



# **Provider Monitoring Report**

**British Institute of Facilities Management**

**21 March 2017**

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# 1 Background

One provider was monitored on 21 March 2017.

## 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 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.

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

## **1.2 Provider Monitoring Report Timescales**

BIFM provider monitoring date:	21 March 2017
Provider Monitoring Report approved by Accreditation Co-ordination Group on:	17 May 2017
Provider Monitoring Report to be signed by BIFM:	05 July 2017
Action Plan to be e-mailed to <a href="mailto:regulation@sqa.org.uk">regulation@sqa.org.uk</a> by BIFM	05 July 2017

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](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 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 BIFM 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, two issues have been recorded.

Issue	Detail of Issue recorded	Risk rating
1. Principle 6, 10	Declaration forms relating to plagiarism had not been signed by some candidates. The provider was unable to provide signed versions of these forms for two of the candidates whose evidence was sampled.	Low
1. Principle 6, 8	The provider doesn't hold copies of staff certificates relating to competence and was therefore unable to produce these upon request by the Accreditation Auditor.	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 BIFM'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://accreditation.sqa.org.uk/accreditation/Regulation/Quality\\_Assurance/Quality\\_Enhancement\\_Rating](http://accreditation.sqa.org.uk/accreditation/Regulation/Quality_Assurance/Quality_Enhancement_Rating)

## 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 providers:

Provider 1 highlighted: the awarding body's dedicated points of contact for providers are very helpful and easily contactable and they had built very good working relationships with provider staff.

### 2.2 Issues

**Regulatory Principle 6. The awarding body and its providers shall maintain accurate documents, records and data.**

and

**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 '*BIFM Recognised Centre Handbook*' states 'The learner must sign a plagiarism declaration which declares that work submitted is the learner's own work and that any copied work has been correctly referenced'. When looking through the candidate evidence the Accreditation Auditor found declaration forms relating to plagiarism that had not been signed by the candidates. The provider was unable to provide signed versions of these forms for two of the candidates whose evidence was sampled.

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

**Regulatory Principle 8. The awarding body shall ensure that SQA Accreditation is granted access to all information pertaining to SQA accredited qualifications.**

and

**Regulatory Principle 6. The awarding body and its providers shall maintain accurate documents, records and data.**

The provider was unable to provide certificates for all assessment staff for the Accreditation Auditor on the day of the PMV. While the provider did retain records of staff continuous professional development and standardisation, the provider doesn't hold copies of staff certificates relating to Assessor competence and was therefore unable to produce these upon request by the Accreditation Auditor.

The awarding body is notified of staff changes that relate to assessors and internal verifiers and are sent CVs and relevant certificates when these changes take place but they were not available to the Accreditation Auditor on the day of the visit.

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

## 2.3 Recommendations

There are no recommendations to note.

### 3 Acceptance of Provider Monitoring Findings

For and on behalf of British Institute of  
Facilities Management:

For and on behalf of SQA Accreditation:

**Print name**

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**Print name**  
**Scott Markwick**

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**Signature**

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**Signature**

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**Designation**

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**Designation**  
**Senior Regulation Manager**

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**Date**

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**Date**  
**24 May 2017**

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