



Provider Monitoring Report

Glass Qualifications Authority (GQA)

13 December 2024

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1 Background

One provider was remotely monitored on 13 December 2024.

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

GQA provider monitoring date: 13 December 2024

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 29 January 2025

Provider Monitoring Report to be signed by GQA: 12 March 2025

Action Plan to be emailed
to regulation@sqa.org.uk by GQA Not applicable

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 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 GQA 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, no Issues have been recorded and two 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 and therefore do not form part of the Action Plan.

Recommendation	Detail of Recommendation noted
1. Principles 8 and 16	GQA should consider uploading its GQA 414 Complaints Procedure, Version No 8 to SharePoint for auditing and provider monitoring purposes.
2. Principle 13	GQA should continue to be mindful of the need to provide additional external verification visits for international delivery for provider 1 by GQA’s External Quality Assurers (EQA), if deemed necessary.

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 GQA'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 provider 1:

- ◆ GQA's customer service is good and very supportive.
- ◆ Our current EQA is very thorough in her approach when she visits, and we welcome this style of external verification.
- ◆ GQA systems which are in place at this time are fit for purpose and user friendly.

2.2 Issues

No Issues were recorded.

2.3 Recommendations

Regulatory Principle 8. The awarding body must ensure that SQA Accreditation is granted access to all information relating to accredited qualifications.

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

Prior to the provider monitoring activity for provider 1, the Accreditation Auditor reviewed GQA 414 Complaints Procedure, Version No 8 on GQA's website. However, this document was not available on SharePoint.

GQA should consider uploading its GQA 414 Complaints Procedure, Version No 8 to SharePoint for auditing and provider monitoring purposes.

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

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 GQA Qualification Implementation Guidance Requirements covering Centre Approval, Candidate Assessment and ongoing Quality Assurance states the following under subject heading '2.3 Centre Approval, Monitoring Reviews and Quality Assurance':

The centre recognition/approval process is the start of a significant part of the awarding body's quality assurance system. The Approval process will begin with an external quality assurance review of centre procedures to ascertain the potential centres ability to deliver GQA qualifications and / or units of credit. Centres will be expected to meet the relevant regulatory authority criteria for delivery of qualifications prior to initial approval; continued compliance with the criteria will be monitored through regular external quality assurance visits. It is recommended that centre reviews are conducted at minimum every six months by a GQA External Quality Assurer (EQA).

New or multi-site centres may be required to undertake quarterly or more frequent external verification reviews to ensure that different locations can be seen to satisfy the national requirements.

Provider 1 has been approved by GQA to deliver the SVQ in Process Industries Operations Controlling Process Operations to learners internationally.

On reviewing the GQA233 External Quality Assurance Monitoring Report dated 28/11/2024, the Accreditation Auditor noted that the EQA recorded that 'International learners [at provider 1] are remote, and, for many, English is not the first language of the learners. There was a need to show that assessment of these learners was robust. Internal Verifiers have sampled 100% of the portfolios for these learners.'

The EQA agreed an anticipated number of two external quality assurance visits per year. The rationale given by the EQA for this was that two visits per year ensures that any emerging issues are likely to be picked up.

GQA should continue to be mindful of the need to provide additional external verification visits for international delivery for provider 1 by GQA's EQA, if deemed necessary.

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

3 Acceptance of Provider Monitoring Findings