



Audit Report

**The Engineering Construction Industry Training
Board (ECITB)**

17 February 2022

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1 Background

This was the fifteenth audit of the ECITB since it was approved as an awarding body by SQA Accreditation on 28 January 1993.

ECITB is a nationally recognised awarding body that deals with competence-based qualifications in engineering construction. ECITB's qualifications certify learning and validate competence across craft and technical skills, as well as supervisory, management and professional disciplines with the aim to improve quality and standards for industry.

ECITB's headquarters are in Hemel Hempstead, HP1 1FW. However, due to the on-going COVID-19 pandemic, the audit was conducted remotely.

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 scoped remote audit of ECITB only specific 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.

SQA Accreditation audit reports are written by exception focusing only on those areas where corrective action is required or recommended. Consequently, this approach to audit reporting does not detail areas where compliance or good practice was found.

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

- ◆ SQA Accreditation's *Regulatory Principles* (2021)
- ◆ 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 ECITB's SharePoint site 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

ECITB audit date: 17 February 2022

Audit Report approved by

Accreditation Co-ordination Group on: 30 March 2022

Audit Report to be signed by ECITB: 23 May 2022

Action Plan to be emailed

to regulation@sqa.org.uk by ECITB: 23 May 2022

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

- ◆ The awarding body will be sent a signed copy of the Audit Report by email.
- ◆ The awarding body must sign the copy of the Audit Report and return by email to SQA Accreditation in accordance with the timescale specified above.
- ◆ The awarding body will also be emailed a copy of the Action Plan.
- ◆ The awarding body must complete and return the Action Plan in accordance with the timescale specified above and email 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 a signed copy of the approved Action Plan by email.
- ◆ The awarding body must sign the copy of the Action Plan and return by email 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 emailed to ECITB 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, one Issue has been recorded and one Recommendation has been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principle 5 & 9	SQA Accreditation evidenced throughout various policies and documents that SQA Accredited qualifications were referred to as SCQF qualifications.	Low Risk

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
2. Principle 16	It is recommended that ECITB Awarding Organisation Complaints Policy and Procedure RV2-1 contains contact details for SQA Accreditation and the Scottish Public Services Ombudsman (SPSO).

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 ECITB'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](#).

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 5. The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications.

Regulatory Principle 9. The awarding body and its providers must maintain accurate documents, records and data.

SQA Accreditation Auditors reviewed ECITB's documentation on SharePoint site and it was evidenced that ECITB handbook along with several policies contained reference to 'SCQF qualifications.' SCQF is the Scottish Credit and Qualification Framework, which sits independently to SQA Accreditation. The correct terminology for these qualifications would be SQA Accredited qualifications and not SCQF qualifications.

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

2.2 Recommendations

Regulatory Principle 16. The awarding body and its providers must have open and transparent systems, policies and procedures to manage complaints.

SQA Accreditation Auditors reviewed ECITB Awarding Organisation Complaints Policy and Procedure RV2 – 1. The policy clearly signposted the Right of Escalation for SQA Accredited Qualifications (page 7). However, it did not provide contact details for SQA Accreditation or the Scottish Public Services Ombudsman (SPSO). This may prove to be a barrier to learners to request the contact details from ECITB. It is therefore recommended to include the contact details for SQA Accreditation and the SPSO within ECITB Awarding Organisation Complaints Policy.

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

3 Acceptance of Audit Findings