FETAC Desk Monitoring Report

Certification Period

June 2011

Contents

1. Details of Provider

Provider Name	**Hughes Consultancy & Training Ltd.**
Provider Address	**15A Hebron Industrial Estate, Kilkenny**
Provider Registration No.	**38447H**

Monitoring Focus *Please tick as appropriate*	✔		Monitoring Type *Please tick as appropriate*	✔
Standard	✔		**Thematic**	
Non Standard			**Programme**	
			Quality System	
			Assessment	✔
			Other	

2. Evidence Reviewed - Please List

External Authenticators report
Internal Verifiers report x3
Results Approval panel meeting report
External Authenticator profile x2

3. Monitor Findings including good practice and areas for improvement

The internal verification reporting template used is good. It is comprehensive and quite detailed allowing for comments which are constructive.

A wide range of modules are covered by learners at this centre. Both external authentication reports are quite different. One is very comprehensive and detailed in its comments, recommendations and suggestions for improvement. This is to be welcomed. The other report is brief and not as expansive.

In addition the results approval panel meeting report is also very comprehensive and details a wide range of actions arising out of the authentication process. In general, a good level of quality assurance appears to be in place for participants in the learning process at this centre.

4. Areas for Improvement and Recommendations

	The provider must	By this date
4.1 Essential Recommendations **(Required Action(s))**		
Recommendations to Provider **4.2 Developmental Recommendations**	The provider should consider requesting from external authenticators that future reports are typed in order to ensure clarity.	

5. Monitoring Outcomes (insert outcome no)

1. Quality assurance of authentication is effective 2. Quality assurance of authentication of assessment is effective with minor areas for improvement 3. Quality assurance of authentication of assessment is moderately effective with significant areas for improvement 4. Quality assurance of authentication of assessment is not effective	**1**

6. Recommendations/Actions to be taken by FETAC – tick box ✓

a) Conduct site visit to follow up on the implementation of the essential recommendations as set out above	
b) Request assessment reports from provider for review for its next assessment period	
c) With-hold provider certification until recommendations set out in section 5 are fully addressed	
d) Provider to be commended by FETAC on good practice and minor areas for improvement to be addressed as appropriate	✓

7. Provider Feedback

In this section the Provider, having participated in the Monitoring process, is invited to provide feedback following the completion of the Draft Desk Monitoring Report by the FETAC Monitor.

Feedback and Comments