

Provider Monitoring Report

RSL

2 December 2018

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1 Background

One provider was monitored on 2 December 2018.

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

RSL provider monitoring date:	2 December 2018
Provider Monitoring Report approved by Accreditation Co-ordination Group on:	9 January 2019
Provider Monitoring Report to be signed by RSL:	21 February 2019
Action Plan to be e-mailed to regulation@sqa.org.uk by RSL	21 February 2019

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 e-mailed 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 e-mail 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

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 RSL 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 11	The teacher and both learners have not complied with UKA Dance <i>Reasonable Adjustments and Special Considerations</i> procedure, which states that 'Learners and Teachers should send requests for reasonable adjustments to UKA Dance before the assessment'.	High

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 RSL'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

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 that:

- ◆ any questions or queries raised are answered promptly and effectively
- ◆ the examination-organising process is simple and straightforward

2.2 Issues

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

UKA Dance *Reasonable Adjustments and Special Considerations* document states that 'Learners and Teachers should send requests for reasonable adjustments to UKA Dance before the assessment'.

Requests for reasonable adjustments should be sent in with the examination applications. UKA Dance reserves the right to refuse an entry from a learner if the adjustment required would affect the integrity of the examination.

Teachers and learners are required to fill in the *Reasonable Adjustments Application form* and send this to UKA Dance along with an original copy of the relevant supporting information (e.g. a medical certificate).

Each request should include the following information:

- the nature of the learner's disability/learning need
- the special assessment arrangements requested
- any supporting evidence or a copy of the evidence

When UKA Dance receive the application, they will make a decision and inform teachers and individual learners within 48 hours of receipt. If it will take longer than this to make a decision, they will inform teachers and individual learners indicating a timescale for the decision.

However, the accreditation auditor noted during the observation of the Graded Examination in Dance (Highland) that the teacher came into the exam room prior to two of the candidates undertaking the theory element of their examinations to request reasonable adjustments for both candidates from the examiner and chief examiner.

At this stage, the teacher provided the examiner with the following information:

- ◆ the nature of the learner's disability/learning need
- ◆ the special assessment arrangements requested
- ◆ any supporting evidence or a copy of the evidence

Both the examiner and chief examiner confirmed to the accreditation auditor that both of these requests should have been sent to UKA Dance prior to the exams taking place, and that this would be recorded in the Regulated Report Form to be returned to UKA Dance.

We conclude, therefore, that both the teacher and the learners have not complied with UKA Dance *Reasonable Adjustments and Special Considerations* procedure, which states that 'Learners and Teachers should send requests for reasonable adjustments to UKA Dance before the assessment'.

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

3 Acceptance of Provider Monitoring Findings