



APPROVED CENTRE RE-APPROVAL VISIT REPORT

SMK Negeri 1 Cibinong

**CENTRE NUMBER
1201968**

14 & 15 November 2014

CRITERIA COVERED BY THIS REPORT

(All criteria must be reviewed as part of the re-approval process)

	Covered
General Information	✓
1. Quality Management Systems	✓
2. Resources	✓
3. Administration	✓
4. Internal Verification	✓
5. Delivery of Assessment	✓
6. Candidate Support	✓
7. Record Keeping	✓
8. Monitoring & Review	✓
9. Diversity, Equality & Access to Fair Assessment	✓
External Verifier's Comments	✓
Centre Co-ordinator's Comments	✓
Centre Action Plan	✓

Supporting Documentation

Assessment / IV Sampling Report (Form 4.1)	✓
Accreditation Monitoring Report	

System Updates

Centre status updated	✓
Qualifications added/removed	
Centre personnel details updated / added	✓

Centre Approvals (Please tick)

Qualifications

Accreditations

Quality Assured Awards (QAA)

Next re-approval date

GENERAL INFORMATION (Must be completed during every visit)

EV Name:	Mark Bartle	PIN:	0039
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Co-ordinator Name:	Darlina Kartika Rini	PIN:	202835
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Other personnel present during visit (Name and role):

Zainal Abidin (Principal)
Meisye Yeti Sadali (Vice Principal)
Yadi Rahmat Karyadi (202352) – Assessor / IV
Yudi Setiawan (208189) – Assessor
Deden Sutrisno (202322) – Assessor
Kusma Gumarang (208190) – Assessor
Cecep Suparman (202356) – Assessor
Hastanti (Intepreter)
Neneng Hendriyani (Intepreter)
Dini Puspita (Intepreter)

Action plan from last visit reviewed?	YES
Are there any actions outstanding since the last visit?	NO

Please comment on how actions were met and any actions outstanding:

There was no action plan to address from the last visit.

GENERAL INFORMATION (Cont.) (Must be completed during every visit)

Are the centre details on the database correct?	NO
Are the details of qualifications offered on the database correct?	YES
Are the assessor/IV details on the database correct? (e.g. linked to qualifications)	YES
Have there been any major changes since your last visit (e.g. new centre co-ordinator)	YES

Please provide details of any major changes:

There have been major changes at the centre since the previous visit. Mr. Dadan Supriatno then centre coordinator has left the centre recently and has been replaced by Mrs. Darlina Kartika Rini. In addition to this a number of other staff have also left the centre and been replaced recently.

Is the IMI Awards plaque displayed prominently and in good condition?	YES
Is the IMI Awards approved centre certificate current, displayed prominently and in good condition?	YES
Is there a current signed Centre Agreement in place?	N/A

Does the centre currently offer motor vehicle qualifications from another awarding organisation?	YES
If 'yes' please specify which awarding organisations:	
From National Accreditation Board of Indonesian Educational Department	
Since the last visit, has the centre had approval withdrawn by another awarding body?	NO
If 'yes' please provide details:	

Qualifications, Accreditations and/or Quality Assured Awards being sampled during this visit:

INT-LV1-C	IMI International Level 1 Certificate in Light Vehicle Maintenance.
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Please complete Form 4.1 'Assessment & Internal Verification/Moderation Sampling Report' as appropriate.

1 – Quality Management Systems

Is there a suitable documented quality management system in place?	YES
Is there a single named point of accountability (i.e. centre co-ordinator)	YES
Is the centre co-ordinator aware of his/her responsibilities and continuing to meet them?	Please see comment below
Do the centre co-ordinator and the quality team have the support of senior management?	YES
Does the centre co-ordinator communicate with the quality team (e.g. IVs, assessors etc.) effectively?	YES
Does the centre co-ordinator communicate with the EV/IMI Awards effectively and provide notification of changes?	YES
Does the centre co-ordinator grant access to IMI Awards personnel and the qualifications/accreditations regulators as required?	YES
Is the centre co-ordinator familiar with the formal, signed, Centre Agreement?	N/A
Is the centre co-ordinator familiar with the current IMI Awards Operating Manual?	Please see comment below
Does the centre co-ordinator visit the IMI Awards website on a regular basis?	YES
Is the centre co-ordinator receiving IMI Awards centre emails and newsletters?	YES
Does the centre co-ordinator disseminate all relevant information to the quality and administration teams effectively?	YES
Does the centre co-ordinator attend the IMI Awards regional network meetings on a regular basis?	Please see comment below
Is the centre co-ordinator aware of the IMI Awards assessor and verifier update workshops?	Please see comment below
<p>Notes / Actions Required:</p> <p>Following this visit the new Centre coordinator has been made aware of their responsibilities in running and coordinating the operations of the centre.</p> <p>The coordinator has full support from senior management at the Centre.</p> <p>Regular team meetings are held; I have seen the records of these meetings which are clearly recorded with action plans and follow up to ensure actions are completed as required. Very good standard in this area.</p> <p>I have taken the staff at the Centre through the IMI Awards Operating Manual on the IMI Awards web site. The staff have been advised that they must use the operating manual and must get to know it well as it provided the advice and guidance on how to operate effectively as a centre.</p> <p>As there is only one Centre in Indonesia at this time, Network Meetings are not held. The information that would normally be given at these meetings is given as part of the EQA visit. This also applies to Assessor and IV updating.</p> <p>In reviewing the Centres systems it is clear that the Centre has systems in place for the management of staff and candidates.</p>	

2 – Resources

Does the centre comply with health and safety requirements?	Please see comment below
Do the centre's premises etc. allow suitable access for all (e.g. candidates, customers, staff etc.)?	YES
Are the centre's facilities, equipment etc. suitable for the qualifications offered?	YES
Are there sufficient resources, including staff, for the qualifications offered?	YES
Do all members of the quality team have sufficient time, resources and authority to carry out their roles effectively?	YES
Are there sufficient approved assessors for the qualifications offered?	YES
Are there sufficient approved internal verifiers / moderators for the qualifications offered?	YES
Is there a staff development programme in place for the quality team?	YES
Is regular (technical) CPD taking place for assessors and internal verifiers/moderators to meet qualification requirements?	YES
Are there suitable resources available to provide IMI Awards' on-line assessments?	N/A
Does the centre's invigilation policy meet IMI Awards' requirements?	N/A
Are there sufficient trained invigilators for the external/on-line assessments being offered?	N/A
<p>Notes / Actions Required:</p> <p>The Centre has updated their workshop, having opened a new workshop in August this year. Staff carry out regular safety checks, however this is not recorded. The centre has been advised that they should devise a check sheet in order to keep records of inspections in future. There is no legal requirement to carry out inspections of lifts and compressed air equipment in Indonesia. I have strongly recommended that from an ethical point of view and duty of care that the Centre should have regular inspections of lifts and compressed air equipment should be inspected and serviced by a qualified technician or contact with an outside company. There should be full records of this kept in future.</p> <p>The Centre has sufficient assessors and IV's to deliver and assess the qualifications they are approved for. Staff CPD is up to date having completed a number of updates. Most of the updating has been done with Toyota and KIA.</p> <p>CPD record for Yadi Rahmat Karyadi, and Deden Sutrisno have been checked and found to be in order.</p>	

3 – Administration

Is the IMI Awards web portal used for registration and claims?	YES
Are all candidate registrations and claims made correctly?	YES
Are details of assessment outcomes held and processed correctly?	YES
Does the centre track the progress of candidates towards their target qualification?	YES
Are centre personnel aware of the requirements relating to Unique Learner Numbers (ULN) and Personal Learning Records (PLR)?	N/A
Are there arrangements in place to obtain candidates' ULN?	N/A
Do centre personnel understand the award, accumulation and transfer of credits for QCF units and/or qualifications?	N/A
Have any proxies been claimed against on-line assessments? * <i>(If 'Yes' please sample claims and record details below)</i>	N/A
Have any exemptions been claimed against units? * <i>(If 'Yes' please sample claims and record details below)</i>	N/A
Have any applications been made for special arrangements/ considerations? * <i>(If 'Yes' please sample applications and record details below)</i>	N/A
Notes / Actions Required: <i>* since last visit</i> <p>The Centre uses the IMI Awards Web portal to register and claim Certification. In the past this has been done accurately. During the visit it has been found that a new batch of candidates have been registered incorrectly. This is now in the process of being addressed. The Centre has been advised to take extra care in future. If in doubt they should contact me first. This will then ensure that mistakes are not made in future.</p>	

4 – Internal Verification

Does the centre have a suitable internal verification strategy?	NO
Do the centre's internal verification procedures meet IMI Awards' requirements?	NO
Are the roles, responsibilities, authorities and accountabilities of the internal verification team clearly defined, allocated and understood?	YES
Does each internal verifier/moderator understand the requirements of the qualifications/accreditations they internally verify?	Please see comments below
Is there a current internal verification sampling plan in place?	YES
Is effective internal verification being carried out?	YES
Are all internal verification activities recorded correctly?	NO
<p>Notes / Actions Required:</p> <p>The Centre at this time does not have an IV Sampling Strategy in place. – This needs to be developed for this current academic year. – Please see Agreed Action Plan</p> <p>The Centre had got off to a good start previously. However with changes in staff recently the standard of IV Sampling has slipped. Time has been spent with the Centre staff giving them guidance to bring them back on track again.</p> <p>The Centre must ensure that the correct procedures for IV Sampling are adhered to as instructed during this visit.</p>	

5 – Delivery of Assessment

Are the roles, responsibilities, authorities and accountabilities of the assessment team clearly defined, allocated and understood?	YES
Does each assessor understand the requirements of the qualifications/ accreditations they assess?	Please see comments below
Do all assessments meet the requirements of the qualification/ accreditation assessment strategy?	Please see comments below
Do all assessments carried out meet IMI Awards' requirements?	Please see comments below
Are all assessment decisions recorded accurately?	Please see comments below
Do all assessment outcomes, accepted as showing that the candidate has met the standard required, meet IMI Awards' requirements?	Please see comments below
Do all centre devised assessments being used meet current IMI Awards requirements?	N/A
<p>Notes / Actions Required:</p> <p>The Centre has assessed the current batch of candidates using the old Assessment documentation. In order to ensure that all candidates meet the requirements of the qualification, the Centre has been asked to map the completed assessments against the requirements of the International standards and fill any gaps with additional assessments as may be required. – Once this has been done the Centre is to advise me of this and provide supporting documentation showing that all candidates have met the required standard. – In the mean time Direct Clam for Certification has been removed until I am satisfied that all assessments met requirements. – Please see Agreed Action Plan</p> <p>The Centre must take care to ensure that all candidates are assessed using the current documentation that is in place at the time of registration.</p> <p>The assessments completed by the candidates have been completed to a good standard. Please ensure that the candidates record how they have completed the work personally. In some instances it appears that candidates are on occasions coping the procedure from manuals.</p>	

6 – Candidate Support

Are candidates given accurate information, advice and guidance about their qualifications/accreditations (i.e. IMIAL Candidate Guidance Notes)?	YES
Is the complaints and appeals procedure made available to all candidates?	YES
Are candidates' development needs and prior achievements matched against qualification/accreditation requirements?	YES
Is candidates' prior learning recognised as appropriate?	YES
Are candidates' individual assessment plans established, reviewed and revised?	YES
Are opportunities for credit transfer and exemption maximised for QCF units and qualifications?	N/A
Are particular assessment requirements of candidates identified and met?	YES
Are candidates given guidance to support post qualification and/or unit progression?	YES
<p>Notes / Actions Required:</p> <p>All candidates are given a copy of the IMI Awards Guidance to candidates which includes the IMI Awards Appeals & Complaints policy. In addition to this the centre given the candidates a copy of their Appeals & Complaints policy.</p> <p>Candidates progress is checked regularly each week and updated to reflect this.</p>	

7 – Record Keeping

Are candidate details and records of achievement completed accurately and stored securely?	YES
Is information relating to candidate registration and certification available for the purposes of auditing?	YES
Are records of internal verification/moderation activities maintained and available for inspection?	YES
Are all records of assessments (e.g. portfolios) available for external verification/moderation as required?	YES
Are records of external/on-line assessments, including invigilation, maintained and available for inspection?	N/A
Is information (including evidence) relating to proxies/exemptions claimed available for the purposes of auditing?	N/A
Is information (including evidence) relating to special arrangements and special considerations claimed available for the purposes of auditing?	N/A
Are records of assessor and internal verifier CPD maintained and available for inspection?	YES
Is candidate assessment information (e.g. portfolios) stored securely?	YES
Are appropriate archives of assessment information and internal verification kept at the centre?	YES
<p>Notes / Actions Required:</p> <p>There are issues over the recording of candidate accurately in that the candidates have completed documentation for the old standards. – Please see Agreed Action Plan concerning this.</p> <p>IV Sampling records have been made available for inspection. Again there are issues with the Centres IV Sampling Strategy that need to be developed and up dated for this coming year. – Please see Agreed Action Plan</p> <p>Portfolios are kept in secure in a portfolio room. All portfolios requested have been made available for inspection.</p>	

8 – Monitoring and Review

Does the centre monitor performance against its customer service statement?	YES
Is the effectiveness of the centre's internal verification/moderation strategy reviewed against IMI Awards and qualification requirements?	NO
Are subcontracted services monitored to ensure that all requirements are met (e.g. service level agreements)	N/A
Does the centre monitor alternative assessment sites (e.g. work placements) effectively?	N/A
Are candidates' achievements monitored and reviewed in relation to the centre's stated equal opportunities policy.	Please see comment below
Is candidate, employer and other feedback used to evaluate the quality and effectiveness of the qualification provision?	YES
<p>Notes / Actions Required:</p> <p>The Centre has a mission statement. I have recommended that the Centre considers developing as a customer service statement i.e. a "College Student Charter".</p> <p>Please see agreed action plan regarding the Centres IV Sampling Strategy.</p> <p>The Centre records data for Diversity and Equality in relation to achievement on the Form 10</p> <p>Candidates are surveyed once every year. In addition to this employers are surveyed in collaboration with GIZ Germany (Tracer Study)</p>	

9 – Diversity, Equality and Access to Fair Assessment

Does the centre monitor the effectiveness of their equal opportunities policy for all clients, candidates and staff?	YES
Does the candidate enrolment system support the need for equal opportunities monitoring data?	YES
Where outside providers are used (e.g. work placements), does the centre ensure that its equal opportunities policy is being implemented?	N/A
Does the centre monitor the effectiveness of its policy for appropriate access and fair assessment?	YES
Does the centre collect sufficient data to enable IMI Awards to monitor and evaluate its compliance with requirements for diversity and equality?	YES
<p>Notes / Actions Required:</p> <p>The Centre has informed me that they monitor Diversity and Equality at the centre to ensure that no discrimination takes place.</p>	

External Verifier's comments:

The main objective of this visit has been to complete the Centre re-approval to operate as an IMI Awards Approved Assessment Centre. In doing this the Centres Systems, Policies and Procedures have been reviewed. There are areas that need to be addressed as set out below.

The Centres Internal Verification system needs to be reviewed and updated in line with requirements. In doing this the Centre needs to update its IV Sampling Strategy to ensure that it is up to date with requirements – **Please see the Agreed Action Pan** concerning this.

Portfolios that have been EV'd have been found to contain evidence of a good standard from the candidates. However an issue was identified in that recently registered Candidates on the new International Qualification have been assessed using the old standards documentation. This has been due to the Centre registering candidates at the end of the qualification and not at the start of the qualification programme. The Centre has been strongly advised that they must register candidates at the early stage of their qualification programme to ensure that this issue does not reoccur in future again. An Agreed Action Plan has been agreed with the centre to address the issue and carry out remedial action in order that the candidates can be certificated in the near future. – **Please see the Agreed Action plan concerning this.**

The Centre has been asked to map the old assessments/standards against the requirements of the new assessments/standards and completed additional work to bridge any gaps. When this has been completed the Centre is to send to me the IV Sampling reports on the review of the updated portfolios to ensure that all evidence in the portfolios meets the standard for Certification together with Form 9's. - New Candidate Assessment Summaries are to be completed as appropriate for each candidate. Once I am satisfied that the remedial work has been completed to the required standard I will then authorise certification for the candidates concerned. I must say that the Candidates at the Centre work very hard and to a very good standard and thoroughly deserve their certificates when the additional work has been completed.

I would like to thank SMK Negeri 1 Cibinong for the warm welcome from all the staff and especially the candidates during the visit. I also look forward to the Centre coming back on track and in line with requirements and I wish the Centre every success in the future.

Mark Bartle 0030

Recommendations for Re-approval:

I recommend that SMK Negeri 1 Cibinong is reapproved to operate as an IMI Awards Approved Assessment Centre for the qualifications they are approved for. This reapproval however is subject to the Agreed Action Plan being addressed in full first.

Therefore the reapproval will be held until I have received full confirmation that all agreed actions have been met in full to the required standard.

Centre Co-ordinator's comments:

We are very pleased to welcome our external verifier Mr. Mark Bartle for the third time.

We will address the agreed action plan as soon as possible according to the due date on 28-11-2014 and 12-12-2014. It needs serious, team commitment and support from the principal, institution and government to accomplish. We hope we can finish all the tasks and the Agreed Action Plan soon. We have got a clear picture of what to do from our External Verifier and assisting us with it. We would like to do remedial for the candidates that doing the old International standard qualification and mapping it with the new International standard Qualification. The relax atmosphere he created makes the job looks lighter to cope with. We hope that IMI awards would give us reapproved centre after the Agreed Action Plan addressed. We are proud to gain a trust from Mr. Mark Bartle as an EV to address the action plan and give us time to complete the remedial work for the candidates and addressed it by next two weeks later.

Centre Coordinator
Darlina Kartika Rini - 202835
15/11/2014

ACTION PLAN

Action Required (Criteria Ref)	Completion Date
The Centre at this time does not have an IV Sampling Strategy in place. – This needs to be developed for this current academic year – Please send a copy of the new IV Sapling Strategy to me when complete. markb@theimi.org.uk	28/11/2014
The Centre has assessed the current batch of candidates using the old Assessment documentation. In order to ensure that all candidates meet the requirements of the qualification, the Centre has been asked to map the completed assessments against the requirements of the International standards and fill any gaps with additional assessments as may be required. – Once the remedial work has been done the Centre is to advise me of this and provide supporting documentation showing that all candidates have met the required standard – This is to be sent to markb@theimi.org.uk - Please see External Verifier Comments on page 13 of this report for further guidance.	12/12/2014

Sanction Details/Conditions: Due to the above Agreed Action Plan the Centre has been issued with a Level 2 Sanction – As soon as I have received confirmation that the agreed action plan has been addressed in full and to the required standard the Level 2 Sanction will be removed.	Sanction Level <div style="border: 1px solid black; padding: 2px; width: 30px; margin: 0 auto;">2</div>
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EV Name:	Mark Bartle	PIN:	0039
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DECLARATION – To be completed by the Centre Co-ordinator:

I have reviewed this re-approval report and I agree to carry out the actions specified above by the dates indicated:

Name:		PIN:	
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Date:	15/11/2014
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Date of next visit:	TBA
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