



Audit Report

1st4sport Qualifications

17 July 2014

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1 Background

This was the second audit of 1st4sport Qualifications (1st4sport) since it was approved as an awarding body by SQA Accreditation on 6 July 2011.

1st4sport is a brand of Coachwise Ltd. and is an awarding body that has working relationships with various organisations in the active leisure, learning and well-being sectors and which aims to develop and award high quality qualifications. 1st4sport's headquarters are situated in Armley, Leeds.

1.1 Scope

SQA Accreditation carries out quality assurance activity in line with its *Quality Assurance of Approved Awarding Bodies Policy*. This states the type and frequency of our quality assurance activities, our reporting procedures and an indication on how the awarding body's Quality Enhancement Rating is calculated.

As this was a full audit of 1st4sport, all regulatory requirements were included within the scope of the audit. Our quality assurance activities are conducted on a sampling basis and consequently, not all aspects of an awarding body's systems, procedures and performance have been considered in this report to the same depth.

The audit was designed to ensure 1st4sport complies with SQA Accreditation's regulatory requirements namely:

- ◆ *SQA Accreditation's Regulatory Principles* (2014)
- ◆ *all Regulatory Principles Directives*
- ◆ the awarding body's Accreditation Licence

Awarding body documentation considered for review by the Audit Team includes all documents banked on 1st4sport's Quickr Place at the time of audit and information supplied to support audit activity. Restricted or commercially sensitive information gathered during SQA Accreditation's quality assurance activities is treated in the strictest confidence.

1.2 Audit Report and Action Plan Timescales

1st4sport audit date:	17 July 2014
Audit Report approved by Accreditation Co-ordination Group on:	10 September 2014
Audit Report to be signed by 1st4sport:	22 October 2014
Action Plan to be e-mailed to regulation@sqa.org.uk by 1st4sport	22 October 2014

The process will apply in relation to the timescales specified above:

- ◆ The awarding body will be sent two signed copies of the Audit Report by post.
- ◆ The awarding body must sign both copies of the Audit 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 Audit 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 Audit 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 Audit 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 1st4sport as a separate document to the Audit Report and must be submitted to SQA Accreditation in accordance with the timescale specified in 1.2.

As a result of the audit and post-audit activities, two Issues have been recorded and one Recommendation has been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principle 12 and Regulatory Principles Directive 5	The awarding body, within key policies, did not reference the circumstances under which a complaint may be taken either to SQA Accreditation or the Scottish Public Sector Ombudsman (SPSO).	Medium

A Recommendation has been noted where SQA Accreditation considers there is potential for improvement. The awarding body is advised to address any Recommendations noted as good practice, however measures to correct or prevent these are not mandatory and therefore do not form part of the Action Plan.

Recommendation	Detail of Recommendation noted
1. Principle 5	It is recommended that 1 st 4Sport review the content of the awarding body website and all relevant documentation to ensure that appropriate references are made to SQA Accreditation as the Qualifications Regulator in Scotland and all <i>Regulatory Requirements</i> .
2. Principle 10	The awarding body is using the incorrect version of the <i>SkillsActive Quality Assurance Strategy for Qualifications</i> assessment strategy.

1.4 Risk Rating of Issues

SQA Accreditation assigns a rating to each Issue recorded depending on the impact or risk on the awarding body's operations, its SQA accredited qualifications and/or the learner.

Issues recorded during the audit will count towards 1st4sport'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. <http://www.sqa.org.uk/sqa/42387.2733.html>

2 Detail of Audit Issues and Recommendations

The following sections detail Issues recorded and Recommendations noted against SQA Accreditation's regulatory requirements.

2.1 Issues

Regulatory Principle 12. The awarding body and its providers shall have open and transparent systems to manage complaints.

and

Regulatory Principles Directive 5 – Complaints Handling

With respect to complaints, 1st4sport has published a *Position Statement on Customer Service Complaints* and a policy document entitled *1st4sport Learner Complaints Against Recognised Centres*. On inspection though, neither of these documents were found to contain details of the circumstances under which a complaint may be taken either to SQA Accreditation (as the Qualifications Regulator in Scotland) or the Scottish Public Sector Ombudsman (SPSO), as required by *Regulatory Principles Directive 5 – Complaints Handling*.

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

2.2 Recommendations

Regulatory Principle 5. The awarding body shall provide clear information on its procedures, products and services and ensure that they are accurate and appropriate to SQA accredited qualifications.

On inspection of the documentation uploaded to the awarding body's Quickr place and the 1st4sport website, Accreditation Auditors identified numerous references to SQA as a qualifications regulator as opposed to SQA Accreditation. For example, the 1st4sport website contains a page entitled *Our Policies and Procedures* on which it is stated that 'we are regulated by the Scottish Qualifications Authority (SQA) in Scotland'. References to SQA and not SQA Accreditation could cause confusion as to whether SQA Awarding Body or SQA Accreditation is the Qualifications Regulator.

Accreditation Auditors also identified numerous references throughout 1st4sport documentation to SQA Accreditation's *Regulatory Principles (2011)*, however this regulatory document was superseded in April 2014 by the *Regulatory Principles (2014)*.

1st4sport may wish to review the content of the awarding body website and all relevant documentation to ensure that appropriate references are made to SQA Accreditation as the Qualifications Regulator in Scotland and to the *Regulatory Requirements*.

This has been noted as **Recommendation 1**.

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.

Prior to the audit, a copy of the *SkillsActive Quality Assurance Strategy for Qualifications That Confirm Occupational Competence (February 2012)* had been uploaded to the awarding body's Quickr place by 1st4sport. However, the version of the Assessment Strategy uploaded to the Quickr place had been superseded by another version which had been approved by the Accreditation Co-ordination Group (ACG) on 19 September 2012.

On the day of the audit, Accreditation Auditors asked 1st4sport to confirm which version of the Assessment Strategy was being used by the awarding body for the purposes of delivering the *SVQ 3 in Leisure Management at SCQF Level 7* qualification which the awarding body is accredited to offer. 1st4sport representatives confirmed that they were using the old version of the *SkillsActive Quality Assurance Strategy for Qualifications That Confirm Occupational Competence* to deliver the *SVQ 3 in Leisure Management at SCQF Level 7* qualification and not the updated version approved by ACG in September 2012. The differences between the two assessment strategies are minimal and would have no impact. However, the awarding body should take note and make use of the current ACG approved Assessment Strategy going forward.

This has been noted as **Recommendation 2**.

3 Acceptance of Audit Findings

For and on behalf of 1st4sport Qualifications

For and on behalf of SQA Accreditation:

Printed Name

Printed Name

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Signature

Signature

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Designation

Designation

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Date

Date

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