



# **Provider Monitoring Report**

**British Horse Society Qualifications Limited (BHSQ)**

**6 October 2023**

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# 1 Background

One provider was remotely monitored on 6 October 2023.

## 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

BHSQ provider monitoring date:	6 October 2023
Provider Monitoring Report approved by Accreditation Co-ordination Group on:	22 November 2023
Provider Monitoring Report to be signed by BHSQ:	16 January 2024
Action Plan to be emailed to <a href="mailto:regulation@sqa.org.uk">regulation@sqa.org.uk</a> by BHSQ	16 January 2024

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 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 Action Plan and return by email 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

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 BHSQ 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, one Issue has been recorded.

Issue	Detail of Issue recorded	Risk rating
1. Principles 9 & 12	BHSQ must ensure that its provider delivering SQA accredited qualifications is using and completing the most up to date version of BHSQ Approved venue application form which has to be forwarded to BHSQ along with supporting documentation.	Low

## 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 BHSQ'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 Good Practice and Issues

The following sections detail:

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

### 2.1 Good Practice

The following areas of good practice were noted by providers:

Provider 1 highlighted:

- ◆ robust standardised procedures for assessment and internal verification
- ◆ External Quality Assurer is very knowledgeable, contactable and helpful

### 2.2 Issues

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

**Regulatory Principle 12. The awarding body and its providers must ensure that they have the necessary arrangements and resources required to manage and administer qualification delivery and assessment.**

Page 17 of the British Horse Society Qualifications Limited SVQ Operational Handbook, Version 5, Revision Date: 04/07/2023 under the heading 'Becoming an assessment venue' states that 'Assessment venues are initially approved by the BHSQ Approved Centre. For new assessment venues to be registered with BHSQ the following procedure is to be followed by the BHSQ Approved Centre:

- A written application must be made on an application form to BHSQ.
- A suitable representative from the BHSQ Approved Centre must ensure the assessment venue has the necessary equipment, facilities, resources and horses to carry out assessments against the assessment criteria to the level required.
- The application form to be forwarded to BHSQ, along with supporting documents where specified.

The BHSQ Approved Centre is responsible for ensuring appropriate equipment, facilities, resources and horses are available to deliver assessment to the required standard. They are also responsible for providing the assessment venue with any relevant documentation.'

Prior to undertaking provider monitoring activity to provider 1 the Accreditation Auditor noted that BHSQ had uploaded to their SharePoint Site the BHSQ Approved venue application form dated 7 May 2020 – Version 1.

Provider 1 explained to the Accreditation Auditor that they were unaware of the introduction of the BHSQ Approved venue application form dated 7 May 2020 – Version 1 by BHSQ.

The Accreditation Auditor was given a sample of 12 Applications for SVQ Location Approval Forms dated 2011 which were completed between 2 March 2021 and 1 August 2023.

Confirming that provider 1 was still using and completing the out-of-date Application for SVQ Location Approval Form dated 2011 for its assessment venues.

On reviewing both forms the Accreditation Auditor noted that they requested similar information, with the main difference being the addition to the new BHSQ Approved venue application form was a venue agreement and declaration that has to be completed and signed by the assessment venue confirming that this venue undertakes to abide by the all the requirements of the centre, BHSQ and the Regulatory Authorities, in the administration and delivery of assessments and BHSQ qualifications.

The Accreditation Auditor was given a copy of an email received by provider 1 on 5 October 2023 from BHSQ informing them that they have recently reviewed and attached the BHSQ assessment venue application form dated 5 October 2023 – Version 2. This states that BHSQ has to ‘ensure your files are updated accordingly with this current document, and any previous versions to be archived’.

BHSQ must ensure that its provider delivering SQA accredited qualifications is using and completing the most up to date version of BHSQ Approved venue application form which has to be forwarded to BHSQ along with supporting documentation.

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

### **3 Acceptance of Provider Monitoring Findings**