

POST ACCREDITATION MONITORING: MAY 2006 – JULY 2006

ABC Awards' response to the post accreditation monitoring activity and report:

ABC Awards' first monitoring activity took place in 2002-2003 and focused on specific qualifications. We were, therefore, familiar with the process in general and knew what to expect.

Since that audit there have been significant changes to the organisational structure of ABC Awards (formerly known as The Awarding Body Consortium) with a new management structure and a re-distribution of responsibilities. The purpose of this was to significantly enhance the performance within the organisation by clearly centralizing key functions. This has been supported by a new central database. There has been a period of transition and training for staff over the last 12 months with the structure being fully implemented from 01 October 2006.

The latest post accreditation monitoring activity was a positive experience for ABC Awards and the members of the QCA monitoring team were found to be consultative and supportive throughout the process. They spent a total of five days with teams across the four ABC offices, undertaking desk research, meeting with key staff, reviewing systems and procedures and observing at meetings. The majority of the QCA eleven key statements were discussed during the monitoring activity.

ABC Awards was clearly briefed by QCA monitoring staff during the initial meeting, outlining what would be covered during the monitoring period. This enabled us to prepare and inform teams about their involvement in the process. The documentation provided on the process was also useful in our preparation activities.

The findings and outcomes of the monitoring activity were promptly fed back to ABC Awards. The action plan produced will also feed into our internal self assessment process. Many of the actions had already been identified as a result of the review that had taken place internally.

The overall process was constructive and will result in continuous development of the service provided by ABC Awards.