

# **Centre Monitoring Report**

**Rockschool Ltd**

**24 May 2013**

## Note

Restricted or commercially sensitive information gathered during SQA Accreditation's quality assurance activities is treated in the strictest confidence. However, please note the following:

- ◆ The findings of this report and the associated Action Plan will be presented to SQA's Accreditation Committee.
- ◆ The report and Action Plan will be published on SQA Accreditation's website following receipt of the signed acceptance of audit findings.
- ◆ The contents will contribute towards the Quality Enhancement Rating which will, in turn, contribute towards the quality assurance activity and timescales.

Please note that SQA Accreditation's quality assurance activities are conducted on a sampling basis. Consequently, not all aspects of an awarding body's performance in quality assurance, contract compliance, implementation, awarding of certificates and fee arrangements (not an exhaustive list) may have been considered in this report to the same depth.

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# 1 Introduction

## 1.1 Scope and approach of centre monitoring

SQA Accreditation conducts quality assurance activities of all awarding bodies offering SQA-accredited qualifications or Units. This involves monitoring a sample of the awarding body's approved centres/providers or assessment sites. All centre monitoring will be conducted in a consistent manner within and between centres. The aim of monitoring is to:

- ◆ Ensure compliance under **SQA Accreditation's *Regulatory Principles (2011)*, *Regulatory Principles Directives*, the requirements of the clauses within and any conditions attached to the approved awarding body agreement and the Criteria for Accredited Qualifications.**
- ◆ 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 centres.
- ◆ Inform future audit and monitoring activity for the awarding body.

All Principles were included within the scope of the monitoring activity.

A Requirement has been raised where SQA Accreditation found evidence that the awarding body has not met SQA Accreditation's regulatory requirements.

The following timescales apply:

- ◆ SQA Accreditation will issue this report within 30 working days of the final centre monitoring date.
- ◆ The awarding body must sign and return the report and associated Action Plan within 30 working days of the centre monitoring report being issued.
- ◆ Within a further 20 working days of receiving the proposed action plan, SQA Accreditation will confirm whether the Action Plan is appropriate to address the Requirements. This will be subject to the actions proving appropriate to the Requirements raised.
- ◆ SQA Accreditation will monitor progress towards completion of the actions identified in the Action Plan.

A Recommendation may be recorded in instances where SQA Accreditation considers there to be scope for improvement. Where these are agreed during centre monitoring, they are recorded on the report for future reference. As Recommendations are recorded for awarding body consideration only, it is not necessary to agree either actions or timescales to resolve these in the awarding body Action Plan.

## 1.2 Centre monitoring report timeline

SQA Accreditation Centre Monitoring Report date	12 June 2013
Date Centre Monitoring Report and to be signed and submitted by Rockscool Ltd	24 July 2013

## 1.3 Centre monitoring dates

One examination venue was visited on 24 May 2013.

## 1.4 Overview

As a result of the centre monitoring activities, no Requirements have been raised and 1 Recommendation has been recorded. Only Requirements form the basis of the Action Plan therefore no Action Plan has been included in this report.

Outcome	Area of Concern	Risk Rating
Recommendation 1	Principle 8	N/A

## 2 Centre monitoring findings

The following sections detail Requirements raised and Recommendations recorded against SQA Accreditation's *Regulatory Principles (2011)*, Regulatory Principles Directives, the requirements of the clauses within and/or conditions attached to the Approved Awarding Body agreement and the Criteria for Accredited Qualifications.

### 2.1 Areas of good practice

The following areas of good practice were noted at the examination venue.

The Centre Manager highlighted the:

- professional and helpful nature of the Examiners
- good communication from Rockscool Ltd with plenty of notice when scheduling exams
- positive benefit to young people and to the music industry
- repeat business for the centre

The Examiner highlighted the inclusion of the Quick Study Piece (QSP) within the context of the exam for the new 2012-18 syllabus. The Examiner explained that the previous syllabus meant the QSP was given to the candidate prior to the exam, within a separate room for a specific practice time and utilised CDs. The new syllabus format makes the exam a more cohesive process, eliminates potential intrusion from external influences within the Quick Study Room and allows the Examiner to use laptop technology within the exam room, rather than setting up CDs which can be unreliable.

### 2.2 Requirements

No Requirements have been raised.

## 2.2 Recommendations

The following Recommendations were noted during centre monitoring with reference to SQA Accreditation's *Regulatory Principles (2011)*.

**Principle 8. The awarding body must ensure that the identification, design, development and review of qualifications and Units, meet the needs of the users of qualifications.**

It was noted by the Auditor that three documents uploaded to Quickr are intended for the QCF and are therefore not relevant to SQA accredited qualifications. These documents are firstly, the *Procedure for the withdrawal of qualifications from the QCF* (Principle 2-5); secondly, the *Procedure for the development and delivery of assessment based on QCF units* (Principle 6-17); thirdly, the *Procedure for the development of units and rules of combination, October, 2011* (Principle 6-17).

These documents should be removed from Quickr and where appropriate, be replaced with material relevant to the SQA accredited Graded Examinations in Popular Music.

**This has been recorded as recommendation 1.**

### 3 List of documents reviewed during centre monitoring

Document title	Date of issue	Version number
Rockschool examination venue approval procedure		
New exam venue application form		
Exam centre requirements		
Public Examination Centres: Terms and Conditions		
Exam Regulations		
Examination administration process		
Rockschool Examiners' Handbook Graded Examinations in Music	October 2011	
Rockschool re-standardisation form	July 2012	
Exam session summary	2013	
Examiner's Exam Centre Assessment Form	2013	
Candidate examination report	2013	
Rockschool Syllabus Guides	2012-18	
Rockschool Equal Opportunities policy	2012	
Rockschool Malpractice policy	February 2011	
Rockschool Customer Service policy	2012	
Rockschool Reasonable Adjustments and Special Considerations policy	2012	
Rockschool Appeals policy	2012	
Rockschool Complaints policy	2012	

## 4 Risk rating of Requirements

SQA Accreditation assigns a risk rating to each Requirement recorded as a result of awarding body quality assurance activity. The table below illustrates how the rating for a Requirement is assigned. A weighting is applied that depends on the risk identified and the possible impact on qualifications and/or the learner of failure to implement that Requirement.

The assignment of a risk rating allows an awarding body to assign their resources to areas which have been identified as having a major impact on the qualifications and/or the learner. The risk rating also allows SQA Accreditation to assign its resources to support awarding bodies in improving their performance.

Risk	Impact of Requirements identified through quality assurance activity
Very Low	The Requirement has been identified as likely to cause minimal concern and would not threaten the integrity of the qualification or impact adversely on the learner. Any overall effect is likely to be small scale and/or localised, rather than widespread. The identified Requirement is unlikely to recur once resolved and no long lasting damage would be anticipated.
Low	The Requirement has been identified as low impact but is of sufficient importance to merit intervention, with a low threat to the systems or procedures associated with the qualification and/or impact on the learner. Disruption may not just be localised but more widespread and would possibly cause residual damage; however, this could be easily corrected without further consequence.
Medium	The Requirement has been identified as having the potential to damage the credibility of the qualification and/or be detrimental to the learner. There may be some impact to the systems or procedures that support the qualification or the operational effectiveness of the awarding body.
High	The Requirement has been identified as having a potentially high impact on the integrity and reliability of the qualification, or the effective operation of the awarding body as a whole, if corrective action is not quickly taken. There is a high probability that the qualification and/or learner will be negatively affected.
Very High	The Requirement has been identified as having a serious impact on the integrity and reliability of the qualification or the effective operation of the awarding body if corrective action is not immediately taken. There is a very high probability that the qualification and/or learner will be negatively affected.

In assigning a risk rating, each Requirement is considered on its own merit, taking account of the context in which it was identified.

## 6 Acceptance of centre monitoring findings

For and on behalf of Rockschool Ltd:

**Signature**

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**Designation**

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**Date**

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For and on behalf of SQA Accreditation:

**Signature**

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**Designation**

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**Date**

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