Glasgow Kelvin College

Item 12
For Discussion and Noting

GLASGOW KELVIN COLLEGE

Academic Board – 19 April 2024

SQA Systems Verification Report 2023

Report by Quality Enhancement and Development Manager

1. Introduction

This report is intended to apprise members of the feedback the results of the Scottish Qualifications Authority (SQA) systems verification which took place on the 16th November 2023.The purpose of the systems verification is to satisfy the SQA that the College is meeting the rigorous academic standards set by the awarding body.

Prior to the event in November 2023, the most recent systems verifications took place during 2017. The SQA had informed colleges during 2022 of their intention to resume systems verification events and that all colleges in Scotland would be asked to complete a self-assessment, during 2023, prior to a visit a systems verifier later in the year. As part of the self-assessment, the College completed an action plan to identify and strengthen any of the criteria which needed further development.

2. The Systems Verification Process

The self-assessment template covered the following six broad categories:

1. Management of a Centre
2. Resources
3. Candidate Support
4. Internal assessment and Verification
5. External Assessment
6. Data management

Each of these categories was broken down into a number of criteria. A total of thirty-six criteria were reviewed as part of the systems verification process. The criteria each had an impact rating of either high, medium or low. Once the self-assessment was completed, a date was agreed for the systems verification visit.

2.1 The Results from the Visit

A copy of the report is appended in Appendix 1.

The College received 'High Confidence' in each of the six broad categories. This provides the College with the assurance that our quality processes are working to ensure that we provide the high academic standards required by the SQA.

There were four amber areas in the final report. These are:

	Criteria	Completed Action
1.6	No-one with a personal interest in the outcome of an assessment is to be involved in the assessment process. This includes assessors, internal verifiers (IVs) and invigilators.	A declaration of interest process was established for assessors and communicated to all teaching staff
2.1	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	The College has reviewed its practices for the training of staff requiring the addition Learning and Development Units and is now ensuring that these are completed within 18 months of registration.
2.2	Assessors and internal verifiers must be given induction training on SQA qualifications and requirements.	An induction programme for new staff is being developed with HR staff to ensure that a formal introduction to quality processes is included. In the interim, quality updates and refresher emails have been sent out to all teaching staff.
3.1	Candidate induction must include information about the SQA qualification and SQA requirements	The student induction programme for 2024-25 will include a formal introduction to quality processes. In the interim, quality updates and refresher emails have been sent out to all students.

These amber areas were identified by the College prior to the systems verification visit and shared with the verifier. Actions were then agreed and implemented to address these.

The College has since received email notification from the SQA that the amber areas have been now cleared.

3. Impact on Students

The areas for improvement will ensure that all students are formally advised of the College's quality processes.

4. Resource Implications

There are no significant additional resource requirements associated with this report.

5. Equalities

There are no significant additional equalities issues associated with this report.

6. Risk and Assurance

This report provides assurance that the College is meeting the rigorous academic standards set by the SQA.

7. Data Protection

There are no specific data protection issues arising in this report.

8. Environmental and Sustainability

There are no specific environmental and sustainability issues arising from this report.

9. Recommendations

Members are recommended to note the contents of the report.

10. Further Information

Members can obtain additional information on the contents of this report from John Gallagher, Quality Enhancement and Development Manager (jgallagher@glasgowkelvin.ac.uk) or Robin Ashton, Vice Principal Curriculum and Quality Enhancement (rashton@glasgowkelvin.ac.uk)

Glasgow Kelvin College
JG/RA
Date: April/2024

Appendix 1

Systems Verification - Evidence Report

Systems verification is the process we use to ensure that SQA centres comply with the quality assurance criteria and have internal quality assurance systems appropriately documented, effectively implemented and evaluated, and show continuous improvement in their application. Guidance for centres relating to the systems verification visit can be found at www.sqa.org.uk/qualityassurance.

Rescheduled date		Reason	
Centre Name	**Glasgow Kelvin College**	Centre Number	**1003151**
Systems Verifier Name	**Caroline McGrory**	Systems Verifier Contact Details	**Caroline.McGrory@sqa.org.uk**
Double Banker Name (if applicable)		Date/Time of Follow-up Visit	
Head of Centre Name	**Derek Smeall**	Head of Centre Email Address	**John Gallagher**
SQA Co-ordinator Name	**John Gallagher**	Centre Email Address	**quality@glasgowkelvin.ac.uk**

Summary of Visit		
	Outcome Statement	Non-Compliant Criteria
Management of a Centre	**High Confidence identified in the systems that support the maintenance of SQA standards within this centre**	
Resources	**High Confidence identified in the systems that support the maintenance of SQA standards within this centre**	
Candidate Support	**High Confidence identified in the systems that support the maintenance of SQA standards within this centre**	
Internal Assessment and Verification	**High Confidence identified in the systems that support the maintenance of SQA standards within this centre**	
External Assessment	**High Confidence identified in the systems that support the maintenance of SQA standards within this centre**	
Data Management	**High Confidence identified in the systems that support the maintenance of SQA standards within this centre**	

Sanctions	

Previous Outcome Summary - Visit Report

Agreed Action Date = 29/02/2024

1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8	1.9	1.10
2.1	2.2	2.3	2.5						
3.1	3.4	3.5	3.6						
4.1	4.5	4.7	4.8						
5.1	5.2	5.3							
6.1	6.2	6.3	6.4						

New Outcome Summary

1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8	1.9	1.10
2.1	2.2	2.3	2.5						
3.1	3.4	3.5	3.6						
4.1	4.5	4.7	4.8						
5.1	5.2	5.3							
6.1	6.2	6.3	6.4						

Management of a Centre

		Criteria	Impact	Compliance Level	Evidence Seen / Comments	Agreed Action
1.6	Current Evidence Report	No-one with a personal interest in the outcome of an assessment is to be involved in the assessment process. This includes assessors, IVs and invigilators.	Low	Green	Centre action is being addressed within the mainstream quality cycle. The action is included within the centres Self-Assessment Action Plan.	
	Visit Report			Amber	I agree that the evidence presented in your Self Assessment, shows your centre fully meets this criterion. We discussed the reason why you rated this criteria an Amber. Although a compliant procedure exists in the College, there is no recent evidence of any reported incidences. As a result, this topic will be incorporated into a forthcoming monthly quality update.. You have noted that you will include regular updates to college staff to try and raise awareness of this area and to keep it on staff's radar.	You must ensure that any instances of Conflict of Interest are recorded.

Resources

		Criteria	Impact	Compliance Level	Evidence Seen / Comments	Agreed Action
2.1	Current Evidence Report	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	High	Green	Centre action is being addressed within the mainstream quality cycle. The action is included within the centres Self-Assessment Action Plan.	
	Visit Report			Amber	I agree that the evidence presented in your Self Assessment, shows your centre does not fully meets this criterion. You have systems in place to ensure safe and thorough recruitment takes place. You have a Professional Learning and Development Policy which we discussed during the visit. this outlines your approach to supporting staff with their teaching journey. You carry out competence based interviews alongside HR. Once appointed, staff participate in annual reviews, which helps to support and inform training needs across the college. There are also a wealth of CPD opportunities on offer and staff are supported to achieve their goals and requirements for the role. We discussed that although you have effective recruitment systems in place, you were not fully compliant with the current 18 month rule for Assessor/TQFE qualifications. You have plans in place to address this and they are underway, but you felt this should remain as amber to reflect the current situation.	In your self-assessment, you have agreed to do the following: Develop a training plan to ensure that relevant qualifications are completed within 18 months of starting.
2.2	Current Evidence Report	Assessors and internal verifiers must be given induction training on SQA qualifications and requirements.	Medium	Green	Centre action is being addressed within the mainstream quality cycle. The action is included within the centres Self-Assessment Action Plan.	
	Visit Report			Amber	I agree that the evidence presented in your Self Assessment, shows your centre does not fully meets this criterion. You do however, have systems in place for staff induction which includes a Quality presentation to all teaching staff, a Faculty Induction Checklist (which covers SQA requirements) and other policies and procedures available on the intranet for staff to read. I do agree, that your new HR system for facilitating the management of staff qualifications will make your induction and recruitment processes more robust.	Your self assessment notes the following action to be addressed: Work began at the start of the session to develop individual training plans for staff who do not hold a TQFE or equivalent. This work will be completed by the end of December. A new HR system is being implemented which will facilitate the management of staff qualifications more effectively. New starts are given an induction by HR staff and by their line managers. This process will be formalised and available on the intranet to ensure better consistency.

Candidate Support

		Criteria	Impact	Compliance Level	Evidence Seen / Comments	Agreed Action
3.1	Current Evidence Report	Candidate induction must include information about the SQA qualification and SQA requirements.	High	Green	Centre action is being addressed within the mainstream quality cycle. The action is included within the centres Self-Assessment Action Plan.	
	Visit Report			Amber	I agree that the evidence presented in your Self Assessment, shows your centre carries out a robust and supportive induction for students. Monica McKerlie provided a good overview of the process for induction. The support on offer to students begins in the summer, prior to them starting their course. This includes initial contact and access to information as well as Early engagement visits to college before the start of the session. The welcome presentation students receive, covers a wealth of "Need to know" information about services available at the college. There is a "My Kelvin" App which students can download and access all the relevant information they require. This also provides information on learning support and key policies. There was no evidence available to confirm or demonstrate that students had received the information or read and understood. We discussed the importance of having this evidence in place to ensure students have accessed the key information as required by SQA.	Develop a system for ensuring and confirming that students have read/understood and acknowledged SQA policies and procedures and be able to show evidence of this as required.