



Provider Monitoring Report

**Association of Chartered Certified Accountants
(ACCA)**

24 May 2021- 15 June 2021

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1 Background

Four examinations were monitored remotely between 24 May 2021 and 15 June 2021.

A total of 15 candidates were reviewed across examinations for:

- the ACCA Diploma in Accounting and Business at SCQF Level 8 R649 04 (on demand)
- the ACCA Applied Skills at SCQF Level 10 R613 04 (on demand)
- the ACCA Strategic Professional at SCQF Level 11 R585 04 (session based)
- the ACCA Applied Skills at SCQF Level 10 R613 04 (session based).

On demand examinations are operated through ProcturU and British Council. Session based examinations are operated through Pearson Vue and British Council.

The Accreditation Auditor would like to acknowledge the contribution of ACCA staff in facilitating the examination monitoring process.

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

ACCA provider monitoring dates: 24 May 2021 – 15 June 2021

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 30 June 2021

Provider Monitoring Report to be signed by ACCA: 13 August 2021

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.

1.3 Summary of Provider Monitoring Issues and Recommendations

As a result of the provider monitoring activity, no Issues have been recorded and one Recommendation has been noted.

Recommendation	Detail of Recommendation noted
1. Principle 10	In order to make the examination monitoring process as effective as possible, both from the point of view of ACCA's own internal quality assurance process and SQA Accreditation's quality assurance monitoring, it is recommended that ACCA investigates ways to improve the presence and quality of invigilator sound in the recordings of on demand examinations.

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 provider monitoring will count towards ACCA'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 Issues and Recommendations

The following sections detail:

- ◆ Issues recorded and Recommendations noted against SQA Accreditation's regulatory requirements

2.1 Issues

No Issues have been recorded as a result of examination monitoring.

2.2 Recommendations

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.

The on demand examinations for the ACCA Diploma in Accounting and Business at SCQF Level 8 R649 04 and the ACCA Applied Skills at SCQF Level 10 R613 04 are operated through ProcturU invigilation. In each of the five examinations monitored across these two qualifications, candidates could be seen responding to invigilator requests by showing such things as identification documents, visual inspections of the room, rough working paper etc. Although it was easy to work out what had been asked of the candidate by their response, the invigilator cannot be heard clearly talking to the candidate on the recordings. The invigilator voice was either muffled or could not be heard at all.

In order to make the examination monitoring process as effective as possible, both from the point of view of ACCA's own internal quality assurance process and SQA Accreditation's quality assurance monitoring, it is recommended that ACCA investigates ways to improve the presence and quality of invigilator sound in the recordings of on demand examinations.

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

3 Acceptance of Provider Monitoring Findings

For and on behalf of ACCA:

For and on behalf of SQA Accreditation:

