



Provider Monitoring Report

**Engineering Construction Industry Training Board
(ECITB)**

26 May 2020 and 29 September 2020

Contents

1	Background	1
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	4
2	Good Practice, Issues and Recommendations	5
2.1	Good Practice	5
2.2	Issues	5
2.3	Recommendations	5
3	Acceptance of Provider Monitoring Findings	7

1 Background

Two providers were monitored remotely on 26 May and 29 September 2020.

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

ECITB provider monitoring dates: 26 May 2020 and 29 September 2020

Provider Monitoring Report approved by Accreditation Co-ordination Group on: 21 October 2020

Provider Monitoring Report to be signed by ECITB: 4 December 2020

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 three Recommendations have been noted.

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.

Recommendation	Detail of Recommendation noted
1. Principle 6	ECITB may wish to remind providers that it is important to make a formal record of standardisation meetings.
2. Principle 7	ECITB may wish to consider varying the geographical location of standardisation meetings within Scotland if these are reconvened in future.
3. Principle 14	ECITB should ensure that definitions and examples of maladministration in provider policies are clear and detailed sufficiently when next reviewing provider policies.

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 ECITB'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:

- good communication and regular updates
- easy registration process
- quick resolution of problems

Provider 2 highlighted the:

- high standard of quality assurance
- positive and detailed feedback from the ECITB external quality assurers

2.2 Issues

No Issues have been recorded.

2.3 Recommendations

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

Provider 1 was undertaking standardisation meetings but there had been no formal record of these meetings since 2018. Staff did indicate that they intended to reintroduce formal recording for future meetings.

ECITB may wish to remind providers that it is important to make a formal recording of standardisation meetings.

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

Regulatory Principle 7. The awarding body shall have effective arrangements for communicating with its staff, stakeholders and SQA Accreditation.

Provider 2 commented that the ECITB annual standardisation meetings are always held in Aberdeen and that a different venue each year would make it easier for attendees.

ECITB may wish to consider varying the geographical location of standardisation meetings within Scotland if these are reconvened in future.

This has been noted as **Recommendation 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 malpractice and maladministration policies at both providers monitored would benefit from a clearer and more detailed definition of maladministration with examples, thereby ensuring that maladministration is understood fully and that any incidences can be recorded and managed appropriately.

ECITB should ensure that definitions and examples of maladministration in provider policies are clear and detailed sufficiently when next reviewing provider policies.

This has been noted as **Recommendation 3**.

3 Acceptance of Provider Monitoring Findings

For and on behalf of ECITB:

For and on behalf of SQA Accreditation:

Print name

Print name

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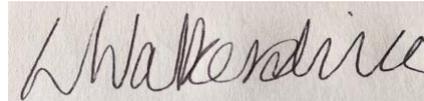
LAURA WALKERDINE

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Signature

Signature

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Designation

Designation

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SENIOR REGULATION MANAGER

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Date

Date

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22 OCTOBER 2020

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