



Qualifications and
Curriculum Authority



Llywodraeth Cynulliad Cymru
Welsh Assembly Government



Post-accreditation monitoring report: Chartered Institute of Logistics and Transport in the (UK) (CILT(UK))

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Introduction

Regulating external qualifications

Responsibility for regulating external qualifications lies jointly with three regulatory authorities:

- the Qualifications and Curriculum Authority (QCA), the authority for England
- the Department for Education, Lifelong Learning and Skills (DELLS), the body for Wales
- the Council for the Curriculum, Examinations and Assessment (CCEA), the authority for Northern Ireland.

Following the accreditation of a qualification, the regulatory authorities systematically monitor awarding bodies against the requirements set out in the statutory regulations. The aim of this activity is to promote continuing improvement and public confidence in the quality of external qualifications.

Where an awarding body is found not to comply with relevant criteria, the regulatory authorities set conditions of accreditation. Even if an awarding body is compliant, the monitoring team may make observations on ways that the awarding body could change its systems and procedures to improve clarity or reduce bureaucracy.

Accreditation conditions and observations arising from this monitoring activity are specified at the end of each section of this report. Awarding bodies are required to produce an action plan to show how they will deal with accreditation conditions imposed as a result of a monitoring activity. The action plan will be agreed by the regulatory authorities and its implementation monitored.

The regulatory authorities will use the outcomes of monitoring and any subsequent action taken by awarding bodies to inform decisions on the re-accreditation of qualifications, or, if necessary, the withdrawal of accreditation.

About this report

This report is the outcome of a monitoring activity carried out on the Chartered Institute of Logistics and Transport in the UK¹ (CILT(UK)) by QCA on behalf of the regulatory authorities started in November 2006.

This is the second post-accreditation monitoring activity on CILT(UK)'s activities since its recognition as an awarding body. This report draws together the regulatory authorities' findings on the arrangements CILT(UK) has for supporting its qualifications.

About the Chartered Institute of Logistics and Transport in the UK (CILT(UK))

CILT(UK) offers a range of vocationally related qualifications (VRQs) at levels 2 and 3, and higher-level qualifications in logistics and transport. All qualifications have two assessment routes. Candidates can take external examinations or choose the competency route, which includes work-based assessment. For more information on CILT(UK) and the qualifications it offers visit the CILT(UK) website at www.ciltuk.org.uk.

¹ For the purposes of this report the awarding body will be referred to as CILT(UK).

Corporate governance

This is subject to *The statutory regulation of external qualifications in England, Wales and Northern Ireland* (2004), paragraphs 8 and 10.

Findings

1. CILT(UK) awarding body is part of the Chartered Institute of Logistics and Transport in the (UK)², which is a membership organisation. Candidates do not have to be members of the Institute to take qualifications but registration for a qualification includes student affiliate membership. The awarding body team has regular meetings enabling staff to understand their roles and the aims and objectives of CILT(UK).
2. The organisational chart for the Institute shows the lines of reporting but it is not clear where the awarding body is placed within this structure. In addition, the lines of reporting and position of the Examination Panel (EP) and Qualifications Development Assessment Committee (QDAC) in the awarding body structure is not transparent. The QDAC is responsible for qualification development and quality assurance.
3. The challenge for CILT(UK) is to identify itself as an awarding body within the existing structure. The awarding body's position on the organisational chart identifies it as a team within the professional development department of the Institute.

Accreditation conditions

1. An organisational chart must be developed which shows the position of the awarding body within the Institute. A separate chart is required to show the awarding body structure and lines of reporting to the EP and QDAC (*The statutory regulation of external qualifications in England, Wales and Northern Ireland* (2004), paragraph 5a).

² For the purpose of this report the Chartered Institute of Logistics and Transport in the UK will be referred to as the Institute

Observations

1. CILT(UK) should use the website to show that it is an awarding body responsible for developing and awarding qualifications and is separate from the wider organisation, the Institute.

Resources and expertise

This is subject to *The statutory regulation of external qualifications in England, Wales and Northern Ireland (2004)*, paragraphs 8, 10, 97e and 98.

Findings

1. CILT(UK) has sufficient staff at its head office to deal with the existing arrangements for registering and certification of candidates. However, if CILT(UK) extends its work into the 14-19 arena it will need to keep its staffing levels under review.
2. CILT(UK) introduced a new appraisal system in 2005, which focuses on improving customer service and achieving agreed performance objectives.
3. The awarding body has 10 examiners and two chief examiners for the examination route and seven external verifiers including the chief external verifier for the competency route. The minimum requirements for examiners and external verifiers are clearly stated and conform to the relevant assessment strategy.
4. There are arrangements for recruiting examiners and external verifiers but these are not formally documented. Potential examiners or external verifiers complete an application form and provide a curriculum vitae. These applications are reviewed and suitable applicants interviewed. Successful applicants are placed on a register and used when required.
5. Potential examiners are given a selection of scripts to mark, which are subject to full checking by the moderator before they are confirmed as examiners and trained. External verifiers are inducted by the chief external verifier and this includes an accompanied visit. CILT(UK) needs to ensure that these arrangements are clearly explained and supported by suitable records.
6. All examiners and question writers attend an annual training day and are invited to a centre training day. External verifiers have three meetings per year and are supported with V2 training. Examiners, question writers and external verifiers are required to attend meetings. Their attendance is monitored.

7. The monitoring team looked at agendas and discussed the content of training days with CILT(UK) staff. The awarding body provides some information on equal opportunities and centre responsibilities. Training events do not include guidance on equal opportunities. It was noted that CILT(UK) is working towards developing a single guidance document for its examiners and external verifiers.

Accreditation conditions

1. CILT(UK) must review and document the arrangements for recruiting and training its examiners and external verifiers. The training must include supporting equality of opportunity (*The statutory regulation of external qualifications in England, Wales and Northern Ireland (2004)*, paragraph 10).

Observations

2. CILT(UK) should review its staffing resources if there is a significant increase in registrations for the 14-19 age group.
3. CILT(UK) should finalise the proposed guidance for examiners and external verifiers.

Quality assurance and control of internal assessment

This is subject to *The statutory regulation of external qualifications in England, Wales and Northern Ireland* (2004), paragraphs 13, 36, 56, 57 and 59-62.

Findings

1. The monitoring team looked at the quality assurance and control systems in place to support the assessment of VRQs. Candidates taking the competence-based route compile a portfolio and complete a case study, project or business case which is marked by CILT(UK).
2. CILT(UK) provides approved centres with a range of documentation and guidance to support assessment. These include the *Learning guide*, preparing portfolios, the award-specific standards and assessment strategy. The latter was developed by CILT(UK) for each qualification. Details of the responsibilities of assessors, internal verifiers, examiners and external verifiers, the specification for assessment and the awarding body's requirements on maintaining records for VRQs are included within this documentation.
3. The requirements for assessors and internal verifiers are detailed within the relevant assessment strategy. Even though the qualifications are not National Vocational Qualifications (NVQs), the awarding body expects centre assessors and verifiers to hold either the D or A and V units. The monitoring team noted that CILT(UK) uses the NVQ approach for quality assuring centres. This is good practice.
4. CILT(UK) gives guidance to centres on writing case studies and the types of acceptable evidence for the portfolio. The awarding body reinforces the importance of authentic evidence but does not require candidates to sign and confirm the portfolio, project or business case as their own work.
5. The arrangements to deploy external verifiers and independent assessors are suitable. Systems are in place to ensure that there are no potential conflicts of interest when allocating these staff to centres or for marking the independent assessment

component, the project or case study.

6. The awarding body provides external verifiers with written guidance to assist them in their role. This includes information on external verification visits, sampling, risk reviews and approvals and the competency requirements for assessors and verifiers. While the awarding body stated that external verifiers would increase sampling if standards were not being met this was not clearly explained in the guidance document.
7. CILT(UK) visits centres as part of its quality assurance arrangements to ensure that assessment decisions are correct and that centres are complying with its requirements. Centres following the competency-based route receive a minimum of two visits per year. Written reports with action plans where applicable are given to centres.
8. The qualifications manager monitors all external verification reports, identifies specific issues for action and sends a written report to each external verifier and the chief external verifier. In addition, centres complete a questionnaire and this information is included if applicable. This is good practice.
9. At the time of this monitoring activity external verifiers were not shadowed unless there were concerns about performance. CILT(UK) said that recent staff changes had affected these visits and that the awarding body intended to accompany external verifiers annually.

Accreditation conditions

3. CILT(UK) must require candidates to confirm the authenticity of evidence presented for assessment (*The statutory regulation of external qualifications in England, Wales and Northern Ireland (2004)*, paragraph 57a).
4. CILT(UK) should review the guidance for external verifiers so that it is clear additional samples are required where standards are not being applied (*The statutory regulation of external qualifications in England, Wales and Northern Ireland (2004)*, paragraph 61d, iii).
5. CILT(UK) must monitor the performance of its external verifiers and compile individual reports on their performance (*The statutory regulation of external qualifications in England, Wales and Northern Ireland (2004)*, paragraphs 36 part and 61f).

Observations

There are no observations for this section.

Quality assurance and control of independent assessment

This is subject to *The statutory regulation of external qualifications in England, Wales and Northern Ireland (2004)*, paragraphs 13, 36, 38-42 and 56-58.

Findings

1. Candidates choosing the independent assessment route take examinations for each qualification. The examination papers can be multiple-choice (MCQ), short answer questions or long answer questions depending on the level of the qualification.
2. The quality assurance arrangements for managing independent assessment are suitable and include the retention of candidate work. The verifier monitors each examiner for consistency in marking and any concerns are reported to CILT(UK) but these arrangements and the process for standardisation are not documented.
3. The awarding body uses standardisation to ensure that assessments are reliable. All tasks are devised, set and marked by CILT(UK). Questions and mark schemes are checked by an independent verifier for plain English and suitable mapping to the standards. Acceptable questions are entered into the databank and re-used for qualifications at each level.
4. When devising new papers, the database manager enters specified criteria such as dates that previous questions were used and the database automatically chooses different questions for the next sitting. If centres request examination papers outside of the set dates CILT(UK) will provide a stand-alone paper which is not re-used. The independent verifier checks all examination papers before issue.
5. Level 2 MCQ papers are marked in house by CILT(UK) staff and verified by the qualifications manager. The monitoring team has some concerns about these arrangements particularly if there are issues about ambiguous questions or questions with two possible correct answers. CILT(UK) will need to explain in its awarding procedures the arrangements for dealing with these issues.

6. The arrangements for distributing scripts to examiners are suitable. All scripts are anonymous using candidate numbers. CILT(UK) sends scripts to examiners not involved with candidates. There are ten examiners for levels 3 and 5, which is sufficient for the current number of candidates.
7. Examiners mark examination papers for a specified unit at levels 3 and above to promote consistency. Some examiners included a brief report on the paper identifying issues with questions and answers. This is good practice. The awarding body intends to make the report mandatory. The results are recorded by CILT(UK) staff and sent to the verifier who chooses a sample for re-marking which includes high, low and borderline passes. If the marker is new or the cohort small all papers are checked.
8. Verifiers re-mark papers and either agree with the marks or identify trends such as high or low marking. At the time of the monitoring, CILT(UK) had not identified an acceptable variance of marks before the work of examiners would be re-allocated or re-assessed. The main issue for CILT(UK) is to identify an appropriate variance and to document these arrangements.
9. There are robust arrangements to ensure the security of examination materials. Papers are sent to the invigilators by courier or by special delivery (SD) with instructions to open the envelope five minutes before the examination. Completed scripts and papers are returned to CILT(UK) by courier or SD on the same day unless the examination is on a Friday. CILT(UK) publishes invigilation requirements for invigilators and candidates setting out specific rules.
10. The awarding body carries out spot checks to ensure that examination regulations are complied with. There is evidence to show that CILT(UK) invalidated an examination because of breaches in its rules. All candidates were given the opportunity to re-sit the examination without charge.

Accreditation conditions

6. CILT(UK) must review and document its arrangements for monitoring examiners and verifiers (*The statutory regulation of external qualifications in England Wales and Northern Ireland* (2004), paragraph 36 part).

7. CILT(UK) must review and document its standardisation activities for all qualifications so that assessment is reliable and consistent. Its procedures must include information on acceptable variances in marking and the re-allocation of papers if marking is inconsistent. Suitable records must be maintained, so that a clear audit trail is established (*The statutory regulation of external qualifications in England, Wales and Northern Ireland* (2004), paragraph 58).

Observations

There are no observations for this section.

Determination and reporting of results

This is subject to *The statutory regulation of external qualifications in England, Wales and Northern Ireland (2004)*, paragraphs 63-67.

Findings

1. None of the qualifications are aggregated or graded. Information on how the overall award is determined is stated in the relevant assessment strategy, centre newsletter and discussed at centre training days.
2. The pass mark for the examination route is stated on the *Examination confirmation form* and is 50 per cent for all levels except level 3. CILT(UK) changed the requirements for level 3, as this is a two-part examination. Candidates must now achieve an average of 50 per cent across both papers. One paper cannot be less than 45 per cent. Candidates and centres were informed of the changes before the examination.
3. The EP makes the awarding decisions after examination scripts and the project or business cases have been verified. Final marks are entered in the database and the EP is sent the results for each unit and level. All borderline fails for each level are scrutinised to see if the candidate could be given a 'condoned pass'. This is particularly important at level 3 where a candidate may achieve over 70 per cent on one paper and 44 per cent on the second paper. In addition, the EP will request papers with abnormally high or low marks and reviews the marking for consistency. The EP can adjust the marks at this stage if they consider scripts have not been marked accurately. A member of the monitoring team observed an awarding meeting and was satisfied that the process is robust. However, the arrangements for determining and reporting results are not fully documented.
4. Although CILT(UK) is not using statistics from previous examinations or completed projects and case studies to check if standards are comparable over time it does look at results by centres and identifies low pass rates.

Accreditation conditions

8. CILT(UK) must use statistics sessions to help ensure that standards are comparable from year to year, across centres and across qualifications with the same titles (*The statutory regulation of external qualifications in England, Wales and Northern Ireland* (2004), paragraph 63d).

Observations

There are no observations for this section.

Registration

This is subject to *The statutory regulation of external qualifications in England, Wales and Northern Ireland (2004)*, paragraphs 11 and 12.

Findings

1. CILT(UK) has suitable procedures in place for centre approval. It has two types of centres; registered and approved. Registered centres can offer levels 2 and 3 by examination only. Approved centres can offer the examination or the competency route or both. All centres complete a formal application but approved centres complete an in-depth form and are visited by the chief external verifier to check the competency of staff, systems and resources. All centres have a single named point of accountability.
2. Candidates are systematically registered and this gives them automatic affiliate membership of the Institute. Centres or candidates return the *Part-time student application form* with the relevant fee. Details are entered in batches on the *TARGET* database, which automatically generates a unique candidate number.

Accreditation conditions

There are no accreditation conditions for this section.

Observations

There are no observations for this section.