



Provider Monitoring Report

1st4Sport Qualifications

26 June 2014

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1 Background

On the 26th June 2014, one provider was monitored. Of this monitoring activity, one physical visit was carried.

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 1st4Sport'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 1st4Sport 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 1st4Sport's Quickr 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.

1.2 Provider Monitoring Report Timeline

| | |
|---|------------------|
| 1 st 4Sport provider monitoring date: | 26 June 2014 |
| Provider Monitoring Report approved by Accreditation Co-ordination Group on: | 23 July 2014 |
| Provider Monitoring Report to be signed by 1 st 4Sport: | 3 September 2014 |
| Action Plan to be e-mailed to regulation@sqa.org.uk by 1 st 4Sport: | 3 September 2014 |

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

- ◆ The awarding body will be sent two signed copies of the Provider Monitoring Report by post.
- ◆ The awarding body must sign both copies of the Provider Monitoring 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 Provider Monitoring 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 Provider Monitoring 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 Provider Monitoring 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 1st4Sport as a separate document to the Provider Monitoring Report and must be submitted to SQA Accreditation in accordance with the timescale specified in 1.2.

As a result of the provider monitoring activity, three Issues have been recorded and one Recommendation has been noted.

| Issue | Detail of Issue recorded | Risk rating |
|-----------------|--|-------------|
| 1. Principle 9 | Focused standardisation discussions of SQA accredited qualifications could not be evidenced. | Medium |
| 2. Principle 10 | A small number of assessor occupational competence qualifications, assessor trainer qualifications and up to date continual professional development records could not be evidenced. | Medium |
| 3. Principle 14 | No devised or awarding body policy regarding maladministration could be evidenced. | Low |

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 4 | Customer service timeframes for issuing External Verifier reports to providers should be reviewed with the aim of making the process quicker. |

1.4 Risk Rating of Issues

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

Issues recorded during provider monitoring will count towards 1st4Sport'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://www.sqa.org.uk/sqa/42387.2733.html>

2 Good Practice, Issues and Recommendations

The following sections detail:

- ◆ good practice noted by providers
- ◆ Issues recorded and Recommendations noted against SQA Accreditation's regulatory requirements

2.1 Good Practice

The following areas of good practice were noted by Provider 1:

- ◆ Communication from the awarding body is excellent.
- ◆ The External Verifier is supportive.
- ◆ The awarding body workshop attended by the provider was relevant and useful.

2.2 Issues

Regulatory Principle 9. The awarding body shall ensure that it has robust systems and processes for the identification, design, development, implementation and review of qualifications, which meet the needs of users.

The Accreditation Auditor could not evidence focused standardisation discussion of SQA accredited qualifications within the minutes of meetings held by the provider. This is contrary to the awarding body policy entitled *Centre Recognition and Qualification Approval Criteria and Conditions*, which states at RCON 4.4.7 'As a minimum... centres must maintain... records of standardisation... meetings.'

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.

When reviewing provider documentation, the Accreditation Auditor could not evidence a small number of assessor occupational competence qualifications, assessor trainer qualifications and up to date continual professional development records, which according to awarding body policy should be uploaded to the awarding body's document management system 'Athena'. This is contrary to the awarding body policy entitled *Centre Recognition and Qualification Approval Criteria and Conditions at RC3.3*. Additionally, this was raised in a previous SQA Accreditation Centre Monitoring Report; therefore, the Accreditation Auditor is doubtful as to the appropriateness and effectiveness of the previous remedial action.

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

Regulatory Principle 14. The awarding body and its providers shall ensure that it has safeguards to prevent and manage cases of malpractice and maladministration.

The Accreditation Auditor reviewed the provider-devised *Malpractice and Maladministration Policy*. Although detailing malpractice and subsequent steps to follow if malpractice is suspected, there was no further mention of maladministration other than in the title. Also, the provider did not utilise the awarding body policy regarding maladministration. This is contrary to the minimum policy requirements required by centres as required by the awarding body policy entitled *Centre Recognition and Qualification Approval Criteria and Conditions at RC3.2*.

This has been recorded as **Issue 3**.

2.3 Recommendations

Regulatory Principle 4. The awarding body shall continually review the effectiveness of its business services, systems, policies and processes.

The provider expressed concerns to the Accreditation Auditor regarding the length of time it took from the external verification visit taking place to receiving the written formal report. The provider believed the timeframe of between four to six weeks was excessively long. Therefore, it would be advisable for the awarding body to review their customer service timeframes regarding this particular matter with a view to making the process quicker.

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

3 Acceptance of Provider Monitoring Findings

For and on behalf of 1st4Sport:

For and on behalf of SQA Accreditation:

Signature

Signature

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Designation

Designation

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Date

Date

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