



# ICB

ACCREDITED BUSINESS  
QUALIFICATIONS

## PROVIDER QUALITY MONITORING VISIT REPORT

### FORMS

Section A - QMV Preparation Form for **providers to complete**

Section B - QMV Form for **ICB to complete**

Section C - QMV Report **ICB to complete**

# Section A

## QUALITY MONITORING VISIT PREPARATION FORM FOR PROVIDERS

**COMPLETION BY PROVIDER -RETURN TO ICB 1 WEEK BEFORE VISIT**

### PART 1 – PROVIDER DETAILS (Shaded areas are completed by the ICB)

Date of visit		
Name of the ICB representative/s		
Provider Name		
Address		
Contact Person's name		
Contact Number		
Contact Person's email address		
Provider Type (Tick all applicable)	<input type="checkbox"/> Theory-face-to-face <input type="checkbox"/> Theory-Distant Learning	<input type="checkbox"/> Workplace
Do you have Exam Venue status?	Yes	No
Did you complete the <b>Theory Training Provider Contact Details Form</b> and submit to ICB?	Yes	No

### PART 2 – PROVIDER QUESTIONNAIRE

	Complete table below (current and past year) i.e. "15, 20" 15 for current year and 20 past year		
Qualification for which accredited:	No. of Learners via distant learning	No. of Learners via face-to-face provision	No. of Learners via Learnerships
National Certificate: Bookkeeping			
Further Education and Training Certificate: Bookkeeping			
National Diploma: Technical Financial Accounting			
National Diploma: Financial Accounting			
National Certificate: Public Sector			

Accounting			
Diploma: Public Sector Accounting			
Certificate: Office Administration			
Higher Certificate: Office Administration			
Diploma: Office Administration			
National Certificate: Small Business Financial Management			

Questions	Provider's Comments / Notes
How is your business changing and / or developing? Strengths & Weaknesses?	
What are your key / main objectives for the Next 12 – 18 months?	
Did your ICB learner population grow last year versus the previous calendar year? Provide statistics. If <b>Yes</b> , look at growth patterns. If <b>No</b> , what has attributed to the lack of growth in your ICB learner population? What plans are in place to address this area?	
Do you have learner pass rate statistics for ICB exams for the past 2 calendar years? If <b>Yes</b> , please make this information available for review. If <b>No</b> , propose a process to start monitoring learner pass rates going forward	
Have you been using the ICB Web Provider Portal resource which is available to all accredited providers? If <b>No</b> , please explain	
Has your learner support staff changed in the last 12 – 18 months and if so, has new staff undergone an ICB induction training session? If <b>Yes</b> , what training was given? Has it been valuable in allowing staff to deal with enquiries effectively? If <b>No</b> , please explain.	
Do you have the latest marketing material? Which of these do you find most useful and which do you find the least useful in your marketing activities? (If applicable).	
What additional ICB materials do you need that will assist, in your marketing activities in your region?	

Do you have any other particular marketing material you would like us to introduce?	
<p>How do you feel about the support you received from the ICB over the past year? Can you give recent examples of the following scenarios from the past 3 months:</p> <ul style="list-style-type: none"> <li>• Where the ICB did not meet your expectations (any unresolved issues/problems?)</li> <li>• Examples of where ICB exceeded your expectations.</li> <li>• How the ICB can improve our service delivery to providers?</li> </ul>	
How does the College manage exams and how does the College manage internal controls over passwords, access to exam papers etc?	
<p>Are there any subjects that your students are particularly struggling with?</p> <p>If <b>Yes</b>, what subjects are those?</p> <p>If <b>Yes</b>, what could be the cause of this?</p>	
<p>What do you particularly love about ICB?</p> <p>Is your marketing team aware of ICB's unique selling points?</p>	
What topics would you like us to discuss in our webinars and provider workshops?	
<p>Are you aware that ICB now has Macci, the digital PoEs that are PC and mobile friendly?</p> <p>Tell us about about how the adoption of Macci has been in your organisation?</p>	
<p>Are you aware that ICB sends providers leads leads for potential students who visit our website and leave their details with us?</p> <p>Have you received any leads from ICB?</p> <p>How is the conversion rate on the leads provided?</p>	
Any other comments?	

## Section B

### PROVIDER QUALITY MONITORING VISIT FORM

TO BE COMPLETED BY ICB REPRESENTATIVE

#### PART 1: VISIT DETAILS

Date of visit	
Name of the ICB representative/s	
Provider Name	
Name of site(s) visited	
Type of Visit	
Date Accredited (if applicable)	
Date/s of previous monitoring visits	

#### PART 2: COMPLETION BY ICB ON SITE AND VIEW SUPPORTING EVIDENCE

<b>ICB policy documents to be kept on record at all times by Providers</b> <b>Theory Provider:</b> <ul style="list-style-type: none"> <li>Standard Operating Procedure Agreement (Signed)</li> <li>Quality Monitoring Policy and Procedure</li> <li>Invigilation &amp; Irregularity Policy(Signed)</li> <li>Examination Policy</li> <li>Provider Exam Policy &amp; Procedure</li> <li>Curriculum Statements</li> <li>Provider Portal Registration forms</li> <li>Learnership Policy and Procedure</li> <li>Provider Annual Report Policy (Completed)</li> </ul>	<div>YES</div> <div>NO</div>
<b>Workplace Provider:</b> <ul style="list-style-type: none"> <li>Quality Monitoring Policy and Procedure</li> <li>Learnership Policy and Procedure</li> <li>Provider Annual Report Policy</li> </ul>	<div>YES</div> <div>NO</div>
<b>ICB registered learners</b>	<div>YES</div> <div>NO</div>
If No, when last were learners registered?	
Attach Provider evidence of a Learner Record Management System	

**Operational matters (to be discussed by the ICB) Theory Providers only:**

<ul style="list-style-type: none"><li>Are POE's couriered in line with ICB Policy?</li></ul>	
<ul style="list-style-type: none"><li>Are attendance reports sent showing each learners' signature or "absent"?</li></ul>	
<ul style="list-style-type: none"><li>Do the number of signatures match the number of POE's received?</li></ul>	
<ul style="list-style-type: none"><li>Are attendance reports sent together with POE's and does the college keep a copy for their record?</li></ul>	
<ul style="list-style-type: none"><li>Is the POE's checklist being ticked by the learners?</li></ul>	
<ul style="list-style-type: none"><li>Are copies of the POE's being kept by learners (excluding the Summative)?</li></ul>	
<ul style="list-style-type: none"><li>Did the Provider provide a register as evidence of the above?</li></ul>	
<ul style="list-style-type: none"><li>Are seating plans sent showing where each learner was seated during the exam?</li></ul>	
<ul style="list-style-type: none"><li>Did the Provider provide a seating plan for previous exams as evidence of the above?</li></ul>	
<ul style="list-style-type: none"><li>Any other comments:</li></ul>	

**PART 3: VISIT NOTES BY ICB****Persons interviewed during visit:**

Name: Title: Email:	
Name: Title: Email:	
Name: Title: Email:	
Name: Title: Email:	
Name: Title: Email:	
Name: Title: Email:	

In completing the sections below, the Representative will request to see the relevant documentation to substantiate the required answer and may interview staff and learners.

The Monitoring Representative will circle either YES or NO and at the end of each section, note any comments and recommended action required by the provider for those marked as "NO". Sections that are marked "NO" that require action by the provider will be noted in the Findings and documented in the Monitoring Visit Report. Where an action is identified, the provider must ensure that it is taken within the stipulated timescale in order for the ICB accreditation to be retained.

1	Confirm the information on the Provider data sheet. Is the information still the same? Any changes must be made on the data sheet and then on the database after the visit.	
2	Please provide proof that the Provider accreditation certificates are current and displayed	
3	Provide proof that the Provider DHET registration is current and displayed.	
3	If the provider has not registered learners within the last 12 months, do they wish to continue with their accreditation? If "yes" please comment	
4	Has the provider been accredited by another ETQA? If "yes" please provide the primary ETQA's name, accreditation number and certificate/letter as proof of current registration	
5	List Provider resources to accommodate students with special needs	
Comments:		

**Provider Learning Environment:** (the following must be physically viewed and photographic evidence to be provided in support of what was viewed)

5.	<b>Provider training venue inspection;</b> (What the ICB representative MUST check)	
	Provider ICB accreditation certificates. Check if they are displaying the correct certificate, check the expiry date	
	Number of desks and spacing plan	
	Evacuation plans visible in class rooms and hallways	
	Board types i.e. white board, interactive board	
	Projectors	
	Marketing material (check if the correct ICB logo is being used, check that the provider is accredited for the courses they are marketing)	
	Check the posters and banners they are displaying and confirm that it meets the ICB requirements	
	First aid;	
	Emergency exits; fire-extinguishers; emergency signage	
	Fire-proof safe or locked cupboard for where PoE's are kept	

	Overall cleanliness of the college															
	Bathrooms (Ladies & Men's)															
	Access for disabled students															
	Parking available for students with cars															
	Accessibility for students using public transport															
6	<b>ICB exam venue:</b> <table border="1"> <tr> <td>Inspect venue layout, spacing</td> <td></td> </tr> <tr> <td>Sufficiency of space</td> <td></td> </tr> <tr> <td>Ventilation; light</td> <td></td> </tr> <tr> <td>Privacy per desk</td> <td></td> </tr> <tr> <td>Surrounding area noise levels.</td> <td></td> </tr> <tr> <td>Exam seating plans in place</td> <td></td> </tr> </table>				Inspect venue layout, spacing		Sufficiency of space		Ventilation; light		Privacy per desk		Surrounding area noise levels.		Exam seating plans in place	
Inspect venue layout, spacing																
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Exam seating plans in place																
7	<b>Invigilators:</b> <ul style="list-style-type: none"> <li>Who are/will the invigilator/s be?</li> </ul> <p>Where are the invigilators sourced from? (ICB trainers may NOT be invigilators)</p> <ul style="list-style-type: none"> <li>On what basis are they considered?</li> <li>Question the invigilator on his/her understanding of the overall content of the ICB Exam Invigilation &amp; Irregularity Policy and its purpose</li> <li>Question the invigilator on their responsibilities before, during and after the exam which includes the procedures that are in place for safeguarding of the ICB exam papers after the exam (invigilator to talk us through their duties on a typical ICB exam day)</li> </ul>															
<b>ADDITIONAL COMMENTS:</b>																

7	HUMAN RESOURCE PRACTICES – Staff	POLICY DATE	YES/NO	
A	Is there a documented staff Recruitment and Selection policy?			UPDATED (provide copy)
B	Is there a documented Performance Management system?			UPDATED (provide copy)
C	Is there a documented Disciplinary Procedures for Staff?			UPDATED (provide copy)
D	Is there a documented Staff Grievance Policy and Procedures?			UPDATED (provide copy)
E	Organogram received? It must also			Copy to be received with Preparation form



	show employee names.			
F	Provider to provide proof of completed Lecture Performance Management i.e. appraisals			
Comments:				
8	HUMAN RESOURCE PRACTICES – Learners	POLICY DATE	YES/NO	
A	Is there a documented learner Grievance Policy and Procedure?			UPDATED (provide copy)
B	Is there a documented learner Complaints policy and procedure?			UPDATED (provide copy)
C	Is there a documented Disciplinary Procedure for learners?			UPDATED (provide copy)
D	Have there been student complaints in the last 6 months? Provider to provide supporting documents			
Comments:				
9	OCCUPATIONAL HEALTH AND SAFETY			
A	Does the provider comply with occupational health and safety regulations?	YES		NO
B	Has the provider got a documented health and safety policy and procedure?	POLICY DATE	YES	NO UPDATED (PROVIDE COPY)
C	Does the provider have an OHS certificate?	DATE	YES	NO
COMMENTS:				

10	SUPPORT FOR LEARNERS AND STAFF (trainers, administrative, invigilators, finance)	All points must have supporting evidence in the form of photos, registers, organogram etc.		
<b>The above persons may be interviewed during the visit.</b>				
A	Provide evidence of a learner induction programme or document?	YES		NO
B	Have the learners been informed and encouraged to register with the ICBA/other professional body to ensure ethical codes of conduct and CPD?	YES		NO
C	Describe any other training/support			

	facilities that are available to learners (e.g. library, internet access etc.)	
D	Provide evidence that the College has the latest version of the learning material.	
E	Provide evidence of completed ICB Class attendance registers	
F	Provide evidence that the Provider has an internal Exam Policy	
G	Provide evidence that the Provider has password security measures in place	
H	Provide evidence that the Provider has internal quality control checks	
I	Provider evidence that the Provider checks the learner's highest qualification before enrolment	
COMMENTS:		

11	THIS SECTION IS TO BE COMPLETED WHEN MONITORING A <b>WORKPLACE PROVIDER</b> <b>ONLY:</b> SUPPORTING DOCUMENTS TO BE SUPPLIED		
A	REQUIREMENTS	YES	NO
A1	Confirm whether the workplace provider has <ul style="list-style-type: none"><li>a training contract i.e. proof of registering learners with an ICB theory (tuition) training provider?</li><li>signed learnership agreements?</li><li>requested workplace POE's from the ICB?</li></ul>		
A4	Has the ICB received bi-annual progress reports, per our Learnership Policy and Procedures?		
B	HUMAN RESOURCES		
	Details of the person who is the mentor for the learners in the organisation.		
	Name		
	Position in organisation		
	Highest qualification		
	Position in organisation		
	Telephone number		

	Email address				
B1	Provide evidence of mentoring meetings with the students				
B2	Provide proof of attendance at Theory Classes i.e. Provider attendance registers				
B3	Proof the learner has the latest version of the learning material.				
C	RECORDING AND ADMINISTRATION				
	Confirm whether the organisation has a learnership administration and implementation policy.	POLICY DATE	YES	NO	UPDATED (provide copy)
	At a minimum this policy must address the following issues: <ul style="list-style-type: none"> <li>Who is responsible for learnership administration</li> <li>Content of individual learner files</li> <li>Access to learner files</li> <li>Confidentiality of information</li> <li>Communication of information to relevant stakeholders</li> <li>Backup procedures for electronic information</li> <li>Submission of learner information to the SETA.</li> </ul>				
D	ASSESSMENT AND MODERATION				
	Confirm that the provider is aware that learners are required to be assessed by the ICB for both the theory and workplace (practical) assessments.				
	Confirm that the provider is aware that assessments of learners conducted by the ICB will be moderated by the ICB.				
	Confirm the Provider is aware that learnership agreements are submitted to the ICB in order to register the student for the workplace PoE				
COMMENTS:					

15	FINDINGS				
	All actions detailed below are essential and must be carried out by the deadline date specified in order for ICB accreditation to be obtained/ retained. In order to confirm that all actions have been taken, it may be necessary for a follow-up QMV to be conducted.				
	No.	Finding	Deadline Date (4weeks)	ICB Comments	Completion Date

These findings will be documented in the **Provider Quality Monitoring Visit Report**.

Signature of ICB representative	
Date	

## Section C

### PROVIDER QUALITY MONITORING VISIT REPORT BY THE ICB

Date of Visit:		
Name of Representative:		
Name of Provider:		
Address of site visited:		
Person(s) Interviewed:		
Provider Type (Tick all applicable)	Theory – face to face	Workplace
	Theory – Distant Learning	

#### **Introduction:**

It is THE INSTITUTE OF CERTIFIED BOOKKEEPERS' intention that the relationship should be seen as a mutually beneficial and reinforcing one, in which the interests of the learner and the users of learning outcomes are the principle focus of all concerned.

#### **The Purpose of Monitoring**

The purpose of monitoring is to make suggestions about improvement of the Provider's functioning, to solve unanticipated problems and to ensure that participants are making the required progress towards the desired outcomes.

#### **The outcome of Monitoring is to:**

1. Verify progress towards the stated intention(s);
2. Identify outstanding information/policies/procedures;
3. Identify implementation problems;
4. Develop support strategies;
5. Recommend a way forward;
6. Compile a monitoring report with or without Findings

#### **Monitoring consists of three aspects, namely:**

1. Information gathering and obtaining clarity from the Provider, to establish compliance with criteria and to complete the required documentation for monitoring of Providers,
2. A physical check of the available infrastructure that would enable the Provider to perform its functions,
3. The ICB representative providing feedback to the Provider based on their findings.

**Findings (per section B)****Provider enquiries/ Action items****Conclusion**

ICB Signature	
Date	
Provider Signature	
Date	