

Audit Meeting Report

Date 2010

Awarding body: City and Guilds
Date of audit: 25 March 2010 and 22 June 2010



Note

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

- ◆ The findings of this report will be presented to SQA's Accreditation Committee and made available to colleagues from the Department for Children, Education, Lifelong Learning and Skills (DCELLS), the Council for the Curriculum, Examinations and Assessment (CCEA) and the Qualifications and Curriculum Authority (QCA), 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

Purpose and scope of audit

This was the tenth audit of City and Guilds since it was approved as an awarding body by SQA Accreditation. The audit was designed to review, evaluate and document City and Guilds strategies, policies and procedures and ensure compliance with SQA's Accreditation's *Awarding Body Criteria (2007)*.

As this was a full audit of City and Guilds, all criteria were included within the scope of the audit.

Background

City and Guilds was approved by SQA Accreditation as an awarding body in 1995. City and Guilds is a nationally recognised awarding body dealing with qualifications spanning a range of industries.

City and Guilds is a registered charity in England, Wales and Scotland (England and Wales 312832, Scotland SC039576). City and Guilds submits its accounts to the respective Charity Commissions annually.

City and Guilds is accredited by Investors in People.

Audit outcome

As a result of the audit and post audit activities, one non-compliance has been recorded and one observation noted.

Awarding body feedback

City and Guilds asked that SQA Accreditation give written feedback on its annual self assessment return.

Statement of Excellence 1: Governance and Leadership

'The awarding body has effective governance, leadership and management, which supports the delivery of SQA, accredited qualifications. The awarding body's strategic aims, objectives and policies are appropriate and are understood by all who refer to them.'

Key Goal 1: The awarding body has robust and transparent governance arrangements

Findings

City and Guilds has policies and processes in place which are designed to ensure robust and transparent governance. A sample of policies, procedures and supporting documentation was discussed and reviewed during the audit.

Corporate governance within City and Guilds is established through a system of boards, committees, policies and procedures.

The main governing body, the Council, is made up of approximately 70 members. The Council is tasked with ensuring the smooth running of City and Guilds. The Council elects from its membership the Executive Committee. This Committee is responsible for ensuring City and Guilds meets its charitable objectives. The Executive Committee has a number of sub-committees which report to it, for example the audit and risk sub-committee.

A number of Advisory Committees also support both the Council and the Executive Committee. The Advisory Committees provide advice on issues relating to the four nations. There is an Advisory Committee that reports on Scottish issues. The Council delegates the day-to-day management of City and Guilds to the Group Board. This Board is chaired by the Director General and has seven other members: six Directors from City and Guilds and the Chief Executive of the Institute of Leadership and Management (ILM).

The Quality and Standards Committee is an independent committee charged with maintaining the integrity of City and Guilds qualifications. This committee operates independently from the normal management structure of City and Guilds and is the final forum for appeals.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 1. No non-compliances have been recorded and no observations noted.

Key Goal 2: The awarding body's leadership is effective

Findings

City and Guilds has policies and processes in place to ensure that its decision-making processes are evidenced-based. A sample of policies, procedures and supporting documentation was discussed and reviewed during the audit.

The current Director General of City and Guilds was appointed in March 2008. Since his appointment the Director General has been encouraging departments to actively support and empower employees. This shared leadership approach is supported by the Council and the Executive Committee.

The Director General's vision has been clearly stated and is based on City and Guilds' five core values. They are:

- striving for excellence
- engaging with others
- acting with integrity
- being innovative
- achieving fulfilment

The five core values have been widely distributed within City and Guilds and were known by all employees sampled during the audit.

The vision, themes and values have resulted in a culture where striving for excellence is the norm.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 2. No non-compliances have been recorded and no observations noted.

Key Goal 3: The awarding body has an effective business planning process

Findings

City and Guilds has policies and processes designed to ensure its business planning processes are effective. The Audit Team reviewed a sample of City and Guilds policies, processes and associated supporting documentation for business planning during the course of the audit. A sample of objectives was selected and was tracked through to completion.

City and Guilds takes a proactive approach to business planning. Business planning throughout City and Guilds uses a range of planning methods, for example cost benefit analysis and cause and effect diagrams. There are a number of business streams, each of which is related to the five core values.

Collating marketing intelligence is the responsibility of the Marketing Intelligence Team. The Marketing Intelligence Team will contact customers, analyse the customers' answers and help other departments to identify the customers' needs and expectations.

City and Guilds has remodelled its risk management process; this was as a result of feedback given after receipt of the 2008 self assessment return. City and Guilds was unable to identify clear evidence of the effectiveness and monitoring of the Business Improvement Strategy.

City and Guilds' corporate vision is documented and widely available. The vision is clearly linked to City and Guilds' Business Improvement Strategy. The strategy is based on four strategic themes. These are:

- Accelerating our growth
- Ultimate customer experience
- Operational excellence
- High performance culture

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 3. No non-compliances have been recorded and no observations noted.

Statement of Excellence 2: Quality Enhancement

'The awarding body has developed and implemented a robust quality framework that ensures a quality product is delivered to the candidate. The awarding body and its staff are committed to a quality culture of continuous improvement through review and evaluation.'

Key Goal 4: The awarding body has a culture of continuous quality improvement

Findings

City and Guilds has a number of policies and processes in place to ensure continuous quality improvement. These include policies and processes for internal audit, customer feedback and external benchmarking. City and Guilds uses a quality enhancement process that includes monitoring, evaluation and, where necessary, taking corrective action.

Continuous improvement is seen as part of the normal daily routine within City and Guilds.

City and Guilds' Customer Relations Department is currently applying for the London Excellence Award. The audit team was provided with access to the submission and related documents. These documents explained in detail how the organisation uses the Customer Survey Index and key performance indicators, to measure and improve performance.

City and Guilds provided its annual four-nation self assessment return in the form of a high-level balanced feedback report based on the European Foundation for Quality Management model. Whilst the report was Anglo-centric, making no mention of Scotland, it was detailed and of good quality. This has been noted as an observation: observation 1 refers.

The report was signed off by the Director General of City and Guilds.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 4 with one observation being noted: observation 1 refers.

Statement of Excellence 3: Administration and Support

'The awarding body's administrative and support arrangements have been designed to reduce bureaucracy, are responsive to stakeholders' needs and are cost effective. The awarding body continually reviews its qualification provision to ensure it has, and deploys, sufficient resources for the administration and support of its qualification provision.'

Key Goal 5: The awarding body has robust systems in place for the management of the service it offers

Findings

City and Guilds has designed and implemented a number of policies and processes to ensure the effective management of the services it offers its customers. The Audit Team reviewed a sample of City and Guilds policies, processes and associated supporting documentation for management of the services it offers its customers during the course of the audit.

City and Guilds operates a business process management model designed to streamline, control and integrate all of its business processes. The model is based on the ARIS platform.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 5. No non-compliances have been recorded and no observations noted.

Key Goal 6: The awarding body has an effective communications strategy that supports its awarding body activities

City and Guilds has designed and implemented a number of policies and processes for communicating with its customers and staff.

City and Guilds uses a variety of methods to communicate with employees and customers. Various examples of methods of communication were discussed during the course of the audit, for example the use of CD-ROMs, the website, staff and customer updates.

City and Guilds guidance documentation and website tend to be Anglo-centric. As an example, the customer services statement allows the reader to jump via a hyperlink to Ofqual's *NVQ Code of Practice* but there is no equivalent hyperlink to SQA Accreditation's *Awarding Body Criteria (2007)*. This has been noted as an observation: observation 1 refers.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 6 with one observation being noted: observation 1 refers.

Key Goal 7: The awarding body has systems and procedures for the approval of centres

Findings

City and Guilds has policies and processes in place for the approval of centres. The Audit Team reviewed a sample of centre files during the course of the audit and found the content appropriate. Where applicable, the content met stated timescales.

City and Guilds operates centre approval processes which are qualification dependent; for example there is one for vocational qualifications and one for end-based examinations (eg SCPLH). The main difference between the approvals processes is that end-based qualifications will be subject to a desktop approval process and may not be subject to an approval visit.

During the course of the audit it was noted that there appeared to be 19 centres within the jurisdiction of the London and south east office that were approved to offer Scottish Vocational Qualifications (SVQs). Further investigation showed this was not the case; in fact only one centre outside Scotland offered SVQs. The anomaly was the result of a unit logging error: a unit code was inserted incorrectly. City and Guilds rectified the issue immediately, taking action to ensure this issue could not happen again. No candidate or centre was disadvantaged by this error.

Currently qualifications rather than centres are risk rated; this process is under review. It is City and Guilds' intention that all centres will be risk rated in the future.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 7. No non-compliances have been recorded and no observations noted.

Key Goal 8: The awarding body has a customer service statement and identified service levels

Findings

City and Guilds has a published customer service statement. City and Guilds has a process in place that ensures its customer charter is reviewed, and where necessary updated annually. The Audit Team reviewed a sample of City and Guilds' policies, processes and associated supporting documentation for management of its customer service statement during the course of the audit.

City and Guilds' customer service statement is published on its website. The webpage has a number of hyperlinks that allow the reader to move between this statement and other relevant documents, for example the appeals process.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 9. No non-compliances have been recorded and no observations noted.

Key Goal 9: The awarding body has open and transparent procedures for complaints and appeals**Findings**

City and Guilds has policies and processes in place for complaints and appeals. The Audit Team reviewed a sample of City and Guilds' policies, processes and associated supporting documentation for the management of complaints and appeals during the course of the audit.

City and Guilds complaints and appeals processes are published on the awarding body's website. When City and Guilds receives a complaint or an appeal it is logged within the appropriate register. The system for investigating an appeal or complaint is based on measurement of impact, identification and fixing of problem areas.

City and Guilds does not state within its complaint or appeals process that a complainant or appellant may progress an appeal or complaint to SQA Accreditation. This has been recorded as a non-compliance: non-compliance 1 refers.

Conclusion

The evidence available confirms that City and Guilds does not meet the criteria. This has been recorded as a non-compliance: non-compliance 1 refers.

Key Goal 10: The awarding body has an effective system for the registration and certification of candidates**Findings**

City and Guilds has policies and processes in place for the registration and certification of candidates. The Audit Team reviewed a sample of City and Guilds' policies, processes and associated supporting documentation for candidate registration and certification during the course of the audit.

Registration and certification is completed via City and Guilds' Walled Garden: specifically the Global Online Assessment (GOLA) system. While centres are actively encouraged to use the Walled Garden, there is also a paper-based system for registering and certificating candidates.

Before the audit, it was confirmed that City and Guilds continues to send its quarterly statistical returns to SQA Accreditation in the correct format and within the allocated timescales.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 10. No non-compliances have been recorded and no observations noted.

Key Goal 11: The awarding body has implemented a diversity and equality strategy**Findings**

City and Guilds has policies and processes in place for diversity and equality.

City and Guilds' diversity and equality strategy is based on policies, monitoring and reporting. City and Guilds has an equal opportunity policy; the policy makes provision for those candidates who require reasonable adjustments. City and Guilds collates equality and diversity statistics from candidate registration forms. Evidence was made available that showed that the awarding body reviews such policies annually.

City and Guilds requires each centre to have, and publish, its own equality and diversity policy. It is the responsibility of the External Verifier to monitor equality and diversity during external verification visits.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 11. No non-compliances have been recorded and no observations noted.

Key Goal 12: The awarding body has a policy and procedure for malpractice and/or maladministration**Findings**

City and Guilds has policies and processes in place for malpractice and maladministration. The Audit Team reviewed a sample of City and Guilds' policies, processes and associated supporting documentation for malpractice/maladministration during the course of the audit.

There has been no case of malpractice and/or maladministration since the previous audit took place.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 12. No non-compliances have been recorded and no observations noted.

Key Goal 13: The awarding body provides clear written guidance for awarding body representatives and prospective or approved centres and their staff**Findings**

City and Guilds has policies and processes in place for the development and issuing of guidance materials. The Audit Team reviewed a sample of City and Guilds' guidance documentation during the course of the audit.

City and Guilds offers its guidance documents via a range of media, such as paper-based, e-based and on CD-ROM.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 13. No non-compliances have been recorded and no observations noted.

Key Goal 14: The awarding body has a record retention policy that takes into account any regulatory or statutory requirements**Findings**

City and Guilds has policies and processes in place for record retention. City and Guilds' representatives stated there had been no major change to these policies and processes since the previous audit.

City and Guilds retains records for a minimum of three years. The awarding body also requires approved centres to retain candidate records for a minimum of three years. Approved centres' compliance with City and Guilds' record retention policy is monitored as part of the external verification visit.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 14. No non-compliances have been recorded and no observations noted.

Statement of Excellence 4: Qualification Development and Design

'The awarding body has demonstrated that it has appropriate experience and ability to design, develop and deliver qualifications. The awarding body assessment methods are rigorous but have sufficient flexibility to ensure that their requirements can be met cost-effectively and in a variety of different circumstances. Copies of the awarding body's assessment methodology and guidance are made available to all those who may wish to use them.'

Key Goal 15: The qualification and associated structure has been designed to ensure it is appropriate and meets the needs of the occupational sector

Findings

City and Guilds has policies and processes for the design and development of qualifications. It was confirmed that the design and content of City and Guilds qualifications and certificates, in the sample reviewed at audit, had not changed since the time of accreditation or re-accreditation of its existing awards.

City and Guilds continues to work with relevant Sector Skills Councils and other stakeholders to ensure its qualification provision meets the needs of industry.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 15. No non-compliances have been recorded and no observations noted.

Key Goal 16: The awarding body has designed an assessment methodology that is fit for purpose

Findings

City and Guilds has policies and processes in place to allow the development of assessment methodologies based on assessment strategies.

City and Guilds has a dedicated Assessment and Development Team that acts in an advisory role to Product Development Teams. City and Guilds also takes into consideration customer feedback (informal and formal) on assessment methodologies and materials. Such feedback is used to improve assessment.

A six-month review is carried out after qualification approval to determine if there are any barriers to uptake as a result of the assessment methodology and materials. If any barriers are identified, an alternative route will be selected and an amendment to the assessment process sought from the regulatory authorities.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 16. No non-compliances have been recorded and no observations noted.

Key Goal 17: The awarding body submits timely and detailed qualification submissions**Findings**

City and Guilds has policies and processes in place to ensure that qualification submissions are submitted to SQA Accreditation by the stated timescales. The Audit Team reviewed a sample of City and Guilds policies, procedures and supporting documentation for assessment during the course of the audit.

The SQA Accreditation Manager(s) with responsibility for overseeing the accreditation and re-accreditation of City and Guilds qualifications was approached and stated that City and Guilds' submissions were provided on time and were of good quality.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 17. No non-compliances have been recorded and no observations noted.

Key Goal 18: The awarding body's assessment methods produce results that are authentic, reliable and consistent**Findings**

City and Guilds has policies and processes in place to ensure the effectiveness of assessment. The Audit Team reviewed a sample of City and Guilds policies, processes and associated supporting documentation for assessment during the course of the audit.

City and Guilds uses a range of methods to ensure that results are authentic, reliable and consistent. These include:

- Continuous professional development logs for assessors, tutors, invigilators and Internal Verifiers
- Monitoring by centre performance team
- Sharing of best practice between centres
- Regional and national events

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 18. No non-compliances have been recorded and no observations noted.

Statement of Excellence 5: Assessment and Verification

'The awarding body's methodology for assessment and verification is rigorous and has been designed to ensure that only those candidates who have shown competence are awarded a certificate. The awarding body only deploys personnel that are qualified and competent.'

Key Goal 19: The awarding body ensures its approved centres have access to appropriately qualified personnel for the range of qualifications they are approved to deliver**Findings**

City and Guilds has policies and processes to ensure that centres have access to qualified personnel for the range of qualifications they are approved to deliver. City and Guilds' representatives stated there had been no major change to its policies, processes and guidance documentation since the previous audit.

City and Guilds continues to require that Assessors, Tutors or Internal Verifiers hold, or are working towards, relevant qualifications. It is the responsibility of the External Verifier to monitor the centre's compliance with this requirement at each external verification visit. Compliance is recorded on the external verification visit report (Form EV) or the examination centre audit report (ECA(R)).

City and Guilds has specific criteria for Invigilators. The criteria highlight that the Invigilator, if acting as the candidate's Tutor, must not be the only Invigilator present during an examination.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 19. No non-compliances have been recorded and no observations noted.

Key Goal 20: The awarding body's systems and procedures for the appointment, training, registration, deployment and monitoring of external verifiers are effective and robust

Findings

City and Guilds has policies and processes for the appointment, training, registration, deployment and monitoring of External Verifiers.

External Verifiers are contracted under a 'supply of services' agreement. City and Guilds currently has 24 External Verifiers supporting its Scottish centres and has the ability to seek the assistance of External Verifiers from other regions as and when required.

The Audit Team sampled a number of files relating to City and Guilds' External Verifiers. The sample was chosen at random and showed that the External Verifiers within the sample were occupationally competent, held a relevant verifier qualification and attended annual update training.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 20. No non-compliances have been recorded and no observations noted.

Key Goal 21: The awarding body has systems and procedures for monitoring the quality and consistency of assessment provided at any location. These systems must ensure that assessment is uniformly systematic, valid and to the defined standard

Findings

City and Guilds has policies and processes for monitoring the quality and consistency of assessment at all of its approved locations. The Audit Team reviewed a sample of City and Guilds' policies, processes and associated supporting documentation for assessment during the course of the audit.

City and Guilds has different monitoring processes in place for different qualification types. Vocational qualifications are subject to a minimum of one monitoring visit per year, while qualifications that are subject to an end-based examination (for example SCPLH) are not externally verified in the conventional sense. Rather, end-based examinations are subject to random unannounced visits at which the examination process is monitored. A copy of the schedule for such visits was reviewed by the Audit Team.

In February 2007 City and Guilds signed up to the Joint Council for Qualifications (JCQ) single inspection service. This meant that inspections of City and Guilds examinations were conducted by JCQ. In January 2009 City and Guilds reverted to carrying out its own inspection of examinations.

City and Guilds is currently carrying out a review of centre management. This review will look at how centres are managed by City and Guilds across all types of qualifications. The review is due to be completed by March 2011.

Conclusion

The evidence available confirms that City and Guilds continues to meet the requirements of the criteria under Key Goal 21. No non-compliances have been recorded and no observations noted.

Conclusion

This was the tenth audit of City and Guilds, and the Audit Team was provided with full access to the awarding body premises, staff and documentation.

City and Guilds' management processes are well established and appear to operate effectively. They are based on the principles of quality enhancement and involve monitoring, evaluation and, where necessary, corrective action. City and Guilds takes a proactive approach to its qualification management. The awarding body seeks feedback from a range of stakeholders. When appropriate, the awarding body will take corrective action as a result of such feedback.

This was a successful audit of City and Guilds. The Audit Team would like to thank those members of City and Guilds who contributed to the audit. The discussions were open and frank and the willingness to provide information and data were appreciated.

City and Guilds continues to demonstrate compliance with SQA Accreditation's *Awarding body Criteria (2007)*.

Appendices

Appendix 1: Current year non-compliances, observations and action plan

Non-compliances

A non-compliance will be recorded where the Lead Accreditation Auditor finds evidence that the awarding body fails to meet any of *Awarding Body Criteria (2007)* or any of the conditions attached to qualification accredited by SQA Accreditation at the time of accreditation. When recording any non-compliance, the Lead Accreditation Auditor will agree the action to be taken by the awarding body and a timetable for resolving the issue.

Non-compliance recorded	Agreed action and date	Key Goal/criterion	Risk rating
1. City and Guilds' appeal and complaint procedures do not state when a centre (or candidate) can progress an appeal (or complaint) to SQA Accreditation.	<p>City and Guilds must review its appeal and complaint procedures to ensure they meet SQA Accreditation's <i>Awarding Body Criteria (2007)</i> fully.</p> <p>A copy of the updated appeal and complaints procedures must be sent to SQA Accreditation by 30 September 2010.</p> <p>Closed out 19 October 2010.</p>	Key Goal 9 refers	2

Observations

An observation will be noted to ensure that any recommendations agreed during the audit are recorded for future reference. As observations are recorded for awarding body consideration only, it is not necessary to agree a timescale to resolve the observation in the awarding body action plan.

Once agreed, the action plan is signed by representatives from both SQA Accreditation and the awarding body and will inform the agenda for the next annual audit meeting.

Observations noted	Action recommended	Key Goal/criterion
1. City and Guilds' documentation is Anglo-centric and does not refer to Ofqual and SQA Accreditation equally.	City and Guilds may wish to review its documentation to ensure that the Scottish perspective is fully considered.	Key Goal 4 and 6 refers

Appendix 2: Risk-rating of non-compliances

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

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

Rating	Risk	Impact of non-compliance
1	Very Low	The non-compliance 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.
2	Low	The non-compliance 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.
3	Medium	The non-compliance 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.
4	High	The non-compliance could have a high impact on the integrity and reliability of the qualification or the effective operation of 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.
5	Very High	The non-compliance 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 non-compliance is considered on its own merit, taking account of the context in which it was identified.

Appendix 3: Table of awards

Accredited qualifications currently offered

Award title	Level	Code	Accreditation date	Re-accreditation date
Barbering	G9G0	22	7/15/2009	5/31/2014
Barbering	G9G1	23	7/15/2009	5/31/2014
Business and Administration	G7X2	21	7/20/2005	7/31/2010
Business and Administration	G7X4	22	7/20/2005	7/31/2010
Business and Administration	G7X6	23	7/20/2005	7/31/2010
Business and Administration	G7X8	24	7/20/2005	7/31/2010
Children's Care Learning and Development	G808	22	9/6/2005	9/30/2010
Children's Care Learning and Development	G80A	23	9/6/2005	9/30/2010
Community Justice: Work with Victims, Survivors and Witnesses	G8T9	24	12/12/2007	12/31/2012
Community Justice: Work with Victims, Survivors and Witnesses	G8T8	23	12/12/2007	12/31/2012
Customer Service	G89N	22	7/26/2006	1/31/2011
Customer Service	G89P	23	7/26/2006	1/31/2011
Customer Service	G89M	24	7/26/2006	1/31/2011
Hairdressing	G9G2	22	7/15/2009	5/31/2014

Award title	Level	Code	Accreditation date	Re-accreditation date
Hairdressing	G9FY	23	7/15/2009	5/31/2014
Hairdressing (Combined Hair Types)	G9FW	22	7/15/2009	5/31/2014
Hairdressing and Barbering	G9FX	21	7/15/2009	5/31/2014
Health and Social Care	G7PP	22	1/25/2005	11/30/2010
Health and Social Care	G7PR	23	1/25/2005	11/30/2010
IT Users	G7P8	21	1/25/2005	8/31/2010
IT Users	G7P9	22	1/25/2005	8/31/2010
IT Users	G7PA	23	1/25/2005	8/31/2010
Performing Manufacturing Operations	G7ED	22	4/22/2004	7/31/2011
Retail (Management)	G8C1	23	8/9/2006	7/31/2011
Retail (Sales Professional)	G8C2	23	8/9/2006	7/31/2011
Retail (Visual Merchandising)	G8C3	23	8/9/2006	7/31/2011
Retail Skills	G8AY	21	8/9/2006	7/31/2011
Retail Skills	G8C0	22	8/9/2006	7/31/2011
Vehicle Body and Paint Operations (Body Repair)	G7VG	22	5/17/2005	12/31/2010
Vehicle Body and Paint Operations (Body Repair)	G7VH	23	5/17/2005	12/31/2010
Vehicle Body and Paint Operations (MET/Body Fitting)	G7VJ	22	5/17/2005	12/31/2010
Vehicle Body and Paint Operations (MET/Body Fitting)	G7VK	23	5/17/2005	12/31/2010

Award title	Level	Code	Accreditation date	Re-accreditation date
Vehicle Body and Paint Operations (Refinishing)	G7VL	22	5/17/2005	12/31/2010
Vehicle Body and Paint Operations (Refinishing)	G7VM	23	5/17/2005	12/31/2010
Vehicle Fitting Operations	G7VP	23	5/17/2005	12/31/2010
Vehicle Fitting Operations (General Vehicle Fitting)	G7VR	22	5/17/2005	12/31/2010
Vehicle Fitting Operations (Specialist Tyre Fitting)	G7VT	22	5/17/2005	12/31/2010
Vehicle Fitting Operations (Tyre Fitting)	G7VN	21	5/17/2005	12/31/2010
Vehicle Maintenance and Repair (Autoelectrical)	G7VV	22	5/17/2005	12/31/2010
Vehicle Maintenance and Repair (Autoelectrical)	G7VW	23	5/17/2005	12/31/2010
Vehicle Maintenance and Repair (Heavy Vehicle)	G7VX	22	5/17/2005	12/31/2010
Vehicle Maintenance and Repair (Heavy Vehicle)	G7VY	23	5/17/2005	12/31/2010
Vehicle Maintenance and Repair (Light Vehicle)	G7W0	22	5/17/2005	12/31/2010
Vehicle Maintenance and Repair (Light Vehicle)	G7W1	23	5/17/2005	12/31/2010
Vehicle Maintenance and Repair (Mobile Electrics and Security)	G7W2	22	5/17/2005	12/31/2010
Vehicle Maintenance and Repair (Motorcycle)	G7W3	22	5/17/2005	12/31/2010
Vehicle Maintenance and Repair (Motorcycle)	G7VC	23	5/17/2005	12/31/2010
Vehicle Parts Operations	G6WL	22	9/12/2002	1/31/2011
Vehicle Parts Operations	G6WM	23	9/12/2002	1/31/2011

Appendix 4: 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 *SQA's Awarding Body Criteria (2007)*.

There are no conditions attached to those qualifications accredited for City and Guilds.

Appendix 5: List of documents reviewed pre-audit and post-audit

Document title	Date of issue	Version number	Comments
The customer service statement	30 September 2009	5	
Providing City and Guilds qualifications – a guide to centre and qualification approval	October 2008	5.2	
City and Guilds broadsheet	Spring	173	
Certificate for Scottish Personal Licence Holders (Off Sales)	November 2008	1.03	
Certificate for Scottish Personal Licence Holders (On Sales)	November 2008	1.03	
Scottish Personal Licence Holders Information (Off and On Sales)	August 2007		
7104 Scottish Licensing 7104	November 2009	1.3	
Specification for Core Competency Training and Qualification for Door Supervisors	August 2008		
Level 2 Certificate for Security Guards (1902) and National Certificate for Security Guards (Scotland) – Invigilators guide	March 2009		
City and Guild letter – Alternative examination sites	16 July 2009		
Instructions for conducting examinations supplementary document			
Access to assessment and qualifications – guidance and regulations relating to candidates who are eligible for adjustment in assessment	April 2007	4.3	
Product management qualification development guide for Scotland	April 2009	1	
2009 interim arrangements for the update of awarding organisations self-assessment information	28 February 2010		

Document title	Date of issue	Version number	Comments
JCQ – General vocational and diploma qualifications instructions for conducting examinations	2009		For period covering 1 September 2009 to 31 August 2010.
Application for non-N/SVQ qualifications to be accepted as evidence for Assessors/Tutors and verifier qualifications A1 and V1.	20 May 2009	2	
Form BB – Block booking entry form		1.1	
Approval application update (Form APU)		5.2	
Application for qualification approval (Form QAP1)		5.2	
Application for centre approval (Form CAP1)		5.2	
Centre performance handbook	November 2009	2	
2006-2011 Strategic Plan			
City and Guilds - centre charges list (UK) 1 Sept 2009 to 31 Aug 2010.	August 2009	1.5	
Business process management handbook	May 2010	1	
An introduction to the qualifications and credit framework (QCF)	February 2009	1	
Centre approval for exam based centres – flow chart	Jan 2006	4	
Centre approval – flow chart	July 2007	16	
Growth and Ambition - City and Guilds annual review 2007/2008			
City and Guilds organisational chart			
Business case update 7 April 2008			
Our vision and values –what we stand for			
Scotland: a manifesto for skills	November 2009		
List of centre by centre number			
Risk management of centres spreadsheet	March 2010		

Document title	Date of issue	Version number	Comments
External Verifier visit report (Form EV)			
Examination centre audit report (Form ECA - R)			
Examination centre audit question sheet (Form ECA(Q))			

Appendix 6: Signatures of agreement to action plan

For and on behalf of City and Guilds

For and on behalf of SQA Accreditation

Signature

Signature

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Designation

Designation

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Date

Date

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