

Provider Monitoring Report

The Prince's Trust

12 November to 14 November 2019

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1 Background

Two providers were monitored between 12 November 2019 and 14 November 2019.

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

The Prince's Trust provider monitoring date: 12 November to 14 November 2019

Provider Monitoring Report approved by Accreditation Co-ordination Group on: 12 February 2020

Provider Monitoring Report to be signed by The Prince's Trust: 25 March 2020

Action Plan to be emailed to regulation@sqa.org.uk by The Prince's Trust 25 March 2020

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 emailed 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 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 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 The Prince's Trust 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, one Issue has been recorded.

Issue	Detail of Issue recorded	Risk rating
1. Principle 12	The provider's complaints policy makes no mention of the candidate's right to complain to the regulator.	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 The Prince's Trust'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 2 highlighted: The qualification suits the needs of the target audience very well, especially in terms of building confidence and learning life skills.

2.2 Issues

Regulatory Principle 12. The awarding body and its providers shall have open and transparent systems to manage complaints.

When reviewing documentation at provider one, the Accreditation Auditor noted that the complaints policy made no mention of a candidate's right to complain to SQA Accreditation regarding accredited qualifications.

The last section of *External Complaints Policy* states 'At this stage if you are still not satisfied with the results of the process, you can then request the Board of Directors for [Provider name] to review the decision. The Board will then decide on what actions to take in order to come to a final resolution.'

The Prince's Trust and its providers must make candidates aware of their right to complain to the regulator.

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

2.3 Recommendations

There were no Recommendations.

3 Acceptance of Provider Monitoring Findings