



Provider Monitoring Report

Vocational Training Charitable Trust (VTCT)

7 February 2019

Contents

1 Background	1
1.1 Scope	1
1.2 Provider Monitoring Report Timeline	2
1.3 Summary of Provider Monitoring Issues and Recommendations	3
1.4 Risk Rating of Issues	4
2 Good Practice, Issues and Recommendations	5
2.1 Good Practice	5
2.2 Issues	5
2.3 Recommendations	7
3 Acceptance of Provider Monitoring Findings	8

1 Background

One provider was monitored on 7 February 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

VTCT provider monitoring date:	7 February 2019
Provider Monitoring Report approved by Accreditation Co-ordination Group on:	13 March 2019
Provider Monitoring Report to be signed by VTCT:	26 April 2019
Action Plan to be e-mailed to regulation@sqa.org.uk by VTCT:	26 April 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 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 VTCT 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, three Issues have been recorded; no Recommendations have been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principle 6	Evidence of occupational competence was not available to view for two of the current assessors at the provider. This evidence is required to maintain approval as stated in the <i>VTCT Approval Criteria, April 2018</i> .	Low
2. Principles 6, 7 and 10	VTCT had not externally quality assured the Workplace Core Skills being delivered at the provider. Also, the provider had sought advice from VTCT on the delivery and assessment of Workplace Core Skills but had not been given any information. Additionally, the <i>VTCT EQA Handbook, February 2018</i> does not contain any information on the external quality assurance of Workplace Core Skills.	High
3. Principle 10	One of the assessors at the provider monitored did not have the SVQ 3 Hairdressing at SCQF Level 6 or equivalent. As this qualification or its equivalent is a requirement of occupational competence, as detailed in the Habia assessment strategy, an action should have been raised by the external quality assurer instead of a recommendation.	Medium

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 VTCT'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 the provider:

- ◆ the professional nature of the awarding body
- ◆ the level of support given, especially in regard to the new e-portfolio system being implemented
- ◆ responsiveness to general queries and, in particular, about registration and certification
- ◆ external quality assurers' hairdressing knowledge

2.2 Issues

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

To gain and maintain approval to offer VTCT qualifications, providers need to meet certain criteria. Section C1 on page 6 of the *VTCT Approval Criteria, April 2018* states in relation to qualification delivery arrangements that:

'The centre has sufficient appropriately qualified and competent staff (e.g. assessors and IQAs) as required to deliver the qualification.'

Examples of evidence are:

'Details of assessor's and internal quality assurance qualifications, experience and CPD. Staff records (certificates, CVs and CPD logs) that evidence the requirements to deliver any requested qualifications have been met.'

Evidence of occupational competence was not available to view for two of the current assessors at the provider, as their certificates for SVQ 3 in Hairdressing at SCQF Level 6 or equivalent had not been added to the staff records.

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 7. The awarding body shall have effective arrangements for communicating with its staff, stakeholders and SQA Accreditation.

Regulatory Principle 10. The awarding body shall ensure that it has the necessary arrangements and resources for the effective delivery, assessment and quality assurance of SQA accredited qualifications.

The provider monitored is approved to offer SVQ 2 Hairdressing at SCQF Level 5, SVQ 3 Hairdressing at SCQF Level 6, and all five Workplace Core Skills at SCQF Levels 3 and 4. These particular Workplace Core Skills require separate certification as part of the Modern Apprenticeship Framework. Therefore, assessment evidence needs to be generated, either as part of the SVQ from the Workplace Core Skills Signposting, or by using specially devised assessment tasks, where there are gaps in naturally occurring opportunities within the SVQ. Given that this Workplace Core Skills Signposting identified many gaps in naturally occurring opportunities, the provider opted to devise its own sector-specific Workplace Core Skills assessment materials which had been modified carefully from those produced by SQA Accreditation.

The Accreditation Auditor reviewed the last three external quality assurance visit reports at the provider. In these reports, the VTCT external quality assurer had sampled the SVQ portfolios for both hairdressing qualifications offered but had not sampled the Workplace Core Skills. The provider stated that the Workplace Core Skills had never been reviewed to its knowledge, as part of VTCT external quality assurance activity. The provider expressed concern about this lack of review and stated that they had asked VTCT on several occasions recently for advice on the delivery of the Workplace Core Skills, as they were unsure whether its assessment materials were valid. However, no progress had been made in this regard at the time of provider monitoring. The Accreditation Auditor understands that the external quality assurer appointed to the provider had moved on from VTCT and that a previous external quality assurer was being allocated back to the provider. This change of VTCT staff may have had an impact on the communication to the provider in terms of Workplace Core Skills but it does not mitigate the absence of any external quality assurance activity in this regard to date.

Additionally, the *VTCT EQA Handbook, February 2018* does not contain any information on the external quality assurance of Workplace Core Skills, as would be expected in the context of this document, only hairdressing and beauty are referenced.

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

Regulatory Principle 10. The awarding body shall ensure that it has the necessary arrangements and resources for the effective delivery, assessment and quality assurance of SQA accredited qualifications.

In terms of being occupationally competent, page 17 of the *Habia Qualification Assessment Strategy, January 2015* for SVQ 2 Hairdressing at SCQF Level 5 and SVQ 3 Hairdressing at SCQF Level 6, states that assessors must hold SVQ 3 in Hairdressing at SCQF Level 6 or equivalent.

The last external quality assurance report at the provider monitored, raised a recommendation in reference to one of the assessors, stating that it is recommended that all assessors hold their SVQ 3 Hairdressing at SCQF Level 6 or equivalent qualification. This assessor did not have the SVQ 3 hairdressing qualification or equivalent. As this qualification or equivalent is a requirement of the Habia assessment strategy as stated above, this recommendation should have been raised as an action.

After the external quality assurance visit, the provider took the decision not to use this assessor. However, where staff are found not to have the necessary occupational competence as a result of external quality assurance activity, actions must be given accordingly.

This has been recorded as **Issue 3**.

2.3 Recommendations

No recommendations have been noted.

3 Acceptance of Provider Monitoring Findings

For and on behalf of VTCT:

For and on behalf of SQA Accreditation:

Print name

Print name

.....

.....

Signature

Signature

.....

.....

Designation

Designation

.....

.....

Date

Date

.....

.....