	Policy Name:	Provider E-Monitoring Report
ICB ACCREDITED BUSINESS QUALIFICATIONS	Approved date:	July 2020
	Review date	July 2022

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 principal 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.

Completion Instructions:
- Complete all fields
- Answer all applicable questions
- Type in and eligible hand-writing allowed
- Sign and date the where required
- Section A must only be completed by the required individuals
- Expand columns where the space provided for your feedback is too small
- Return by the submission date in **pdf** format only
- The completed report must be submitted to support@icb.org.za with the subject line **Provider Monitoring – College Name**
- The college **Principal or CEO must be copied in** on the e-mail

SECTION A: PROVIDER DETAILS

Date of completion	
Completed by: Name and Position	
Provider Name	
Address	
Does the address match the one on the ICB database? If no, did you notify ICB and did you submit your new lease agreement/ proof of ownership and the OHS certificate for the new premises?	

Principal/ Manager	Full Names:	Email:	Cellphone:
ICB Programme Coordinator	Full Names:	Email:	Cellphone:

Provider Type (Tick all applicable)	Theory-face-to-face	Workplace
	Theory-Distant Learning	

SECTION B: PROVIDER FEEDBACK - <mark>THIS SECTION MUST BE COMPLETED BY THE COLLEGE PRINCIPAL/ACADEMIC MANAGER</mark>

QUESTIONS	PROVIDER'S COMMENTS / NOTES
How is your business changing and /? or developing?	
How is your organisation combating the challenges resulting from lockdown and covid-19	
Are you currently trading under lockdown? If yes, are you doing online or face to face tuition?	
How has lockdown and covid-19 impacted your learner population?	
Do you currently have learners registered for ICB programmes? If yes, how many?	
Do you have learner pass rate statistics for ICB exams for the past 2 calendar years? If **No**, propose a process to start monitoring learner pass rates going forward	
Have your learners participated in our Online Exams and how has the experience been like?	
How has the adoption of digital PoEs been like for your institution?	
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 **Yes**, what training was given? Has it been valuable in allowing staff to deal with enquiries effectively? If **No**, please explain.	
Do you have our digital marketing material i.e. prospectus, timetable, ICB unique Selling Points doc?	

Are you aware that ICB sends providers leads for potential students who visit our website and leave their details with us? Have you received any leads from ICB? How is the conversion rate on the leads provided?	
The ICB sends important communication regarding exams, change in policies, covid-19/lockdown updates etc. What controls are in place to ensure that all key staff are registered on the ICB database/ provider portal as contacts so they can receive such emails? Does the college update the contacts listed on the ICB provider portal to remove and add staff when there are staff changes, are your contacts currently up to date?	
Is the college aware that all current policies and information regarding procedures is now housed on the ICB knowledge base, located here? Does the college make use of the Knowledge Base?	
Is the college aware that there is a Provider Resources page on our website where providers can find useful information for ICB operations and staff training?	
Any other comments?	

SECTION C: ICB POLICIES AND PROCEDURES

ICB policy documents to be kept on record at all times by Providers Theory Provider:	Are these policies kept on record?	
• Standard Operating Procedure Agreement (Signed copy)	YES	NO
• Quality Monitoring Policy and Procedure	YES	NO
• Invigilation & Irregularity Policy (Signed by each invigilator)	YES	NO
• Assessment Policy	YES	NO
• Curriculum Statements	YES	NO
• Learnership Policy and Procedure	YES	NO

Process	Are you compliant?
Are your exam scripts couriered in line with ICB Policy?	
Are attendance reports sent showing each learners' signature or "absent"?	
Do you check that the number of scripts matches the number of signatures?	
Are copies of the attendance registers kept on record?	
Are seating plans showing where each learner was seated during the exam sent to ICB?	
Are copies of the seating plans for each exam session kept on record?	
How does the College manage exams and how does the College manage internal controls over passwords, access to exam papers etc?	
Any other comments:	

SECTION D: PROVIDER LEARNING ENVIRONMENT

Environment is conducive to teaching and learning (clean / lighting / ventilation / equipment / furniture / learning material, etc.)	**Attach images**
Evidence of OHS: signage, evacuation plans, OHS signs, valid OHS certificate, fire extinguishers	**Attach OHS Certificate/ OHS legal compliance report not older than 12 months**
Exam venue: Covid-19 Compliance / surrounding noise area / ventilation / light / privacy per desk / exam seating plans/ venue layout / spacing	**Attach images**

Describe any other training/support facilities that are available to learners (e.g. library, internet access etc.)	
What Learner Record Management System do you use i.e. Campus Online, Ms Excel, manual files?	
Are your Provider accreditation certificates current and displayed?	
Are you accredited by another ETQA? If "yes" please list them	
List Provider resources to accommodate students with special needs	
Provide evidence that the College has the latest version of the learning material.	**Attach images of the books and proof of purchase**
Provide evidence of completed ICB Class attendance registers	**Attach images**

SECTION E: QUALITY MANAGEMENT SYSTEM

Where are the invigilators sourced from? (ICB trainers may NOT be invigilators)	
Have your ICB Invigilators been trained on the ICB process? If "yes" have they all read, understood and signed individual copies of the ICB Invigilation Policy as per section C above?	
Provider evidence that the Provider checks the learner's highest qualification before enrolment	
Do your facilitators have relevant experience and qualifications in the respective subjects i.e. a qualification that is at least a level higher than the qualification they lecture in	
What internal quality control checks are in place at the college i.e. audits by the head office, walkabouts, lesson observation	
Proof of Planning: Lesson Plan / Timetables	**Attach images**

Is NLRD data submitted to ICB by the 5th of every month (correspondence providers only)?	
How does the college identify and manage at-risk students?	

HUMAN RESOURCE PRACTICES – Staff	YES/NO
Is there a documented Staff Recruitment and Selection policy?	
Is there a documented Performance Management system?	
Is there a documented Disciplinary policy for Staff?	
Is there a documented Staff Grievance Policy and Procedures?	
Is there an Organogram that shows employee names?	
Is there a completed Lecture Performance Appraisals/ Review as evidence of ongoing performance management?	
HUMAN RESOURCE PRACTICES – Learners	YES/NO
Is there a documented learner Grievance/ Complaints Procedure?	
Is there a documented learner Disciplinary policy?	
Is there a documented learner induction programme?	
Is there an attendance register for the induction sessions?	

Declaration:	I hereby confirm that this report is a true reflection of the status of our institution Name and Surname: Signature: Date:

Reviewed by ICB Official:

Name:

Signature: **Date:**

Findings/ Conclusion