

NCC Education response to QCA post-accreditation monitoring report Jan 08

NCC Education welcomes the post accreditation monitoring report as we believe that it helps us to ensure that our systems and processes are adequate to ensure the quality of our qualifications and our adherence to regulatory requirements.

The monitoring process was well explained by the QCA staff and an opportunity was given to meet prior to the monitoring to discuss any potential issues. QCA staff observed our main awarding board in advance of the monitoring visit. As NCC Education had not undergone any form of monitoring for a number of years this was very useful, and our staff found the monitoring to be a valuable and positive experience.

At the time of the monitoring NCC Education had just undergone a re-structure and was on the point of implementing a new management information and customer relationship management system. We had also just completed our self-evaluation document for the QCA and were working through the resultant action plan. As a result of our own self-evaluation and the QCA's monitoring activities we have put in place new structures to review and enhance academic standards and quality, and improve support to our centres.

We have found the whole monitoring process to be very constructive and open, with the identification of areas of good practice as well as areas for review, and we look forward to continuing our constructive dialogue with the QCA in future.

All accreditation conditions have now been met.

A handwritten signature in black ink, appearing to read 'Steve Hill', with a stylized flourish at the end.

Dr Steve Hill
Director, Quality
NCC Education Ltd.