



# **Audit Report**

**Future (Awards and Qualifications) Limited**

**(FutureQuals)**

**29 November 2022**

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# 1 Background

This was the fourth audit of Future (Awards and Qualifications) Ltd (FutureQuals) since it was approved as an awarding body by SQA Accreditation in 2012.

FutureQuals is a private limited company offering niche health care qualifications and first aid qualifications. The company also offers qualifications outside of Scotland. The headquarters of Future (Awards and Qualifications) Ltd (FutureQuals) are in Coalville, Leicestershire, England.

## 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, remote audit of FutureQuals 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.

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 FutureQuals 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 Future (Awards and Qualifications) Ltd.'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**

FutureQuals audit date: 29 November 2022

Audit Report approved by  
Accreditation Co-ordination Group on: 14 December 2022

Audit Report to be signed by FutureQuals: 6 February 2023

Action Plan to be emailed  
to [regulation@sqa.org.uk](mailto:regulation@sqa.org.uk) by FutureQuals: 6 February 2023

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](mailto: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 FutureQuals 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 no Recommendations have been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principles 3, 5, 6,	Awarding body policies and processes have not been reviewed and are therefore not current or accurate.	Medium
2. Principle 7	The awarding body's website does not make appropriate reference to SQA Accreditation and accredited qualifications.	Low

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.

<b>Recommendation</b>	<b>Detail of Recommendation noted</b>
1. Principle	There are no recommendations

## **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 FutureQuals'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 3. The awarding body must have the necessary resources to effectively carry out their operational functions to meet regulatory requirements.**

**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 6. The awarding body must continually review the effectiveness of its services, systems, policies and processes.**

On review of the awarding body's documentation, which was uploaded to SharePoint prior to the audit, it was evident that there are many policies and processes that are far beyond their review dates. In addition to this, the Accreditation Auditors found inconsistency within version control, policies referring to SQA Accreditation's previous Regulatory Principles, and broken links. This was discussed with the awarding body at audit, and they are aware of the issue and are currently in the progress of remedying this.

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

**Regulatory Principle 7. The awarding body must have an effective approach for communicating with its staff, stakeholders and SQA Accreditation.**

The awarding body representatives and Accreditation Auditors discussed the awarding body's website. The Qualifications section which contains information on the Scottish Qualifications Authority (SQA) was discussed and the aspects that need to be amended, including removing reference to SQA Awarding Body, and updating to SQA Accreditation.

It was also discussed that "Browse the list of qualifications" section must include all nations' qualifications.

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



## **2.2 Recommendations**

There were no recommendations

## **3 Acceptance of Audit Findings**