



# **Provider Monitoring Report**

**Safety Training Awards**

**30 September 2021**

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# 1 Background

One provider was remotely monitored on 30 August 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**

Safety Training Awards: 30 September 2021

Provider Monitoring Report approved by  
Accreditation Co-ordination Group on

Safety Training Awards: 09 February 2022

Provider Monitoring Report to be signed by

Safety Training Awards: 20 April 2022

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 one Recommendation has 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.

<b>Recommendation</b>	<b>Detail of Recommendation noted</b>
1. Principle 6	Difficulty using the Awarding Body's Internal Quality Assurers.

## 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 Safety Training Awards 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:

The Provider noted that communication from the awarding body is good, that they are in regular contact and kept up to date with any changes to qualifications.

### 2.2 Issues

No issues were recorded.

### 2.3 Recommendations

**Regulatory Principle 6. The awarding body and its providers must ensure that they have systems and processes which ensure the effective quality assurance of accredited qualifications.**

The Provider noted that when trying to use the awarding body's list of approved Internal Quality Assurers (IQA), to bring in a contractor, they didn't get any replies. The awarding body may wish to separate their approved IQA list into those who are available for self-employed providers and for specific qualifications to ease the process for their smaller providers.

This has been noted as **Recommendation 1**

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### **3 Acceptance of Provider Monitoring Findings**

For and on behalf Safety Training Awards      For and on behalf of SQA Accreditation: