

Signature Response to Post- Recognition Monitoring Report

Management and governance

The report highlighted that although there had been organisational change there were clear lines of responsibility and no concerns were raised. Any potential conflicts of interest were being properly managed. Ofqual were satisfied with the information provided on details of fees

Meeting notes and terms of reference were identified as good practice especially in the Business Services Committee and Qualifications and Standards Committee

Resources and expertise

Signature provided evidence of expertise in staff and associates in the development and design of units, rules of combination and internal and external staff development. Good contact and relationships with stakeholders was noted

IT systems and web development was identified as good practice with good back-up systems.

Signature was able to provide reassurance they could provide sufficient funds to support current and future demands

Diversity and equality

It was noted that Signature maintains a sensible balance on diversity and equality and all people involved in the qualifications development process are highly committed to making the qualifications as widely accessible as possible minimising any barriers to entry. Various types of consultations such as face to face interactions, surveys, questionnaires and website information, involving learners, tutors, and employers was described. Annual self-

assessment reviews all processes and procedures and details of how barriers to entry can be mitigated are recorded. Signature's consultation process was seen as an example of best practice.

Development of units and rules of combination (RoC) for qualifications

The processes employed by Signature were seen to meet regulatory requirements and design specifications. Signature will review and evaluate their use when applying them to new qualifications

Design and development of assessment

The report highlights the range of assessment methods used by Signature. The self assessment process and annual review of qualifications shows the adequacy of assessment and development procedures.

Delivery of assessment

Signature provided Ofqual with documentation relating to assessment and assessors. Information days and training for assessors ensures standards. The role of the Qualifications and Standards Committee, previously identified as good practice approve assessment instruments. Although recognition of prior learning can be difficult due to the nature of the qualifications, Signature has a process in place.

Signature will monitor and evaluate the work of all assessors especially for internally assessed units.

Centre recognition

Signature operates a streamlined method of approval and centre recognition. For centres that are examination centres minimum visiting was seen as sufficient, however it was advised to have a system in place for centres conducting internal assessment of units to ensure Signature centres meet the criteria

Signature has developed a procedure for addressing this issue. From September 2011 Signature will revise their centre approval and recognition process

Signature will as part of annual self assessment also review the policies and website information

Awarding and certification

Full use of IT systems again identified as being streamlined. Signature uses “Duplicate” certificates when needed; “replacement certificates” on the document has been addressed

Procedure on exemptions will be part of annual review.