

SQA Accreditation Annual Report 2011-12

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Chief Executive's Statement

Like many other organisations in the public and private sectors, we have faced a year of adapting to a constantly changing and challenging environment. This has seen, among other changes, the approval of our Regulatory Principles, the broadening of our criteria for accredited qualifications, and the introduction of desktop audit procedures.

We have striven to ensure the changes we are making have been developed and introduced in a seamless manner, with full engagement with our stakeholders. We have sought to provide support, advice and guidance, whilst maintaining the rigorous standards with which we are associated.

We have also worked on external factors which impact our activities, such as UK Commission for Employment and Skills (UKCES) changes to the approach to the delivery of Universal Services, and the Scottish Government's review of Post-16 Education and Training. We have maintained a clear focus on fulfilling our role as a key contributor to, and representative of, Scotland's interests in the shaping of these policies.

Like other public bodies, we are operating in an environment where we face both internal and external budgetary constraints and, as a result, have taken an approach that seeks to develop processes that remain robust and responsive whilst recognising the need to be 'lean'. All the measures we have taken are designed in collaboration with our stakeholders.

Our key successes this year include:

- ◆ The approval of Regulatory Principles — this is a radical change in the way we regulate, allowing greater flexibility and innovation for awarding bodies.
- ◆ Streamlined Accreditation — information relating to systems that a body has submitted to substantiate its adherence to our Principles need not be resubmitted for each qualification. This reduces the length of time taken for submissions to be considered for accreditation.
- ◆ Provision of a web interface to allow awarding bodies to submit and update their banked documents electronically against individual Key Goals.
- ◆ Extension of our Credit rating service to all accredited qualifications — building on the well-respected Scottish Vocational Qualification (SVQ) methodology for credit rating, a new system has been introduced which allows all accredited qualifications to be credit rated.
- ◆ Introduction of Desktop audit — to support remote monitoring of centres and awarding bodies, with the aim of reducing travel and time commitment.

The culmination of this work was presented at SQA Accreditation's event for awarding body and Sector Skills Councils in February 2012. As the event was well attended and positive feedback was received from stakeholders, SQA Accreditation will hold this event on an annual basis.

Our focus for 2012–13 will be to fully embed the new Regulatory Principles (2011) and new processes and procedures to create an environment of stability that allows our stakeholders to engage with us confidently and coherently. We recognise that the best, and most successful, way to achieve this is by working closely with our stakeholders.

Dr Janet Brown
Chief Executive, SQA

Annual update: operational activity 2011–12

This section summarises SQA Accreditation's operational activity for April 2011 to end of March 2012. It gives an overview of significant developments that occurred throughout the year, and shows how SQA Accreditation met its operational objectives for the year through the implementation of project groups.

Significant developments

Principles-based regulation

The shift to a principles-based approach to regulation complements the risk- and evidence-based models already in place. Risk-based regulation will remain central to determining how resource is prioritised while the new principles-based regulation will steer expectations of awarding bodies and the way which SQA Accreditation interacts with them.

Principles-based regulation means, where possible, a move away from dictating to awarding bodies through detailed, prescriptive criteria. Instead, awarding bodies will be allowed the flexibility to decide how best to align their business objectives and processes with the regulatory outcomes specified by SQA Accreditation.

Regulation that focuses on outcomes rather than prescription is more likely to support development and innovation. Any set of prescriptive rules is unable to address changing market circumstances which can cause delays to change. SQA Accreditation's aim is to focus on the outcomes of processes, not the processes themselves. This will ensure that there is greater focus on learner outcomes and experience, greater flexibility and less complexity and, key to the success of this change, it allows awarding bodies to act in the spirit of regulation and not to its letter.

Regulatory Principles

The Regulatory Principles will mean that there is a change to the existing formats for qualification submission and reporting mechanics. Included in this will be a review of the awarding body approval process, audit reporting, and the procedures around these. For example, non-compliances and observations will be replaced with Issues and Recommendations. The Quality Enhancement Ratings may also require amendment in line with these changes.

Desktop audit methodology

For quality assuring SQA accredited provision at centre level, desktop audit is currently the only approved alternative to conducting an actual centre visit. New technology that is being used in assessment and verification, (e-assessment and online submissions) may give rise to other methodologies that will be explored. Desktop monitoring should not be viewed in isolation, but as part of a toolbox, and additional methodologies will be considered.

Desktop auditing is potentially not suitable for vocational qualification review — SQA Accreditation recommends that portfolio and work based assessments need to be viewed on site in a physical visit.

There is a need to continue to use desktop auditing to minimise both bureaucracy and cost, but a more detailed review will be completed to fully analyse the appropriateness of the methodology in respect of centres delivering portfolio based qualifications (such as SVQs and Competence Based Qualifications (CBQs)) as well as other qualification types, with consideration given to centres which may be linked to public funding.

New process for data collection

The process for data collection was changed in June 2011. Previously, candidate data was collected and processed to produce a record of achievement for each candidate. For various reasons it was decided to alter this process so that records of achievement were no longer printed. Candidates were not disadvantaged through this change as they still receive their certificate from the awarding body.

Awarding bodies are now only required to submit overall numbers of registrations and certifications for each accredited qualification. This results in a less bureaucratic data collection process. Feedback on this change so far has been very positive, with awarding bodies indicating that they prefer the new template and that the updated process is now far more efficient.

The new template, guidance and timelines for the data collection process can be found on the Research and Information section of the Accreditation website: <http://www.sqa.org.uk/sqa/46992.3042.html>

Project Groups for 2011–12

To ensure that the objectives identified in the operational plan could be realised, a series of internal project groups were established. These included representatives from each of the SQA Accreditation sections. The key objectives and findings for each project group are summarised below.

External communications

The External Communications Group's activities for the year were based on issues highlighted by a comprehensive survey of stakeholders carried out by Ashbrook Research and Consultancy. These were combined with the need to communicate operational changes, and focused on two main areas. The first was how SQA Accreditation staff communicate with stakeholders direct, and the second was how information is communicated via the SQA website.

The project team carried out an analysis of the types of organisations seeking approval as awarding bodies, from initial enquiry stage to the approval decision made at the Accreditation Co-ordination Group (ACG). . This informed the development of criteria for responding to enquiries and the pulling together of an information pack that can be posted or e-mailed to enquirers. A separate pack of information was collated for use by other stakeholders, such as SSCs, Sector Bodies and Scottish Government. A new generic presentation on the work of SQA Accreditation was also developed for staff members who engage with external stakeholders.

The project group also analysed how approved awarding bodies recognise and promote their 'approved' status and determined a need for clearer guidance/advice on how this status should be promoted. This guidance became part of the revised content for the SQA Accreditation web pages, and will be added to the guidance on use of logos on certificates and publications.

The website content has been thoroughly reviewed and, where possible, revised using plainer language and a less complicated structure for navigation by users. SQA Accreditation's website is more user-friendly as a result of this review, and provides easier access to information for stakeholders. This allows new process developments and updates to be communicated in a more efficient and effective way.

To help stakeholders understand any 'jargon', acronyms or specific meanings given to terminology, a glossary was compiled for addition to the website and for inclusion in the Accreditation Update.

Progression pathways

The Progression Pathways project group developed a set of guidelines for SQA approved awarding bodies (and other stakeholders) which outlines what is perceived to be best practice when producing Progression Pathways. The guidelines were approved for use by the Accreditation Committee in September 2011, and the group produced a Progression Pathways webpage on the SQA Accreditation website. The webpage has now gone live and the work of this group is now complete.

Streamlined Accreditation

Streamlined Accreditation is a refined approach to the SQA Accreditation of Qualifications and will reduce the time taken to accredit qualifications yet maintain the rigour of the accreditation process.

The main output from the previous year's project work was the development of a single document *Criteria for Accredited Qualifications and Guidance for Accreditation Submissions*. This contains guidance and forms against which the awarding bodies' qualification design, development, quality assurance systems and procedures could be measured. The group tested the criteria during the pilot phase, and refined the criteria by June 2011.

When considering a streamlined approach, the project group started by determining the minimum requirement that would provide the Accreditation Committee with confidence that the qualification being submitted is suitable for accreditation and fit-for-purpose for Scotland. The project group examined the existing Accreditation submission forms and reviewed each section to consider the critical information required. The group made recommendations as to the areas that could be removed, reduced or retained.

Streamlined Accreditation was formally launched to awarding bodies and Sector Skills Councils in February 2012 at the SQA Accreditation stakeholder event. The revised process went live in April 2012.

Revision of Assessment Strategy Criteria and SVQ Criteria

Following on from work carried out in 2010–11, SQA Accreditation continued to review the SVQ Criteria in order to address feedback received from focus groups at the awarding body/SSC Event held in February 2011. The project group restructured the criteria to take into consideration the requests for:

- ◆ criteria for all accredited qualifications
- ◆ less ambiguous use of language
- ◆ reduced duplication of effort

Subsequently the revised Criteria went out to consultation. The consultation on the Accredited Qualification Criteria (formerly the SVQ Criteria) was conducted via a survey which was advertised on the SQA Accreditation webpages and promoted using Accreditation News, and via the Federation of Awarding Bodies newsletter and the Alliance of Sector Skills Council. Representatives from each SQA Accreditation approved awarding body and all Sector Skills Councils were also directly invited to take part in the consultation.

Response to the consultation was minimal —only 13 completed surveys (seven awarding bodies and six Sector Skills Councils) were received. However, overall feedback indicated that respondents felt that the revised Criteria were a considerable improvement.

The Streamlined Accreditation project group assumed responsibility for the new Accredited Qualification Criteria and will take this work forward as part of Streamlined Accreditation in 2012–13. The SVQ Criteria project group has now been dissolved.

Accreditation Co-ordination Group (ACG) Review

In line with SQA Accreditation's operational objective A5.2.2 'Carry out research to determine whether the Accreditation Co-ordination Group (ACG) delivers an efficient and effective service for awarding bodies', a research project was initiated to help us understand internal and external stakeholders' perspectives on ACG processes.

Internal perspectives were obtained via a questionnaire to SQA Accreditation staff, while external views were obtained through telephone interviews with 11 representatives from awarding bodies and SSCs. The findings indicated that there were some areas of weakness which that we could improve to offer a better service. These included:

- ◆ refined communication methods
- ◆ more robust decision making processes
- ◆ clearer written guidance on all aspects including the overall process
- ◆ less bureaucracy and a more automated approach
- ◆ improved website to aid external communication

In response to the concerns raised, SQA Accreditation drafted an Action Plan aimed at resolving these issues and these matters will be addressed through 2012–13.

Policy review

The Policy Review project group was asked to review accreditation policies and identify any gaps or discrepancies. Two areas of operation that required attention were identified:

- ◆ a policy to describe the need for qualification product approval
- ◆ a complaints and appeals policy

A policy on qualification product approval was produced by the Senior Accreditation Manager and approved by the Accreditation Committee in September 2011.

A complaints and appeals policy had previously been developed, and is part of the wider SQA policy. Details of SQA's current appeals and complaints procedure are available on SQA's website.

It was further noted that some existing policies do not adhere to the approved template format now in use by SQA, and it has been recommended that policies be revised to conform to the template when next reviewed. This will make the suite of policies more coherent when read together.

SCQF credit rating of accredited qualifications

A project group was set up to:

- ◆ Review and revise, as appropriate, the SVQ credit rating methodology, processes and documentation in the light of experience, and to reduce bureaucracy.
- ◆ Introduce revised SCQF credit rating methodology, process and documentation that is fit-for-purpose for use in credit rating all qualifications suitable for accreditation.
- ◆ Review and expand the SVQ credit rating methodology, processes and documentation to cover other qualifications suitable for accreditation. This would be in line with agreement reached by SCQF Partnership, Scottish Government and other key partners.
- ◆ Identify internal capacity issues and address capability issues and training needs linked to the introduction of the revised process.

The group reviewed the methodology, supporting documentation and processes to determine the changes required to support the extension to SQA Accreditation's credit rating work. This work has been completed in addition to examining the resource implications this additional work will have on the Accreditation Unit.

A policy document was also produced and approved at the Accreditation Committee in September 2011. The work of this project group is now complete.

Accreditation database

In 2010/11, SQA Accreditation began working with SQA Software Developers to build a database to meet the needs of the Unit, particularly in relation to accreditation submissions. The database is designed to:

- ◆ Track submissions from receipt by SQA Accreditation through to the decision made at the Accreditation Co-ordination Group (ACG).
- ◆ Provide an accurate record of qualification accreditations, amendments, extensions and withdrawals.
- ◆ Where applicable, document learning outcomes for units.
- ◆ Where applicable, record the credit rating of units, structures and accredited qualifications.
- ◆ Record uptake data (ie registrations and certifications) for all accredited qualifications.
- ◆ Where applicable, generate accreditation codes for units, qualification structures and accredited qualifications.

The new database will replace the current Access, Credit Rating tracker, AS400 and APS systems, and provide one location for all information currently being held on multiple systems. This will result in a more efficient and cost effective use of Accreditation staff time and resource.

Representatives from throughout the Accreditation Unit formed a project group to oversee the management and creation of the new database and to ensure that the database meets SQA Accreditation's needs. The database is bespoke to the Accreditation unit.

Throughout 2011–12 the team moved forward with the development of the software, which is now at the testing stage. The team has continually liaised with the developer to rectify any errors in the system. The database will be implemented in 2012–13, and the backlog of historical data will be uploaded.

Audit Activity 2011–12

SQA Accreditation carries out monitoring of all SQA approved awarding bodies. Monitoring consists of either an audit of the awarding body or the awarding body completing a self-assessment report. This is followed by monitoring visits to a sample of the awarding body's approved centres.

Centre monitoring visits check the effectiveness of the awarding body's systems and procedures against SQA Accreditation's Awarding Body Criteria (April 2007). Monitoring also helps SQA Accreditation establish trends and identify areas that may need further development across awarding bodies.

The SQA Accreditation audit and centre monitoring reports approved during 2011–12 were for 15 audits and 18 centre monitoring reports (54 centre monitoring visits). This is a 16% increase in activity from 2010–11, which is reflected in the increased volume of non-compliances and observations made.

New approved awarding bodies

The following organisations gained awarding body approval in 2011–12:

- ◆ 1st4sport Qualifications
- ◆ The Royal Academy of Dance (RAD)
- ◆ The Chartered Institute of Housing (CIH)
- ◆ Association of Chartered Certified Accountants (ACCA)

In the financial year 2011–12, 21 organisations contacted SQA Accreditation to explore the possibility of becoming an approved awarding body.

Quality Enhancement Rating (QER)

SQA Accreditation moved to an audit system based on an awarding body's Quality Enhancement profile in December 2008. This profile determines when an awarding body will receive an audit within a three year cycle. If an awarding body is rated Low it would be visited within the three-year time scale, if rated Medium within a two-year time scale, and if rated High it would receive an annual audit.

The ratings are based on the number of non-compliances and their rating, and any compliance investigations or any extraordinary regulatory issues which may arise. The ratings are reviewed bi-annually and communicated to each awarding body. Irrespective of the awarding body's rating, SQA Accreditation will carry out centre monitoring visits as part of on-going quality assurance activities.

Analysis of non-compliances and observations

SQA Accreditation's Awarding Body Criteria (April 2007) consists of five Statements of Excellence. These are:

- ◆ Governance and Leadership
- ◆ Quality Enhancement
- ◆ Administration and Support
- ◆ Qualification Development and Design
- ◆ Assessment and Verification

Non-compliances 2011–12

Table 1 shows the number of non-compliances recorded during the main awarding body audit and the centre monitoring visits against Statements of Excellence (SoE)¹.

Statement of Excellence (SoE)	Total non-compliances, by SoE
Governance and Leadership	4
Quality Enhancement	2
Administration and Support	50
Qualification Development and Design	1
Assessment and Verification	14
Total	71

Table 1: Non-compliances, by SoE

During this audit period, the majority of non-compliances were recorded against the Administration and Support SoE. This is to be expected due to the number of Key Goals in this statement. The full audit reports can be accessed via our website at <http://www.sqa.org.uk/sqa/16767.1403.html>

Although trends in non-compliances cannot be compared year-on-year due to the varied nature of the issues, in 2011–12 SQA Accreditation continued to identify non-compliances in relation to referencing SQA Accreditation in the awarding bodies' documentation and in their approved centres complaints and appeals process. SQA

¹ The total non-compliances directly correlate to the number of criteria in the Statements of Excellence, ie 10 of the 21 criteria are in the Administration and Support Statement of Excellence.

Accreditation wrote to awarding bodies in 2011 to make them aware of this trend in non-compliance. Most awarding bodies were able to evidence onward communication of this directive to centres. Seven non-compliances were raised specifically against this issue in 2011–12.

The increase in non-compliances is proportionate to the increase in activity from 2010/11. However, there has been an increase in non-compliances in consistency and evidence of assessments (Statement of Excellence 5: Assessment and Verification) specifically surrounding external verification. This will therefore be a focus for 2012–13 activity.

Observations 2011–12

An observation will be noted where an awarding body's processes meet the criteria but there is a potential weakness which may eventually result in a non-compliance if no action is taken. The awarding body is free to choose whether or not to act on the observation. It should be noted that observations continue to be acted upon by the majority of awarding bodies.

Table 2 shows observations made, against Statements of Excellence. The table shows the number noted during the main awarding body audit and centre monitoring visits.

Statement of Excellence (SoE)	Total observations, by SoE
Governance and Leadership	7
Quality Enhancement	6
Administration and Support	68
Qualification Development and Design	11
Assessment and Verification	30
Total	122

Table 2: Observations, by SoE

During this audit period, the majority of observations were recorded against Statement of Excellence 3: Administration and Support. Although there was a disproportionate rise in the number of observations noted against Statement 4: Qualification Development and Design, these did not refer to one specific issue or trend.

Accreditation Activity 2011–12

One of SQA Accreditation's core functions is to approve awarding bodies, approve qualification products and accredit qualifications. This section provides an overview of accreditation activity for the period 2011–12.

Qualifications accredited

SQA Accreditation has accredited a total of 908 qualifications². This is made up of the following qualification types:

Scottish Vocational Qualifications (SVQs)	717
Other qualifications (such as competence-based qualifications)	152
Regulatory and Licensing qualifications (R&L)	39

SVQs accredited

717 SVQs were accredited (decrease of 7% on prior year). There were decreases in accredited qualifications from City and Guilds, EAL, ECITB, PAAVQSET and SQA. SVQs spanned the following levels:

SVQ Level 1	42
SVQ Level 2	312
SVQ Level 3	297
SVQ Level 4	57
SVQ Level 5	9

147 accredited SVQs were withdrawn during 2011–12. The common rationale for awarding bodies withdrawing SVQs was low or zero uptake of the qualification.

Regulatory and licensing qualifications accredited

39 regulatory and licensing qualifications were accredited (up by 11% on prior year). This increase has come from BIIAB and HABC, who both added to their provision of security and licensing qualifications.

Other qualifications accredited

152 other qualifications were accredited (an increase of 97% on the previous year). Part of this increase is related to the approval of two of the new awarding bodies: ACCA and CIH. This considerable increase is also in relation to existing awarding bodies expanding their provision in 'Other' qualifications such as AAT, CMI, City and

² Please note that more than one awarding body can offer these qualifications, or a variation of the qualification, simultaneously.

Guilds, Pearson Education Limited, FAAL, ECITB, IMI, ITC, NEBOSH, RAD, SQA and WCSM.

SVQ market performance

Table 3 shows SVQ market performance during 2011–12.

This information was previously presented by calendar year, but to align this report to all others produced by SQA Accreditation, the time period has been changed to financial year.

Year	Registrations	+/- %	Certifications	+/- %
2007-08	48,761	n/a	29,357	n/a
2008-09	39,879	-18%	31,206	+6%
2009-10	45,155	+13%	35,066	+12%
2010-11	47,405	+5%	36,713	+4%
2011-12	40,245	-15%	29,945	-18%

Table 3: SVQ market performance

Both registrations and certifications for SVQs have decreased significantly. This may be due to more awarding bodies moving away from traditional SVQs and opting for other competence-based qualifications, such as ECITB who moved almost all of their provision to 'Other' qualifications.

Regulatory and other qualifications market performance

SQA Accreditation started collecting candidate data from awarding bodies offering accredited qualifications other than SVQs from April 2010. Table 4 shows the total registrations and certifications for all Regulatory and Licensing, and Other qualifications from April 2010. Because no historical data is held for these qualification types, this data cannot be compared back any further than 2010.

Year	Registrations	+/-%	Certifications	+/-%
2010-11	19,264	n/a	17,756	n/a
2011-12	40,844	+112%	31,561	+77%

Table 4: Regulatory and other qualifications market performance

Table 4 shows a significant rise in the number of candidate registrations and certifications for Regulatory and Licensing, and Other qualifications. This is reflective of the number of Regulatory and Licensing, and Other qualifications accredited, which increased over the year by 11% and 97% respectively. This also reflects the newly approved awarding bodies which are opting to offer non-SVQ provision such as HABC, FAAL, RAD and Rockschool.

Plan for 2012–13

Moving into the next operational year 2012-13, the operational plan focuses on

- ◆ the implementation of the streamlined accreditation process
- ◆ the embedding of SCQF credit rating in the accreditation process
- ◆ the implementation of the Regulatory Principles

Our aim will be to keep each of these three activities under review in the course of 2012–13, although a formal evaluation exercise will be conducted towards the end of the financial year.

The potential impact of Universal Services funding for SSCs on our processes and activities will also be considered and, where appropriate, SQA Accreditation will realign processes to provide more effective support for Sector Skills Councils with regards to the development of SVQ structures.

Looking further ahead, over the next three years, SQA Accreditation will consider the following activities for inclusion in detailed operational plans.

- ◆ Continue to keep systems and processes under review to ensure that they deliver an effective service to stakeholders yet maintain sufficient robustness to minimise risks to SQA Accreditation and to Scotland's education and skills systems.
- ◆ Review the impact that Universal Services has on accredited qualifications, with a particular focus on SVQs, liaising with Scottish Government and UK Commission for Employment and Skills where there are issues and concerns.
- ◆ Monitor the shifting coverage of industry sectors by SSCs and possible successor bodies to ensure their continued engagement with SQA Accreditation.
- ◆ Monitor changes to the funding of sector bodies and the effect on SQA Accreditation's interface with sectoral development of NOS and qualification products.
- ◆ Report to Scottish Government on the impact of changing sectoral responsibilities on qualification development.
- ◆ Influence Scottish Government and UK Commission for Employment and Skills on any proposed revision to the Universal Services model, thereby ensuring that the needs of Scotland's education and skills systems are met.

- ◆ Consider the implications of regulating qualifications that are delivered and awarded through technological means with a view to determining an appropriate model.
- ◆ Negotiate with Scottish Government a cost recovery model of charging for ancillary activities such as regulating qualifications that are awarded outside the UK.
- ◆ Implement those recommendations from the Post-16 Review which will impact on SQA Accreditation's activities.
- ◆ Implement and monitor the effectiveness of the Regulatory Principles.
- ◆ Continue to explore how best to work with other regulators, including from other sectors, and stakeholders to minimise risk to accredited qualifications through, for example, entering into Information Sharing Protocols, or via other collaborative arrangements.
- ◆ Maintain and continue to improve relationships with awarding bodies, Sector Skills Councils and other stakeholders, such as Skills Development Scotland, to ensure the provision of a high quality service.
- ◆ Work with SQA's Organisational Development team to ensure that the needs of SQA Accreditation staff are maintained and enhanced.

Appendix 1: Summary of Audit Activity 2011-2012

Key
 CMV Centre monitoring visit
 Non-comp Non-compliances
 Obs Observations

Awarding Body	2011-12 Audit Report		
	Audit /centre monitoring date	Non compliances and observations	
		Non-Comp	Obs
Alcohol Focus Scotland	5 December 2011	2	6
Association of Accounting Technicians	1 March 2011 17 March 2011 31 August 2011	1	2
Association of Business Executives	21 March 2011	5	3
BIIAB	18 Jan 2011 28 Jan 2011 9 Feb 2011 10 Feb 2011 8 March 2011 8 April 2011 12 April 2011	0	3
Central YMCA Qualifications	16 February 2011 20 June 2011	2	5
Chartered Management Institute	28 March 2011 30 March 2011	2	2
Edexcel	24 Jan 2011 25 Jan 2011 9 Feb 2011 3 March 2011 23 March 2011	3	4
Education Development International	5 July 2010 23 August 2010 6 July 2010 22 March 2011 15 September 2011	7	9

Awarding Body	2011-12 Audit Report		
	Audit /centre monitoring date	Non compliances and observations	
		Non-Comp	Obs
EMTA Awards Limited	6 Oct 2010 8 Oct 2010 21 Oct 2010 10 Dec 2010 15 July 2011 15 July 2011 21 July 2011 26 July 2011	7	6
Equestrian Qualifications GB Limited	8 June 2011	1	4
Glass Qualifications Authority	28 March 2011 24 November 2011	1	7
Highfield Awarding Body for Compliance	4 August 2011 28 Sept 2011 30 Sept 2011 22 Nov 2011	2	6
Institute of Leadership and Management	20 October 2011	2	4
Institute of Revenues, Rating and Valuation	7 June 2011	2	0
ITC First Aid	14 March 2011 17 March 2011 29 March 2011	3	6
Lantra Awards Limited	19 April 2011 1 August 2011	2	11
NEBOSH	2 Nov 2010	0	3
Rockschool Limited	8 November 2011	1	2
Safety Training Awards	2 March 2011 19 Sept 2011 20 Sept 2011 21 Sept 2011 30 Sept 2011 11 Nov 2011	9	16
Scottish Association of Master Bakers	21 Sept 2010 23 May 2011	8	10
Scottish Qualifications Authority	20 January 2011 9 February 2011 11 March 2011 24, 25 and 28 March 2011 30 March 2011	3	5

Awarding Body	2011-12 Audit Report		
	Audit /centre monitoring date	Non compliances and observations	
		Non-Comp	Obs
	31 March 2011		
The Worshipful Company of Spectacle Makers	13 April 2011	2	6
Vocational Training Charitable Trust	20 Oct 2010 19 Jan 2011	6	2

Notes

Non-compliance and observations totals include centre monitoring visits and awarding body audits

Appendix 2: Current Awarding Bodies

1st4sport Qualifications
Alcohol Focus Scotland (AFS)
Association of Accounting Technicians (AAT)
Association of Chartered Certified Accountants (ACCA)
BIIAB
Central YMCA Qualifications (CYQ)
Chartered Institute of Housing (CIH)
Chartered Management Institute (CMI)
City and Guilds
Pearson Education Limited (Edexcel)
Education Development International (EDI)
Excellence, Achievement and Learning Limited (EAL)
Engineering Construction Industry Training Board (ECITB)
Equestrian Qualifications GB Limited (EQL)
First Aid Awards Limited (FAAL)
GQA Qualifications Limited (GQA)
Highfield Awarding Body for Compliance (HABC)
Institute of Leadership and Management (ILM)
IMI Awards Limited (IMIAL)
Institute of Revenues Rating and Valuation (IRRV)
ITC First Aid
Lantra Awards Limited (LAL)
Mineral Products Qualification Council (MPQC)
National Examination Board in Occupational Safety and Health (NEBOSH)
National Open College Network (NOCN)
Process Awards Authority Limited/VQ-SET (PAA/VQ-SET)
Rockschool (RSL)
Royal Academy of Dance (RAD)
Safety Training Awards (STA)
Scottish Bakers (SAMB)
Scottish Qualifications Authority (SQA)
Vocational Training Charitable Trust (VTCT)
Worshipful Company of Spectacle Makers (WCSM)