



Provider Monitoring Report

English Speaking Board (ESB)

23 June 2017

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1 Background

One examination venue was monitored on 23 June 2017.

1.1 Scope

SQA Accreditation carries out quality assurance activity in line with its *Quality Assurance of Approved Awarding Bodies Policy*. This involves monitoring a sample of the awarding body's approved providers or assessment sites. Provider monitoring visits will be conducted in a consistent manner within and between providers.

The aim of monitoring is to:

- ◆ ensure the awarding body's compliance with SQA Accreditation's regulatory requirements
- ◆ confirm that quality assurance arrangements are being conducted by the awarding body in accordance with its prescribed arrangements
- ◆ ensure that quality assurance arrangements are being conducted in a consistent manner, within and between providers
- ◆ ensure that providers are receiving the appropriate guidance, support and documentation from the awarding body in order to facilitate a high standard of qualification delivery
- ◆ inform future audit and monitoring activity for the awarding body

All Principles may be included within the scope of the provider monitoring activity.

Awarding body documentation considered for review includes all documents banked on the awarding body's SharePoint Place at the time of provider monitoring and information supplied by providers to support provider monitoring activity. Restricted or commercially sensitive information gathered during SQA Accreditation's quality assurance activities is treated in the strictest confidence.

SQA Accreditation provider monitoring reports are written by exception focusing only on those areas where corrective action is required or recommended. Consequently, this approach to provider monitoring reporting will not detail areas where compliance or good practice was identified by SQA Accreditation.

1.2 Provider Monitoring Report Timescales

ESB provider monitoring date: 23 June 2017

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 19 July 2017

Provider Monitoring Report to be signed by ESB: 30 August 2017

The process will apply in relation to the timescales specified above:

- ◆ The awarding body will be sent two signed copies of the Provider Monitoring Report by post.
- ◆ The awarding body must sign both copies of the Provider Monitoring Report and return one by post to SQA Accreditation in accordance with the timescale specified above.
- ◆ The awarding body will also be e-mailed a copy of the Provider Monitoring Report (for information only).

The findings of this Provider Monitoring Report will be published on SQA Accreditation's website following signed agreement.

1.3 Summary of Provider Monitoring Issues and Recommendations

As a result of the provider monitoring activity, no Issues have been recorded and 2 Recommendations have been noted.

A Recommendation has been noted where SQA Accreditation considers there is potential for improvement. The awarding body is advised to address any Recommendations noted as good practice. However, measures to correct or prevent these are not mandatory.

Recommendation	Detail of Recommendation noted
1. Principle 9	<p>In terms of the preparation for the reading aloud element of ESB qualifications, the Co-ordinator commented that candidates were required to prepare 6-12 pages for the Junior qualification, which is more demanding than candidates at the Senior level qualification who are required to prepare 200 words.</p> <p>ESB may wish to consider this feedback during the next qualification review.</p>
2. Principle 10	<p>ESB may wish to reiterate information to providers that examination within the small group scenario is most effective.</p> <p>ESB may also wish to reiterate the importance of candidates being seated in the horseshoe arrangement for examination to optimise speaking and listening opportunities.</p>

1.4 Risk Rating of Issues

SQA Accreditation assigns a rating to each Issue recorded depending on the impact on or risk to the awarding body's operations, its SQA accredited qualifications and/or the learner.

Issues recorded during provider monitoring will count towards ESB's Quality Enhancement Rating which will, in turn, contribute towards future quality assurance activity. Further detail on how the Quality Enhancement Rating is calculated can be found on the SQA

Accreditation website:

http://accreditation.sqa.org.uk/accreditation/Regulation/Quality_Assurance/Quality_Enhancement_Rating

2 Good Practice, Issues and Recommendations

The following sections detail:

- ◆ good practice noted by providers
- ◆ Issues recorded and Recommendations noted against SQA Accreditation's regulatory requirements

2.1 Good Practice

The following areas of good practice were noted.

The Co-ordinator at the provider and the Examiner commented that ESB had good communication as an awarding body.

Additionally, the Examiner commented that ESB training days were comprehensive and thorough.

2.2 Issues

Regulatory Principle 1. The awarding body shall have clearly defined and effective governance arrangements.

No Issues have been recorded.

2.3 Recommendations

Regulatory Principle 9. The awarding body shall ensure that it has robust systems and processes for the identification, design, development, implementation and review of qualifications, which meet the needs of users.

Section 3 of the qualification syllabus for the *ESB Junior Graded Examination in Spoken English: Grade 3, October 2016*, R398 04, requires candidates to prepare 6-12 pages containing dialogue from a favourite book for the examiner to choose an extract to be read aloud. This qualification is targeted at the 9-10 age range. Section 3 of the qualification syllabus for the *ESB Senior Graded Examination in Spoken English: Introductory, October 2016*, R400 04, requires candidates to read a practised extract of 200 words. This qualification is targeted at the 11-12 age range.

The Co-ordinator at the provider commented that preparing 6-12 pages for the Junior qualification was more demanding of candidates than the preparation of 200 words at the Senior level qualification. ESB may wish to consider this feedback during the next qualification review.

This has been noted as **Recommendation 1**.

Regulatory Principle 10. The awarding body shall ensure that it has the necessary arrangements and resources for the effective delivery, assessment and quality assurance of SQA accredited qualifications.

Firstly, page 8 of the *ESB Junior Graded Examination in Spoken English: Grade 3, October 2016*, states that, 'The assessment process works most effectively with a small group as audience, rather than the whole class.' The examination monitored by the Accreditation Auditor involved the whole class as the audience, rather than the candidates being assessed in a small group. The examiner commented that the small group scenario is preferable but understood that the logistics of class timetabling did not permit this arrangement.

Secondly, page 8 of the *ESB Junior Graded Examination in Spoken English: Grade 3, October 2016*, further states that, 'the assessment group should be seated in a horseshoe with the assessor at one end and the speaker in the mouth of the horseshoe. This allows for easy eye contact across the group and ensures the assessor is part of the audience.' The Accreditation Auditor noted that the candidates were seated in two rows during the examination. While the examiner had no specific concerns in this regard, the Accreditation Auditor, though acknowledging some space restrictions, felt that this arrangement inhibited some of the eye contact necessary to best facilitate listening /responding and the open exchange of ideas, outlined as syllabus content in the ESB qualifications.

ESB may wish to reiterate information to providers that examination within the small group scenario is most effective.

ESB may also wish to reiterate the importance of candidates being seated in the horseshoe arrangement for examination to optimise speaking and listening opportunities.

This has been noted as **Recommendation 2**.

3 Acceptance of Provider Monitoring Findings

For and on behalf of ESB:

For and on behalf of SQA Accreditation:

Print name

Print name

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Signature

Signature

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Designation

Designation

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Date

Date

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