



# **Audit Report**

**Industry Qualifications**

**29 and 30 September 2012**

## Note

Restricted or commercially sensitive information gathered during SQA Accreditation monitoring activities is treated in the strictest confidence. However:

- ◆ The findings of this report, and the associated Action Plan, will be presented to SQA's Accreditation Committee and made available to colleagues from the Welsh Government, the Council for the Curriculum, Examinations and Assessment (CCEA) and the Office of Qualifications and Examinations Regulation (Ofqual), with a view to the contents informing future accreditation and re-accreditation submissions by the awarding body
- ◆ The report will be published on SQA Accreditation's website

Please note that SQA Accreditation monitoring activity is conducted on a sampling basis. As a consequence, not all aspects of an awarding body's performance in quality assurance, contract compliance, implementation, awarding of certificates and fee arrangements have been considered in this report to the same depth.

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## Executive summary

This was the first audit of Industry Qualifications (IQ) since it was approved as an awarding body by SQA Accreditation in May 2012.

### 1.1 Scope and approach

The audit was designed to review and evaluate IQ's strategies, policies and procedures to ensure compliance under the *SQA Accreditation Regulatory Principles (2011)*, Regulatory Directives or Awarding Body Agreement including any Conditions noted.

As this was a full audit of IQ, all Principles were included within the scope of the audit.

An issue has been recorded where the Lead Accreditation Auditor found evidence that the awarding body has not met the standards of one of the following:

- *SQA Accreditation Regulatory Principles (2011)*
- Regulatory Directives
- Awarding Body Agreement or any conditions (s) noted
- any conditions of the qualification(s) accreditation at the time of approval.

The following timescales apply:

- ◆ SQA Accreditation will issue this report within 30 working days of the audit date.
- ◆ The awarding body must sign, and return, the audit report, and associated Action Plan, within 30 working days of the audit report being issued.
- ◆ SQA Accreditation will confirm whether the Action Plan is appropriate to address the issue within a further 20 working days from the date of receipt. This will be subject to the actions proving appropriate to the issues raised.
- ◆ SQA Accreditation will monitor progress towards completion of the actions identified within the Action Plan.

Recommendations are noted to ensure that, where these are agreed during the audit, they are recorded for future reference. As recommendations are recorded for awarding body consideration only, it is not necessary to agree either actions or timescales to resolve these in the awarding body Action Plan.

## 1.2 Awarding body audit report timeline

IQ Audit Date	29 and 30 September
SQA Accreditation Audit Report Date	by 8 November 2012
Date audit report and Action Plan to be signed and submitted by IQ	by 20 December 2012

## 1.3 Background

The three entities which form Industry Qualifications (Industry Qualifications Ltd, Industry Qualifications Limited Liability Partnership and IQ Resources LLP) were approved by SQA Accreditation in May 2012 to offer qualifications in the security sector.

The Limited Liability Partnership model allows centres to become involved as members of and influencers in either or both IQ Qualifications LLP and IQ Resources LLP without making an investment in the organisation. The investment vehicle is IQ Ltd, which is open for investment should members so wish. However, assessment centres do not need to be a member of IQ Qualifications to offer IQ qualifications.

The audit team was provided with full access to the awarding body premises, staff and documentation.

## 1.4 Overview

As a result of the audit and post-audit activities, two issues have been recorded and five recommendations were noted.

The two issues and five recommendations form the basis of the IQ Action Plan. This must be completed and submitted to SQA Accreditation for agreement within 30 working days of receipt of this Audit Report. The Action Plan must be submitted by 20 December 2012.

Area of Concern	No. of Issues	No. of Recommendations	Risk rating
Principle 3	2		Medium
Principle 3		1	N/A
Principle 5		2	N/A
Principle 21		1	N/A
Principle 22		1	N/A
<b>TOTAL</b>	<b>2</b>	<b>5</b>	

## 2 Audit findings

The following sections detail issues raised and recommendations noted against the SQA *Accreditation Regulatory Principles (2011)*, Regulatory Directives or Awarding Body Agreement through the course of the awarding body audit.

### 2.1 Issues

**Principle 3: The awarding body must ensure that they employ robust processes to protect their own business interests as well as the interests of their approved centres and learners.**

During discussion with the Head of Quality and Compliance around the types of records that IQ holds on its external verifiers, it became clear that IQ does not hold physical records on their qualifications, occupational competence and continuing professional development. Checks have been carried out by IQ when the external verifiers were originally appointed, but the office holds no records to verify this. **Issue 1 refers.**

IQ's Conflict of Interest Policy states that all members of the IQ Ltd Governing Body, the QAG and all permanent, part time or temporary staff must sign a declaration of interest and update this on an annual basis. When asked, IQ staff were unable to supply completed declarations for members of the Quality Assurance Group. **Issue 2 refers.**

The evidence available indicates that IQ does not meet the requirements of Principle 3. **Issues 1 and 2 refer.**

### 2.2 Recommendations

**Principle 3: The awarding body must ensure that they employ robust processes to protect their own business interests as well as the interests of their approved centres and learners.**

The awarding body is regularly required to produce question papers for its suite of security qualifications in line with assessment specification. This task is sometimes undertaken by IQ staff and they will also employ writers to submit questions. However, IQ does not specify or hold records of the qualifications, experience and occupational requirements that question setters should meet. **Recommendation 1 refers.**

**Principle 5. The awarding body must promote a culture of continuous improvement within the organisation and throughout their approved centres, and have in place a system which allows them to manage risk.**

External Verifiers are required to complete calculations that determine the overall risk rating score for centres and inform IQ of what the outcome is (for instance low, medium or high). The detail of the calculation for each section is held by the external verifier, and IQ is only informed of the overall rating. No copy of how the rating was calculated is sent to IQ for arithmetical checking or as a record for the centre's file. **Recommendation 2 refers.**

IQ provided evidence of its business planning prior to and on the day of the audit. Although it was evident that IQ is carrying out business planning, evidence of progress against key performance indicators within the likes of the Business Plan and Marketing Plan were not clear. **Recommendation 3 refers.**

**Principle 21. The awarding body must take measures in the design and issuing of their certificates to protect against fraudulent use.**

IQ has a system in place to provide replacement certificates where required. Although identifiable to the awarding body, replacement certificates are not clearly identifiable to the likes of employers and candidates. **Recommendation 4 refers.**

**Principle 22. The awarding body must ensure that qualification and Unit certificates meet SQA Accreditation's minimum requirements, reflect learner achievement, are only issued on the basis of a valid claim, and are supplied within a reasonable and clearly communicated timescale.**

IQ is able to produce unit certificates for candidates where they have not achieved the whole qualification. Although the Audit Team accepts that the demand for unit certification may be low, the awarding body should publicise to its centres and candidates that this service is available. **Recommendation 5 refers.**

### 3 Outstanding approval and accreditation conditions

A condition will be recorded at the time of approval of the awarding body or at the time of accreditation for an SQA-accredited qualification. A condition is recorded when SQA's Accreditation Co-ordination Group finds evidence that the awarding body does not fully meet the *SQA Accreditation Regulatory Principles (2011)*, Regulatory Directives or Awarding Body Agreement.

Principle No.	Condition	Date due
IQ has no outstanding conditions.		

## 4 Risk rating of issues

SQA Accreditation assigns a risk rating to each issue recorded as a result of an awarding body audit activity. The table below illustrates how the rating for an issue is assigned, and identifies the possible impact of the issue on qualifications and/or the learner.

The assignment of a risk rating allows an awarding body to target their resources to areas which have been identified as having a major impact in these areas. The risk rating also allows SQA Accreditation to target its resources to support awarding bodies in improving their performance.

<b>Risk</b>	<b>Impact of issues</b>
Very Low	The issue is likely to cause minimal concern and would not threaten the integrity of the qualification or impact adversely on the learner. Any overall effect is likely to be small scale and/or localised, rather than widespread. The issue identified is unlikely to recur once resolved and no long lasting damage would be anticipated.
Low	The issue is of low impact but of sufficient importance to merit intervention, with a low threat to the systems or procedures associated with the qualification and/or impact on the learner. Disruption may not just be localised but more widespread and would possibly cause residual damage; however, this could be easily corrected without further consequence.
Medium	The issue could potentially damage the credibility of the qualification and/or be detrimental to the learner. There may be some impact to the systems or procedures that support the qualification or the operational effectiveness of the awarding body.
High	The issue could have a high impact on the integrity and reliability of the qualification or the effective operation of the awarding body as a whole if corrective action is not quickly taken. There is a high probability that the qualification and/or learner will be negatively affected.
Very High	The issue will have a serious impact on the integrity and reliability of the qualification or the effective operation of the awarding body if corrective action is not immediately taken. There is a very high probability that the qualification and/or learner will be negatively affected.

In assigning a risk rating, each issue is considered on its own merit, taking account of the context in which it was identified.

## 5 Table of awards

Accredited qualifications currently offered by IQ.

SQA Accredited Qualification Title	SCQF Level	Code	Accreditation date	Re-accreditation date
IQ Award in Door Supervision (Scotland)	SCQF Level 6	R217 04	30/05/12	31/12/13
IQ Award in Security Guarding (Scotland)	SCQF Level 6	R218 04	30/05/12	31/12/13
IQ Award in CCTV Operations (Public Space Surveillance) (Scotland)	SCQF Level 6	R219 04	30/05/12	31/12/13
IQ Award for Upskilling Door Supervisors (Scotland)	N/A	R235 04	11/07/12	31/12/13

## 6 List of documents reviewed pre-audit and post-audit

Document title	Date of issue	Version number
Changes in Control Protocol	2011	
Information Protocol		
IQ SQA Business Plan	20 July 2012	Version 1.0
Scotland Marketing Plan 2012 to 2014	11 July 2012	Issue 2
CCTV Scotland Specification	15 August 2012	Version 2.0
DS Scotland Specification	15 August 2012	Version 2.0
IQ Centre guidance for Security Qualifications	2 October 2012	Version 11.0
SG Scotland Specification	15 August 2012	Version 2.0
Upskilling for DS Scotland Specification	10 September 2012	Version 2.0
Assessment Development		
Exam forms		
Portfolio forms		
Reasonable Adjustments policy	17 March 2011	Version 2.0
Special Assessments and Considerations policy	9 July 2012	Version 5.0
Language policy	17 March 2011	Version 2.0

<b>Document title</b>	<b>Date of issue</b>	<b>Version number</b>
SQA Scottish Certificate sample		
Enquiries and Complaints procedure	9 July 2012	Version 1
Customer Service Policy	9 July 2012	Version 5
Malpractice policy	9 July 2012	Version 4
Cooperation and Compliance protocol		
Risks and Issues Log		
Fees and Packaging policy	19 September 2011	
Invoicing Policy	19 September 2011	
Price Guide	October 2012	
Sample Invoice		
Standardisation of MCQ, working instructions	16 November 2011	
Appeals and EARs Policy	9 August 2012	Version 6
OQAR Plus Report	2010	
Conflict of interest policy		
Qualifications Withdrawal Policy	19 September 2011	
SMT agenda QA report	12 June 2012	
Becoming a member		
Data Protection policy	31 May 2012	Version 3.0

<b>Document title</b>	<b>Date of issue</b>	<b>Version number</b>
Governance and Organisation structure		
IQ Boards and Committees		
People Management policy	25 March 2011	Version 1.0
Articles new version	2011	
IQQ LLP Ag.IssM1.2	September 2012	Issue 1.2
Responsible Officers CV		
Diversity and Equality policy	31 May 2012	Version 3.0
Diversity and Equality policy	17 March 2011	Version 2.0
Role of Responsible Officer	20 September 2011	V1
Continuous Quality Improvement Process		
QMS OQAR Report		
Qualification Maintenance Review Procedure	9 May 2012	
QAG procedures	2011	
IQ Quality Assurance Guide	2 October 2012	Version 5.0
Hub Centre (satellite) agreement guide		
IQR Quick Start Guide	21 September 2011	Version 1.0
Qualification Approval and Development guide	10 July 2012	Version 6.0
Centre Approval Guide	10 July 2012	Version 5.0

<b>Document title</b>	<b>Date of issue</b>	<b>Version number</b>
IQ Centre QMS centre guide	2 October 2012	Version 7.0
Qualification Maintenance review	9 May 2012	
Qualification Research and proposal	2 May 2012	Version 3.0
Qualification Development		
Unit Development E32		
Scottish Centres Quickr list		
Quality Assurance Group Notes and Actions	February 2012	
Quality Assurance Group Notes and Actions	May 2012	
Board Meeting Minutes and actions	April 2012	
Board Meeting Minutes and actions	September 2012	
Standardisation Report		
IQ Board and Committee Structure, Policy on Responsibilities		



## 7 Action plan

A separate document in Microsoft Word has been forwarded with this Audit Report.

Area of Concern	Issue	Risk rating	Proposed Action	Target date for completion
3	1. IQ does not hold records on its external verifier's qualifications, occupational competence and continuing professional development.	Medium		
3	2. IQ does not hold declarations of interest for employees as required by its Conflict of Interest Policy.	Medium		

### Signatures of agreement of action plan

For and on behalf of Industry Qualifications:

**Signature**

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**Date**

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For and on behalf of SQA Accreditation:

**Signature**

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**Date**

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## 8 Acceptance of audit findings

For and on behalf of Industry Qualifications:

**Signature**

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**Designation**

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**Date**

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For and on behalf of SQA Accreditation:

**Signature**

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**Designation**

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**Date**

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