff seen on visit

Michael Xavier: Academic Director, HE

Mr Lee Chay Sin - Director of Administration, HR and Student Affairs Division

John Tan Lye Chye: Programme Manager/Vice Principal: Business

Anand Naidu: Assessor/IV

Chris Loh: Assessor/IV

Jack Yap: Assessor

Authorisation (use email address)

Janet.vickerman@btinternet.com

Date

24 March 2011

Summary

1a Areas of Good Practice

Identify any areas of good practice mentioned in other sections of this report

The Centre has developed excellent internal verification systems and procedures providing a clear audit trail. There is a high level of consistency in assignment brief design as all assignment briefs have been internally verified prior to distribution. Assessment decisions have been internally verified providing clear feedback to the candidates.

Strong delivery and assessment with areas of good practice supported by a full Quality Assurance System.

Following an interview with staff, an undoubted strength of the Centre is the collaborative approach that exists within and between teams.

A very well organised Centre which was extremely well prepared for the IEV visit demonstrating extremely good administration skills of the Centre staff. The standard of course documentation is very high and extremely thorough with all documentation appropriately filed and made available for IEV scrutiny.

A Powerpoint Presentation was delivered at the beginning of the visit to give some background into the organisation.

1b Specific Action Points

Comment on progress made in relation to all action points given in previous reports, indicating any that remain to be addressed

All action points completed - last IEV visit was 2 November 2009.

Wikipedia is no longer used as a source as reference.

List further action points indicating priority	Where appropriate state who is responsible for carrying out actions	Where appropriate give dates by which action should be taken	
N/A	N/A	N/A	

1c Development Advice

Provide guidance to the centre on how delivery, assessment, quality assurance, administration and/or communication may be strengthened

Following previous IEV Development Advice, Centre is working on making programme materials accessible online and also working on giving students their own password later this year - follow up progress on this on an ongoing basis.

2 Centre Resources and Organisation

The External Verifier will review this in detail on the first visit and then review periodically

a. Centre has in place and is implementing appropriate policies concerning access to assessment	Y
b. Sufficient suitable staff are available (cvs MUST be seen)	Y
c. Staff development is in place and regularly available	Y
d. Appropriate learning resources (library, workshops, computer etc) available and accessible to students	Y
e. Centre is able to administer programmes and register student registrations effectively	Y
f. Centre programme and students` records accord with Edexcel? (record as an action point if not)	Y

Overall, the resources and organisation of this centre are appropriate and sufficient to permit the operation of the named BTEC programmes

Y

Comments

There are sufficient staff, many of whom have a vocational background. All new staff receive a structured Induction. Staff CVs and qualifications examined to confirm that staff are sufficiently qualified and occupationally competent for the programme. Staff training and development takes place regularly and staff understand their roles and responsibilities. Staff interviewed are very enthusiastic, believe in the quality nature of their roles and are supported by Senior Management.

The Centre has also developed an Internal Verifier Handbook for staff. There is a general Staff Induction for all new staff. A Programme of Teacher Observation/Peer Classroom Observation is carried out - lecturers observe other lecturers to ensure that teaching is appropriate.

Discussions with students confirms that there is sufficient access to computers and textbooks in the Centre and the local library and most students have their own laptops and can print out copies of assignments in the Centre.

I am also assured that funding is available for new textbooks.

Candidate Feedback is gathered through a Student Survey on completion of each module and any actions are taken by SMT. This has been introduced during the last year. Student Satisfaction is based on the Student Survey and is useful for staff when revising the Strategic Plan/Report.

Schemes of work are available, Internal Verification Records, Assessment Sampling Sheets and Final Grades Matrices. This year the Centre is implementing Student Portfolio Records with all candidate details.

3 Quality of Assessments

The external verifier will sample assessments on first and most subsequent occasions. Samples may be requested for postal review

a. Assessments are of an appropriate style and are vocationally relevant	Y
b. Assessments have clear unit and programme details	Y
c. Students are given clear guidance on undertaking the assessment and deadlines are valid	Y
d. Assessments provide a clear opportunity for students to achieve the unit requirements	Y
e. Internal verification of assessments has been undertaken before issue to students	Y
f. Feedback to assessors given on fitness for purpose; actions and dates for amendment signed off	Y
Overall, the quality of assessments for this centre are appropriate and sufficient to permit the operation of the named BTEC programmes	Y

Details of units sampled

See below

Comments

All Assignment briefs have been internally verified, prior to the date of issue to the candidates, and written feedback provided to assessors where appropriate. All assignments have clear assessment and grading criteria and are written in a language appropriate to the level of the qualification and are vocationally relevant.

All assessment decisions are internally verified and positive and constructive advice provided to the assessors.

Monthly Enrichment Activities are provided for students and Leadership Training. The students attend an English Language programme prior to taking an HND course.

The Centre has a Policy on Plagiarism, part of which is included on the Notes for Students. There is also a commentary on the use of the Harvard Referencing System. The Centre provides pastoral care and counselling to students with the appointment of a Student Counsellor and has also set up a new Division dedicated to Student Welfare & Services. The Centre has also has produced its First Newsletter and many changes have taken place since the previous IEV visit.

Reference is also made to the BTEC Student Handbook and the BTEC Handbook setting out the Programme Structure in more detail, giving clear guidance on the HND and the unit requirements. The date of handout and the date of submission are both given on the Assignment Briefs.

4 Assessment Standards and Processes

The external verifier will sample when sufficient assessment is first available and on all subsequent occasions. If the external verifier is not satisfied with the quality or quantity of the sample, a subsequent postal review may be required

a. The external verifier had full access to completed assessments for these programmes	Y
b. Centre has made valid assessment decisions based on the quality of student work and the unit specifications	Y
c. Centre has provided assessment consistently and fairly across all students	Y
d. Centre has provided clear and detailed feedback to students	Y
e. Assessor decisions have been subject to internal verification to ensure standardisation and the	Y

rectification of any invalid decisions by assessors	Y
f. Assessment and review meetings are held and have been properly conducted	
Overall, the assessment standards and processes of this centre are appropriate and sufficient to permit the certificate claims only for the named BTEC programmes	Y

Comments

All documentation, students' work and records were made available for the IEV visit and administration was excellent.

The students' work provided was from a mixture of full-time and part-time students' work and had been assessed against the outcomes and grades. Both the assignment briefs and the assessment decisions had been internally verified in all examples sampled confirming that the Centre has carried out assessment consistently and fairly across all students.

Internal Verification Records of Assignment Briefs and assessment decisions were examined to confirm that clear and concise feedback had been provided to the assessor where appropriate and resubmitted, signed and dated. The assignments are interesting, vocationally relevant and of the appropriate level with clear deadlines for submission.

Minutes of standardisation and review meetings were examined to confirm that these were being held regularly for the attendance of assessors and internal verifiers to ensure the consistency of assessment decisions.. The Teaching and Learning Strategy was also examined.

Enrichment Programme Activities were also discussed, to motivate students.

Sampling carried out confirms that assessors provide positive and constructive feedback to the students encouraging them on how to improve their work.

Details of units/learners/sampled:

Programme/unit	Assessor	Learners
G	Chris Loh Yong Chiang	Ngo Thi Xuan Huyen-Nancy - confirm grade. A sound piece of work evaluating alternative strategies and evaluating resource requirements.
	Alan Ho	Shang Jing Wen - confirm grade Case study demonstrates clear understanding of concepts. Good contents page and referencing.
	Henry Yeo Khay Hwee	George Thomas Gabriel - confirm pass Sources of finance identified and basic knowledge and understanding covered.
	Alan Ho	Tran Van Anh - confirm pass Good positive and constructive assessor feedback to

		<p>candidate encouraging them to work to the higher grades. Comparison and contrasting of different organisations and analysis between organisation's structures. Analysis of factors influencing individual behaviour at work and comparison of different approaches to management theories by two organisations and discussion of different leadership styles.</p>
	Ken Chua	<p>Vu Hoang Linh - confirm pass</p> <p>Well structured assignment with good application of concepts although more depth of analysis would be required in order to achieve the higher grades.</p>
	Chris Loh/Tommy Ang	<p>Shan Jing Wen - confirm pass</p> <p>All criteria met in the Case Study requiring the preparation of a report</p>
	Tham Siew Wan	<p>Akahoshi Daichi - confirm pass</p> <p>Assignment brief has been internally verified.</p> <p>Well structured assignment although improvements could be made on the macro/micro area to achieve the higher grades.</p>
	David Han	<p>Yan Lhi Liang - confirm pass</p> <p>This assignment shows a good mix between theory and practice. Contents page and references included. Has been assessed previously and extension requested.</p>
	John Tan	<p>Zhang Li - confirm grade</p> <p>A good scenario demonstrating a thorough piece of work linking theory to practice.</p>
	Alan Ho	<p>Tan Qiuyan Eillen - confirm grade</p> <p>A well structured report carrying out comparisons and analysis.</p>
	Anand Naidu	<p>Leon Wai Teng - confirm pass</p> <p>This meets the basic requirements of the assignment. Bibliography included.</p>
	Ken Chua	<p>Chian Tai Peng - confirm pass</p> <p>Clear and concise assessor feedback to candidate. All criteria have been clearly met.</p>