



Provider Monitoring Report

EduQual Ltd

12 August 2021 to 8 October 2021

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1 Background

One provider was remotely monitored between 12 August and 8 October 2021.

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

EduQual Ltd provider monitoring dates: 12 August to 8 October 2021

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 27 October 2021

Provider Monitoring Report to be signed by EduQual Ltd: 9 December 2021

Action Plan to be emailed
to regulation@sqa.org.uk by EduQual Ltd 9 December 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 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.
- ◆ 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 emailed to EduQual Ltd 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. Principles 6 & 11	The provider-devised <i>Equal Opportunities</i> policy (reviewed 2 July 2021) given to the Accreditation Auditor by Provider 1 does not reference the Equality Act 2010, nor does it reference all nine protected characteristics — it is missing pregnancy and maternity.	Very Low
2. Principles 6 & 14	<p>On reviewing the provider-devised <i>Malpractice Policy</i> (2015) given to the Accreditation Auditor by Provider 1, it made no reference that they must inform the awarding body when any cases of malpractice are suspected or discovered.</p> <p>In addition, the policy does not mention maladministration. The Accreditation Auditor acknowledges that there have not been any incidences of malpractice or maladministration at the provider regarding SQA accredited qualifications.</p> <p>Nonetheless, the policy does not ensure necessary safeguards to prevent and manage cases of malpractice and maladministration, in accordance with the Regulatory Principle 14.</p>	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 EduQual Ltd'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 that the awarding body always respond to queries in a timely and prompt manner.

2.2 Issues

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

Regulatory Principle 11. The awarding body shall ensure that its qualifications and their assessment are inclusive and accessible to learners.

The provider-devised *Equal Opportunities* policy (reviewed 2 July 2021) given to the Accreditation Auditor by Provider 1 does not reference the Equality Act 2010, nor does it reference all nine protected characteristics — it is missing pregnancy and maternity.

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

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

Regulatory Principle 14. The awarding body and its providers shall ensure that it has safeguards to prevent and manage cases of malpractice and maladministration.

SQA Accreditation's Regulatory Principles (2014) states that 'The awarding body and its providers must have clearly-defined processes to deal with malpractice and maladministration. The awarding body must inform SQA Accreditation when any cases, or suspected cases, of malpractice and/or maladministration are discovered.'

On reviewing the provider-devised *Malpractice Policy* (2015) given to the Accreditation Auditor by Provider 1, it made no reference that they must inform the awarding body when any cases, or suspected cases of malpractice are discovered.

In addition, the policy failed to mention maladministration. The Accreditation Auditor acknowledges that there have not been any incidences of malpractice or maladministration at the provider regarding SQA accredited qualifications.

Nonetheless, the policy does not ensure necessary safeguards to prevent and manage cases of malpractice and maladministration, in accordance with the Regulatory Principle 14.

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

3 Acceptance of Provider Monitoring Findings