



# **Provider Monitoring Report**

**BIIAB Qualifications Limited**

**10 December 2021 to 3 March 2022**

# Contents

<b>1</b>	<b>Background</b>	<b>1</b>
1.1	Scope	1
1.2	Provider Monitoring Report Timeline	2
1.3	Summary of Provider Monitoring Issues and Recommendations	3
1.4	Risk Rating of Issues	5
<b>2</b>	<b>Good Practice, Issues and Recommendations</b>	<b>6</b>
2.1	Good Practice	6
2.2	Issues	6
2.3	Recommendations	6
<b>3</b>	<b>Acceptance of Provider Monitoring Findings</b>	<b>10</b>

# 1 Background

Three providers were remotely monitored between 10 December 2021 and 3 March 2022.

## 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.



### 1.3 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 emailed to BIIAB Qualifications Limited 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, five Issues have been recorded and two Recommendations have been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principle 9	Provider 1 had no version control eg <i>Reasonable Adjustments</i> policy.	Low
2. Principle 12	When reviewing the three videos of learners undertaking a BIIAB online exam for the Scottish Certificate of Personal Licence Holders qualifications. The Accreditation Auditor noticed that the one of the three learners showed their driving licence as ID to the invigilator after the video recording had started, whereas the ID for the other two learners was shown off-camera to the invigilator.	Medium
3. Principle 13	In reviewing both e-learning courses undertaken by learners from Providers 1 and 2, the Accreditation Auditor was unable to evidence how either of the e-learning courses were able to draw out the sharing of positive working practices and discussion —as stipulated in the Training Delivery and Assessment Strategy for Scottish Personal Licence Holder Qualifications (October 2019 — Approved by ACG on 11 December 2019).	Medium
4. Principles 9 & 16	The contact details provided by both Providers 1 and 2 in their complaints policy are for a competitor awarding body and not the contact details of SQA Accreditation, the qualifications regulator.	Low
5. Principles 9 & 17	The provider-devised appeals policy for Provider 1 does not make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.  Neither does it inform candidates that, if dissatisfied with the outcome of an appeal to BIIAB Qualifications	Low

<b>Issue</b>	<b>Detail of Issue recorded</b>	<b>Risk rating</b>
	Limited that they have the right to submit a complaint to SQA Accreditation, as the qualifications regulator.	

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 6	BIIAB Qualifications Limited should consider providing best practice guidance on delivery of e-learning for its providers.
4. Principles 9 & 14	The Equality Impact Assessments carried out by Provider 2 did not appear to take account of all nine protected characteristics — marriage and civil partnership were missing. Although it is recognised that not all of the nine protected characteristics apply to education providers, it is recommended that the awarding body reviews providers understanding of the Equality Act (2010) and its applicability to ensure that it is appropriate.

## **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 BIIAB Qualifications Limited'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, 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 excellent customer service provided ensures that learners have a user-friendly experience undertaking the Scottish Certificate for Personal Licence Holders online exam, therefore minimising stress for learners.
- ◆ The Scottish Certificate Personal Licence Holders BIIAB Handbook is extremely good for both supporting learners undertaking the provider's e-learning course and the BIIAB online exam — and for reference purposes in their employment.
- ◆ The customer service team is very accessible and easy to communicate with. They answer phones promptly and provide advice when requested.

Provider 2 highlighted:

- ◆ A good supportive relationship is provided — especially during the pandemic.
- ◆ BIIAB is recognised as one of the leading awarding bodies for the Scottish Certificate for Personal Licence Holders.

Provider 3 highlighted:

- ◆ Excellent support is provided by the external quality assurer (EQA) and customer support team.
- ◆ They have a quick turnaround time for learner certificates.
- ◆ The support material provided is exceptional.

### 2.2 Issues

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

When reviewing the provider-devised documentation the Accreditation Auditor noted that a number of its documents had no version control eg *Reasonable Adjustments* policy. The Accreditation Auditor was unable to ensure that only the most up-to-date versions of applicable documents are available at the point of use.

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



**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.**

The *BIIAB Qualifications Ltd Remote Invigilation Policy V2, February 2021* states Invigilators must:

- ♦ validate the Identification (ID) of the candidate through passport/driving licence or another form of photographic ID.
- ♦ produce suitable identification and show this clearly on the screen. Note without the correct identification being shown at the time of exam the exam cannot be taken.

However, the Exam Instructions sent to learners by email on 23 July 2021 state that 'Before the invigilator starts to record the exam, the candidate must show relevant ID.'

The Accreditation Auditor reviewed three video recordings of learners undertaking a BIIAB online exam for the Scottish Certificate of Personal Licence Holders qualifications. (The recordings were uploaded to SharePoint by BIIAB Qualifications Limited.)

When reviewing the three videos the Accreditation Auditor noticed that one of the three learners showed their driving licence as ID to the invigilator after the video recording had started, whereas the ID for the other two learners was shown off-camera to the invigilator. The conflicting information provided may have contributed to a lack of standardisation by the invigilator across all three learners as to when ID was to be verified.

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

**Regulatory Principle 13. The awarding body and its providers must ensure that they have systems and processes which ensure the effective quality assurance of accredited qualifications.**

The Training Delivery and Assessment Strategy for Scottish Personal Licence Holders Qualifications (October 2019 — Approved by ACG on 11 December 2019) states the following on (page 4):

#### 5. Training Delivery

To ensure consistency and quality of delivery across all awarding bodies and centres, the following instructions should be adhered to:

- e) A variety of best practice approaches such as drawing out learner experiences, sharing of positive working practices, discussion and interactive exercises are also encouraged. Delivery of training is subject to review by external verifiers.

During the pandemic both Providers 1 & 2 moved from delivering their courses from face-to-face to e-learning. Both e-learning courses used by Providers 1 & 2 for their learners have been designed specifically to cover the learning outcomes required for the Scottish Certificate for Personal Licence Holders qualifications.

In reviewing both e-learning courses undertaken by learners from Providers 1 and 2, the Accreditation Auditor was unable to evidence how either of the e-learning courses were able to

draw out the sharing of positive working practices and discussion — as stipulated in the Training Delivery and Assessment Strategy for Scottish Personal Licence Holders Qualifications (October 2019 — Approved by ACG on 11 December 2019).

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

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

**Regulatory Principle 16. The awarding body and its providers must have open and transparent systems, policies and procedures to manage complaints.**

*The Qualification Specification Scottish Certificate for Personal Licence Holders at SCQF Level 6 Accreditation Code: R650 04 and Scottish Certificate for Personal Licence Holders (Refresher) at SCQF Level 6 Accreditation Code: R651 04 Version 3 (May 2021) states on page 15 that BIIAB is committed to ensure that: Approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware.*

The contact details provided by both Providers 1 and 2 in their complaints policy are for a competitor awarding body and not the contact details of SQA Accreditation, the qualifications regulator.

This has been recorded as **Issue 4**.

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

**Regulatory Principle 17. The awarding body and its providers must have clear, fair and equitable systems, policies and procedures to manage appeals.**

*The Qualification Specification Scottish Certificate for Personal Licence Holders at SCQF Level 6 Accreditation Code: R650 04 and Scottish Certificate for Personal Licence Holders (Refresher) at SCQF Level 6 Accreditation Code: R651 04 Version 3 (May 2021) states on page 15 that BIIAB is committed to ensure that: Approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware.*

The provider-devised *Complaints & Appeals Procedure in Relation to Provision of BIIAB Courses* given to the Accreditation Auditor by Provider 1 does not make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.

Neither did it inform candidates if still dissatisfied with the outcome of their appeal to BIIAB Qualifications Limited that they have the right to submit a complaint to SQA Accreditation, as the qualifications regulator — whose role it is to review and ensure that the correct awarding body policies and procedures had been followed.

This has been recorded as **Issue 5**.

## 2.3 Recommendation

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

During the pandemic both Providers 1 & 2 moved from delivering their courses from face-to-face to e-learning. Both e-learning courses used by Providers 1 & 2 for their learners have been designed specifically to cover the learning outcomes required for the Scottish Certificate for Personal Licence Holders qualifications.

Provider 2 informed the Accreditation Auditor that they would like BIIAB Qualifications Limited to provide best practice guidance for delivery of e-learning for its providers.

BIIAB Qualifications Limited should consider providing best practice guidance on delivery of e-learning for its providers.

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

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

**Regulatory Principle 14. The awarding body and its providers must ensure that its qualifications and their delivery and assessment are fair, inclusive and accessible to learners.**

The Equality Impact Assessments carried out by Provider 2 did not appear to take account of all nine protected characteristics — marriage and civil partnership were missing. Although it is recognised that not all of the nine protected characteristics apply to education providers, it is recommended that the awarding body reviews providers understanding of the Equality Act (2010) and its applicability to ensure that it is appropriate.

This has been noted as **Recommendation 2**.

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