



Audit Report

British Institute of Facilities Management

27 April 2016

Contents

1	Background	1
1.1	Scope	1
1.2	Audit Report and Action Plan Timescales	2
1.3	Summary of Audit Issues and Recommendations	3
1.4	Risk Rating of Issues	5
2	Detail of Audit Issues and Recommendations	6
2.1	Issues	6
2.2	Recommendations	7
3	Acceptance of Audit Findings	8

1 Background

This was the first audit of the British Institute of Facilities Management (BIFM) since it was approved as an awarding body by SQA Accreditation in May 2015.

BIFM is the professional body for facilities management and provides training and qualifications designed to support those working within the sector. Facilities management professionals are responsible for services that enable and support business. Roles cover management of a wide range of areas including: health and safety, risk management, business continuity, procurement, sustainability, space planning, energy, property and asset management. They are typically responsible for activities such as catering, cleaning, building maintenance, environmental services, security and reception. BIFM's headquarters are located in Bishop's Stortford, Hertfordshire.

1.1 Scope

SQA Accreditation carries out quality assurance activity in line with its *Quality Assurance of Approved Awarding Bodies Policy*. This states the type and frequency of our quality assurance activities, describes our reporting procedures and indicates how the awarding body's Quality Enhancement Rating is calculated.

As this was a full audit of BIFM, all regulatory requirements were included within the scope of the audit. Our quality assurance activities are conducted on a sampling basis and, consequently, not all aspects of the awarding body's systems, procedures and performance have been considered in this report to the same depth.

The audit was designed to ensure that BIFM complies with SQA Accreditation's regulatory requirements namely:

- ◆ *SQA Accreditation's Regulatory Principles (2014)*
- ◆ all *Regulatory Principles Directives*
- ◆ the awarding body's Accreditation Licence

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

1.2 Audit Report and Action Plan Timescales

BIFM audit date: 27 April 2016

Audit Report approved by
Accreditation Co-ordination Group on: 18 May 2016

Audit Report to be signed by BIFM: 29 June 2016

Action Plan to be e-mailed
to regulation@sqa.org.uk by BIFM: 29 June 2016

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

- ◆ The awarding body will be sent two signed copies of the Audit Report by post.
- ◆ The awarding body must sign both copies of the Audit Report and return one by post to SQA Accreditation in accordance with the timescale specified above.
- ◆ The awarding body will also be e-mailed a copy of the Audit Report (for information only) and an electronic copy of the Action Plan.
- ◆ The awarding body must complete and return the Action Plan in accordance with the timescale specified above and e-mail this in Microsoft Word format to regulation@sqa.org.uk.
- ◆ SQA Accreditation will confirm when the Action Plan is appropriate to address the Issues and present it to Accreditation Co-ordination Group (ACG) for approval.
- ◆ Following approval by ACG, the awarding body will be sent two signed copies of the approved Action Plan by post.
- ◆ The awarding body must sign both copies of the Action Plan and return one by post to SQA Accreditation.

The findings of this Audit Report and the associated Action Plan 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 Audit Issues and Recommendations

An Issue has been recorded where evidence shows that the awarding body is not compliant with SQA Accreditation's regulatory requirements. The awarding body must address the Issues and specify corrective and preventative measures to address them through its Action Plan.

The Action Plan is e-mailed to BIFM as a separate document to the Audit Report, and must be submitted to SQA Accreditation in accordance with the timescale specified in 1.2.

As a result of the audit and post-audit activities, two Issues have been recorded and two Recommendations have been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principle 1	BIFM must ensure that documentation clearly states that it will comply with SQA Accreditation's regulatory requirements at all times.	Medium
2. Principle 10	BIFM must ensure that it maintains accurate records of continuing professional development and appropriate sector competence for its external quality assurers. The awarding body must also ensure that it records and verifies that assessors and internal quality assurers have the appropriate occupational competence and qualification requirements.	Medium

A Recommendation has been noted where SQA Accreditation considers there is potential for improvement. The awarding body is advised to address any Recommendations noted as good practice. 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 5	The awarding body should clarify the section on 'Standardisation (where more than one assessor is involved)' in the <i>BIFM Recognised Centre Handbook (SCQF)</i> and review the list of acceptable qualifications for assessors, IQAs and EQAs in the <i>BIFM Assessment Guidance for Centres</i> .
2. Principle 12	The awarding body should review its Complaints Policy and simplify the section on escalation to the Scottish Public Services Ombudsman for public and non-public providers.

1.4 Risk Rating of Issues

SQA Accreditation assigns a rating to each Issue recorded, depending on the impact on or risk to the awarding body's operations, its SQA accredited qualifications and/or the learner.

Issues recorded during the audit will count towards BIFM's Quality Enhancement Rating which will, in turn, contribute towards future quality assurance activity. Further detail on how the Quality Enhancement Rating is calculated can be found on the SQA Accreditation website.

http://accreditation.sqa.org.uk/accreditation/Regulation/Quality_Assurance/Quality_Enhancement_Rating

2 Detail of Audit Issues and Recommendations

The following sections detail Issues recorded and Recommendations noted against SQA Accreditation's regulatory requirements.

2.1 Issues

Regulatory Principle 1. The awarding body shall have clearly defined and effective governance arrangements.

BIFM's Corporate Governance Manual (SCQF) 2014 (V1.0) states that 'the Director of Education will ensure that BIFM complies with regulatory documents that require it to take or refrain from taking action — it is important to note, should there be a conflict in the requirements of two of the regulators documents then the requirement in the General Conditions of Recognition will take precedence'.

The above statement undermines *SQA Accreditation's Regulatory Principles (2014)* and the awarding body is required to comply with our requirements at all times. It was pointed out that a conflict is unlikely to arise as the Regulatory Principles only apply to SQA accredited qualifications and that we are unable to influence or change the requirements of other regulated qualifications.

This has been recorded as **Issue 1**.

Regulatory Principle 10. The awarding body shall ensure that it has the necessary arrangements and resources for the effective delivery, assessment and quality assurance of SQA accredited qualifications.

During discussion it became evident that the awarding body did not have a system in place to record the continuing professional development of its External Quality Assurers (EQAs). The awarding body should not just ensure that its EQAs are occupationally competent at the beginning of their employment but ensure that they maintain their occupational competence throughout the duration of their role.

It also became apparent through reading EQA reports and cross-checking with awarding body staff that BIFM was not recording (on at least one occasion) that assessors and Internal Quality Assurers (IQAs) had the appropriate occupational competence and qualifications. The awarding body stated that the EQAs did check this during visits but the awarding body did not record evidence of this therefore there was no audit trail for the Audit Team to verify what the awarding body stated.

This has been recorded as **Issue 2**.

2.2 Recommendations

Regulatory Principle 5. The awarding body shall provide clear information on its procedures, products and services and ensure that they are accurate and appropriate to SQA accredited qualifications.

The Audit Team identified a number of awarding body documents which require clarification or amendment as follows:

- ◆ *BIFM Recognised Centre Handbook (SCQF)* — the awarding body should clarify the wording in the section on 'Standardisation (where more than one assessor is involved)' to make it clear that Internal Quality Assurance activity is still required where there is only one assessor involved.
- ◆ *BIFM Assessment Guidance for Centres* — the list of acceptable qualifications for assessors, IQAs and EQAs should be reviewed as it is not up to date. This document is intended for SQA accredited qualifications, however there are references and examples to Regulated Qualifications Framework qualifications within the guidance which should be changed. The awarding body should also take account of the list of suitable qualifications for assessors and verifiers on the SQA Accreditation website.

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

Regulatory Principle 12. The awarding body and its providers shall have open and transparent systems to manage complaints.

BIFM should review its *Complaints Policy 2016 (SCQF Qualifications)*, in particular the wording around when a complaint can be escalated to the Scottish Public Services Ombudsman. The process within the policy is correct, however it is overly complicated and could cause confusion for providers that are not public bodies.

This has been noted as **Recommendation 2**.

3 Acceptance of Audit Findings

For and on behalf of BIFM:

For and on behalf of SQA Accreditation:

Print name

Print name

Mr Andrew Crone

.....

.....

Signature

Signature

.....

.....

Designation

Designation

Senior Accreditation Manager

.....

.....

Date

Date

18 May 2016

.....

.....