



Provider Monitoring Report

PIABC Limited

13 January 2023

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1 Background

One provider was monitored on 13 January 2023.

1.1 Scope

SQA Accreditation carries out quality assurance activity in line with its *Quality Assurance of Approved Awarding Bodies Policy*. This involves monitoring a sample of the awarding body's approved providers or assessment sites. Provider monitoring visits will be conducted in a consistent manner within and between providers.

The aim of monitoring is to:

- ◆ ensure the awarding body's compliance with SQA Accreditation's regulatory requirements
- ◆ confirm that quality assurance arrangements are being conducted by the awarding body in accordance with its prescribed arrangements
- ◆ ensure that quality assurance arrangements are being conducted in a consistent manner, within and between providers
- ◆ ensure that providers are receiving the appropriate guidance, support and documentation from the awarding body in order to facilitate a high standard of qualification delivery
- ◆ inform future audit and monitoring activity for the awarding body

All Principles may be included within the scope of the provider monitoring activity.

Awarding body documentation considered for review includes all documents banked on the awarding body's SharePoint Place at the time of provider monitoring and information supplied by providers to support provider monitoring activity. Restricted or commercially sensitive information gathered during SQA Accreditation's quality assurance activities is treated in the strictest confidence.

SQA Accreditation provider monitoring reports are written by exception focusing only on those areas where corrective action is required or recommended.

1.2 Provider Monitoring Report Timescales

PIABC Limited provider monitoring date: 13 January 2023

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 1 March 2023

Provider Monitoring Report to be signed by PIABC: 12 April 2023

The process will apply in relation to the timescales specified above:

- ◆ The awarding body will be sent a copy of the Provider Monitoring Report by email.
- ◆ The awarding body must sign the copy of the Provider Monitoring Report and return by email to SQA Accreditation in accordance with the timescale specified above.

The findings of this Provider Monitoring Report will be published on SQA Accreditation's website following signed agreement.

SQA Accreditation will continually monitor progress towards completion of the proposed actions identified in the Action Plan and update the awarding body's Quality Enhancement Rating as appropriate.

1.3 Summary of Provider Monitoring Recommendations

As a result of the provider monitoring activity, one Recommendation has been noted.

A Recommendation has been noted where SQA Accreditation considers there is potential for enhancement. The awarding body is advised to address any Recommendations in order to reinforce ongoing continuous improvement. However, measures to correct or prevent these are not mandatory and therefore do not form part of the Action Plan.

Recommendation	Detail of Recommendation noted
1. Principle 13	PIABC Limited should remind its external quality assurer (EQA) to check that the scheduled observation of assessment practice by the provider’s internal quality assurer (IQA) has been completed for Provider 1 by July 2023.

2 Good Practice and Recommendations

The following sections detail:

- ◆ good practice noted by providers.
- ◆ Recommendations noted against SQA Accreditation's regulatory requirements.

2.1 Good Practice

The following areas of good practice were noted by providers:

Provider 1 highlighted the prompt turnaround on certification by PIABC Limited.

2.2 Recommendations

Regulatory Principle 13. The awarding body and its providers must ensure that they have systems and processes which ensure the effective quality assurance of accredited qualifications.

At the time of the provider monitoring visit, Provider 1 explained to the Accreditation Auditor that their internal quality assurer (IQA) had not undertaken observation of assessment practice since March 2019 due to circumstances arising from the COVID-19 pandemic.

Provider 1 informed the Accreditation Auditor that the IQA is now scheduled to complete observation of assessment practice in the first half of 2023.

The PIABC Limited's Remote External Quality Assurance Report completed between 16 August 2022 and 10 October 2022 recommended that it would be useful if another observation of assessment practice could be arranged.

After reviewing the processes and procedures for internal quality assurance at Provider 1, the Accreditation Auditor found that all other aspects of internal quality assurance had been completed and were rigorous and robust. Therefore, in this instance, the Accreditation Auditor has raised this as a Recommendation and not an Issue.

PIABC Limited should remind its EQA to check that the scheduled observation of assessment practice by the provider's IQA has been completed for Provider 1 by July 2023.

This has been noted as **Recommendation 1**.

3 Acceptance of Provider Monitoring Findings