



Audit Report

IMI Awards Ltd

5 March 2013

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 14th audit of IMI Awards Ltd since it was approved as an awarding body by SQA Accreditation in 1995.

1.1 Scope and approach

The audit was designed to review and evaluate IMI Awards Ltd'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 IMI Awards Ltd, 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 requirements of one of the following:

- ◆ SQA Accreditation's *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

IMI Awards Ltd Audit Date	5 March 2013
SQA Accreditation Audit Report Date	10 April 2013
Date audit report and Action Plan to be signed and submitted by IMI Awards Ltd	23 May 2013

1.3 Background

As a nationally-recognised awarding body, IMI Awards Ltd provides a range of competence based qualifications, including Scottish Vocational Qualifications (SVQs), Vocational Competence Qualifications (VCQs) and Vocationally Related Qualifications (VRQs) in support of the automotive industry. The awarding body has also been accredited to deliver Workplace Core Skills Units.

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, three issues have been recorded and nine recommendations noted.

The three issues and nine recommendations form the basis of the IMI Awards Ltd Action Plan. This must be completed and submitted to SQA Accreditation for agreement within 30 working days of this report being issued.

The Action Plan must be submitted by 23 May 2013.

Area of Concern	No. of Issues	No. of Recommendations	Risk rating
Principle No. 1	0	1	n/a
Principle No. 2	0	2	n/a
Principle No. 3	0	1	n/a
Principle No. 5	0	1	n/a
Principle No. 6	1	1	Low
Principle No. 18	1	1*	Low
Principle No. 22	1	1	Low
TOTAL	3	8	

* The Recommendation recorded against Principle No.18 is also relevant to Principle No. 25.

2 Audit findings

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

2.1 Issues

Principle 6. The awarding body and their approved centres must have the relevant expertise, quality assurance procedures, technological, financial, human resources and other physical resources, to carry out their regulated functions, during the life of the qualifications and Units they offer.

Quarterly registration and certification data provided by IMI Awards Ltd during the last calendar year (2012) has been shown to be missing statistical information in respect of a number of accredited qualifications.

For example, Q1 returns for the period 1 April to 30 June 2012, omitted information relating to a number of accredited qualifications including:

SVQ2 in Bus and Coach Engineering and Maintenance: Body Cladding at SCQF Level 5 (GE5G 22)

SVQ3 in Bus and Coach Engineering and Maintenance: Mechanical at SCQF Level 6 (GE5H 23)

SVQ3 in Bus and Coach Engineering and Maintenance: Electrical at SCQF Level 6 (GE5J 23)

SVQ3 in Bus and Coach Engineering and Maintenance: Body Cladding at SCQF Level 6 (GE5K 23)

SVQ2 in Bus and Coach Engineering and Maintenance: Electrical at SCQF Level 5 (GE5L 22)

SVQ2 in Vehicle Paintwork Repair at SCQF Level 5 (GC62 22)

Quarter 2 returns for the period 1 July to 30 September 2012 lacked information for a number of accredited qualifications including:

SVQ2 in Motorcycle Maintenance and Repair at SCQF Level 5 (GC68 22)

IMIAL Award for the Introduction to Vehicle Technology (R057 04)

Discussions with colleagues within SQA Accreditation's Research and Information Section concluded that the above qualifications were not included in the returns as there were no registrations or certifications for the above awards.

The awarding body's Head of Operations indicated that the process for generating quarterly returns was largely automated with the system reading the lack of registrations as a 'nil' return.

It was noted that IMI Awards Ltd believed that they had rectified the gaps in the relevant data returns for the quarters in question after they had been identified by SQA Accreditation's Research and Information Section. Following the audit, the Auditor was able to confirm that this was indeed the case.

However, SQA Accreditation's *Guidance on Submitting Data to SQA Accreditation* clearly states that awarding bodies are 'expected to submit data which indicates the number of qualification registrations and certifications during the specified time period'.

This requirement is also emphasised within SQA Accreditation's *Regulatory Principles Directive RPDIR — 2.00 Data Submissions*, dated 11 September 2012, which states that 'if no registrations or certifications appear against any particular qualification, this field should read '0'. The qualification should not be omitted from the spreadsheet if it has zero uptake'.

Awarding bodies must submit the 'data by the required deadline' for the relevant quarter.

Therefore, the evidence available indicates that IMI Awards Ltd does not meet the requirements of Principle 6. **Issue 1 refers.**

Principle 18. The awarding body and their centres must deal with complaints on a fair and equitable basis, in line with their published procedures and timescales, and without unreasonable delay. The awarding body, their centres and learners must be made aware of how and when they can complain to SQA Accreditation. Where a complaint is upheld, the awarding body and/or centre must take appropriate, corrective and/or preventative action.

At the IMI Awards Ltd audit of 3 February 2012, a non-compliance was raised in respect of a version of the *Complaints and Appeals* policy (dated August 2009) as it failed to mention the circumstances under which a candidate or centre could take their complaint or appeal to SQA Accreditation. This version was available within the Centre Section of the IMI Awards Ltd website.

Subsequently, the awarding body took the appropriate action to remedy the situation and ensure that the compliant version of the policy, that dated November 2010 and contained within Section 1.5 of the *IMI Awards Operating Manual*, was available at that particular website location. The compliance issue was then closed in June 2012.

A review of documentation held within Quickr highlighted that the current version of the awarding body's complaints and appeals policy, *Enquiries, Complaints and Appeals*, January 2012, Issue 6, meets the requirements of Principle 18.

However, a further review of the awarding body website was undertaken as part of the preparation for the current audit. It revealed a version of the policy that does not meet the requirements for candidate referral of complaints and appeals to the qualification regulator if deemed necessary. This version of the policy was in the candidate section of the website and is entitled *Candidate Complaints and Appeals Procedure*, CG02/Issue 1.

Given the document's presence in the public domain, this constitutes a degree of misinformation for candidates because the full range of options available to them with respect to possible complaints and appeals. Consequently, the Auditor considers this to be an issue.

The evidence available indicates that IMI Awards Ltd does not meet the requirements of Principle 18. **Issue 2 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.

A review of qualification and credit certificate templates submitted to Quickr for the purposes of the audit indicated that, in certain instances, IMI Awards Ltd was not using the correct logo.

Specifically, with the exception of the correct usage of the SVQ Ribbon in the case of SVQ certificates, all other certificate templates contained the SQA Approved Awarding Body logo which was replaced in July 2012 by the SQA Accreditation logo.

The evidence available indicates that IMI Awards Ltd does not meet the requirements of Principle 22. **Issue 3 refers.**

2.2 Recommendations

Principle 1. The awarding body must deal with SQA Accreditation in an open and co-operative way, and disclose anything which SQA Accreditation would reasonably expect to be made aware.

IMI Awards uploaded a range of documentation to support the audit process by an agreed deadline of 22 February 2013.

The audit team recognises the efforts of the awarding body staff concerned in uploading documents and is conscious that the requirement to do so for audit purposes superseded a previous instruction from SQA Accreditation to all awarding bodies to ensure that this activity was completed by 31 March 2013.

Given the shortened timescale involved, the range and quality of documentation was of a high standard. However, although logged within a particular folder, a range of documents were not referenced to specific principles.

For example, IMIAL Awards Diversity & Equality Policy, Issue 2, sits within the folder relevant to Principles 2 to 5 in respect of awarding body governance but with no link to any of the relevant principles.

With the above in mind, the awarding body may wish to ensure that it follows the guidance for uploading documents to Quickr set out in SQA Accreditation's *Awarding Bodies Guide to Using Quickr, Version 2 – May 2012*. **Recommendation 1 refers.**

Principle 2. The awarding body must publish clear information on their products, services and associated charges and fees.

IMI Awards has a range of policies, procedures and guidance to support its activities in respect of the design, delivery and quality assurance of SQA accredited qualifications.

On reviewing this documentation the Auditors noted a number of instances in which the information in documents did not appear to be up to date.

For example, different annual fees for centres wishing to offer Automotive Technician Accreditation (ATA) are indicated in the *Guidance for Prospective IMI Awards Approved Centres* held by SQA Accreditation and on the awarding body's website under *IMI Awards Fees and Charges*.

IMI Awards Ltd also needs to ensure that all relevant documentation contains specific references to SQA Accreditation as the qualification regulator for Scotland and not a more generic reference to SQA. An example being the awarding body's *Regulatory Requirements Policy, March 2012, Issue 1*.

A number of documents also require references to the *Awarding Body Criteria (2007)* to be updated to reflect SQA Accreditation's *Regulatory Principles (2011)*, as well as the *Criteria for Accredited Qualifications* and *Regulatory Principles Directives*. An example of this is the *IMI Awards Unit, Qualification and Assessment Development Processes, Version 2, January 2013*. **Recommendation 2 refers.**

IMI Awards Pricing and Invoicing Policy, April 2012, Issue 1 states that all 'fees are determined prior to IMIAL's financial year (April–March) and published as fixed fees for the year'. However, the awarding body's website carries a document entitled *Candidate Registration & Certification Fees (1 October 2012 – 31 March 2013)* which is dated 'October 2012', suggesting that the awarding body is not necessarily adhering to its own policy.

Awarding body representatives were able to provide the Auditor with an explanation of why this situation occurred. In effect, there was no change to the actual fees across the financial year but there was additional information in respect of Functional Skills which merited an interim update rather than waiting a further six months.

Therefore, IMI Awards may wish to consider some minor changes to the wording of its pricing and invoicing policy to ensure that it gives scope for updates irrespective of whether this constitutes an actual change to fees or an information update. **Recommendation 3 refers.**

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.

As part of the audit process, IMI Awards Ltd provided the audit team with a range of Terms of Reference (ToRs) for key committees underpinning all operational activities. It was noted that a number of the ToRs, for example the *Quality Assurance & Compliance Committee (QACC)*, contain references to 'vested interest' only and not the current *Conflict of interest Policy, March 2012, Issue 1*.

IMI Awards Ltd may wish to consider a review of all committee ToRs in light of the current *Conflict of Interest Policy* to ensure that they are fit for purpose, making amendments to wording where appropriate. **Recommendation 4 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.

As part of the audit, IMI Awards Ltd provided considerable evidence to indicate that there is a robust and sufficient process for reviewing risk in respect of the delivery of SQA accredited qualifications. The awarding body provided sufficient evidence prior to and during the audit to assure the audit team that there is a robust process for managing risk at an operational level. For example, the awarding body produces a *Customer Support & Compliance Interim Report* twice a year for consideration by the *Quality Assurance & Compliance Committee*. This report contains extensive detail around a number of key areas such as the risk rating of approved centres, complaints and appeals, levels of candidate registration and certification, as well as organisational compliance with regulatory standards.

All of the above contributes to a corporate risk register which was evidenced by the audit team, detailing a range of risks, scoring, as well as actions taken to mitigate the risks as per the *Risk Management Policy and Process, April 2012, Issue 2*.

Fundamental to the policy is the use of departmental risk logs and risk registers, the latter being reviewed by the Senior Management Committee each quarter. However, when seeking evidence of this process the Auditor was advised that it had not been fully implemented as described. It was noted that departmental risk registers were not yet in place.

Through discussions with awarding body representatives involved in the process of reviewing and collating risk, it became apparent that there was a degree of disconnection between policy and practice. Each department has its own distinctive way of recording issues which are collated and reviewed on a monthly basis by IMI Awards Ltd team of Internal Auditors.

Despite being identified as an awarding body policy, representatives noted that the current risk management policy was actually devised at corporate level with the expectation that it operates across all areas of the IMI Group. Consequently, it contains steps and processes that do not map to current operational practice within IMI Awards Ltd.

The current lack of alignment between policy and practice has potential to be an issue in future, although this concern is mitigated by the awarding body's track record in reviewing risks associated with qualification delivery.

Nonetheless, the awarding body may wish to consider an urgent review of the *Risk Management Policy and Process* relative to its existing operational practices with a view to establishing points of agreement as well as areas for development. This may result in either recommendations to modify the existing policy or a change to operational practices at awarding body level to ensure full compliance. **Recommendation 5 refers.**

Principle 6. The awarding body and their approved centres must have the relevant expertise, quality assurance procedures, technological, financial, human resources and other physical resources, to carry out their regulated functions, during the life of the qualifications and Units they offer.

In 2012, IMI Awards Ltd provided quarterly return data that contained a small number of errors in qualification titles on two occasions. Fortunately, a check of the associated qualification codes for the qualifications in question proved to be accurate and consequently, there is no obvious risk to the accuracy of the data appended to the qualifications themselves.

Nonetheless, IMI Awards Ltd may wish to consider a process for reviewing the accuracy of all aspects of the data for accredited qualifications prior to submission to SQA Accreditation. **Recommendation 6 refers.**

Principle 18. The awarding body and their centres must deal with complaints on a fair and equitable basis, in line with their published procedures and timescales, and without unreasonable delay. The awarding body, their centres and learners must be made aware of how and when they can complain to SQA Accreditation. Where a complaint is upheld, the awarding body and/or centre must take appropriate, corrective and/or preventative action.

And

Principle 25. The awarding body must ensure that the resolution of appeals includes independent consideration and that appropriate records are retained.

The current version of the awarding body's complaints and appeals policy, *Enquiries, Complaints and Appeals, January 2012, Issue 6*, refers to the complainant's right to choose that any independent review is carried out by SQA.

However, the policy also states that an individual can complain directly to the qualification regulator at any stage in the process.

The Auditor would contend that the reference to 'SQA' as an option under independent review and its role as arbiter through its regulatory function is confusing and potentially contradictory.

Therefore, IMI Awards Ltd should give consideration to reviewing this aspect of the *Enquiries, Complaints and Appeals, January 2012, Issue 6*, to ensure clarity of understanding.

Recommendation 7 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.

IMI Awards Ltd has a process for granting approved centres Direct Claim Status (DCS) in respect of candidate certification.

The awarding body's *Centre Operations Manual* notes the role of the appointed External Verifier in the granting of DCS to approved centres but the Auditor was unable to identify a policy or guidance to support this process.

Awarding body representatives indicated that the External Verifier is tasked with making a recommendation for the granting of DCS to centres based upon the performance of centres against IMI Award Ltd's approved centre criteria.

Whilst accepting that External Verifiers are best placed to review the effectiveness of centre operations and make subsequent recommendations for DCS based upon their experience, the Auditor would contend that an underlying policy and guidance would help ensure robustness and consistency of decision-making.

Therefore, IMI Awards Ltd may wish to give consideration to creating policy and providing guidance in respect of Direct Claim Status. **Recommendation 8 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 SQA Accreditation's *Regulatory Principles (2011)*, Regulatory Directives or Awarding Body Agreement.

Principle no.	Condition	Date due
None		

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.

Risk	Impact of issues
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 IMI Awards Ltd

SQA-accredited qualification title	Level	Code	Accreditation date	Re-accreditation date
SVQ3 in Vehicle Sales	3	G6W4 23	12/09/2002	31/08/2008
SVQ2 in Vehicle Parts Operations	2	G6W5 22	12/09/2002	30/06/2011
SVQ3 in Vehicle Parts Operations	3	G6W6 23	12/09/2002	30/06/2011
SVQ3 in Vehicle Maintenance and Repair (Motorcycle)	3	G7X9 23	20/07/2005	30/06/2011
SVQ3 in Roadside Assistance and Recovery (Recovery)	3	G7XA 23	20/07/2005	31/07/2010
SVQ2 in Roadside Assistance and Recovery	2	G7XD 22	20/07/2005	31/07/2010
SVQ2 in Vehicle Body and Paint Operations (Body Repair)	2	G7XE 22	20/07/2005	30/06/2011
SVQ3 in Vehicle Body and Paint Operations (Body Repair)	3	G7XF 23	20/07/2005	30/06/2011
SVQ2 in Vehicle Body and Paint Operations (MET/Body Fitting)	2	G7XG 22	20/07/2005	31/07/2010
SVQ3 in Vehicle Body and Paint Operations (MET/Body Fitting)	3	G7XH 23	20/07/2005	31/07/2010
SVQ2 in Vehicle Body and Paint Operations (Refinishing)	2	G7XJ 22	20/07/2005	30/06/2011

SQA-accredited qualification title	Level	Code	Accreditation date	Re-accreditation date
SVQ3 in Vehicle Body and Paint Operations (Refinishing)	3	G7XK 23	20/07/2005	30/06/2011
SVQ2 in Vehicle Fitting Operations (General Vehicle Fitting)	2	G7XL 22	20/07/2005	30/06/2011
SVQ2 in Vehicle Fitting Operations (Specialist Tyre Fitting)	2	G7XM 22	20/07/2005	30/06/2011
SVQ1 in Vehicle Fitting Operations (Tyre Fitting)	1	G7XN 21	20/07/2005	31/07/2010
SVQ3 in Vehicle Fitting Operations	3	G7XP 23	20/07/2005	30/06/2011
SVQ2 in Vehicle Maintenance and Repair (Autoelectrical)	2	G7XR 22	20/07/2005	31/07/2010
SVQ3 in Vehicle Maintenance and Repair (Autoelectrical)	3	G7XT 23	20/07/2005	30/06/2011
SVQ2 in Vehicle Maintenance and Repair (Heavy Vehicle)	2	G7XV 22	20/07/2005	30/06/2011
SVQ3 in Vehicle Maintenance and Repair (Heavy Vehicle)	3	G7XW 23	20/07/2005	30/06/2011
SVQ3 in Vehicle Maintenance and Repair (Light Vehicle)	3	G7XY 23	20/07/2005	30/06/2011
SVQ2 in Vehicle Maintenance and Repair (Mobile Electrics and Security)	2	G7Y0 22	20/07/2005	31/07/2010
SVQ2 in Vehicle Maintenance and Repair (Motorcycle)	2	G7Y1 22	20/07/2005	30/06/2011
SVQ2 in Vehicle Paintwork Repair at SCQF Level 5	2	GC62 22	25/05/2011	31/05/2016

SQA-accredited qualification title	Level	Code	Accreditation date	Re-accreditation date
SVQ3 in Vehicle Paintwork Repair at SCQF Level 6	3	GC63 23	25/05/2011	31/05/2016
SVQ2 in Heavy Vehicle Maintenance and Repair at SCQF Level 5	2	GC64 22	25/05/2011	31/05/2016
SVQ3 in Heavy Vehicle Maintenance and Repair at SCQF Level 7	3	GC65 23	25/05/2011	31/05/2016
SVQ2 in Light Vehicle Maintenance and Repair at SCQF Level 5	2	GC66 22	25/05/2011	31/05/2016
SVQ3 in Light Vehicle Maintenance and Repair at SCQF Level 7	3	GC67 23	25/05/2011	31/05/2016
SVQ2 in Motorcycle Maintenance and Repair at SCQF Level 5	2	GC68 22	25/05/2011	31/05/2016
SVQ3 in Motorcycle Maintenance and Repair at SCQF Level 7	3	GC69 23	25/05/2011	31/05/2016
SVQ2 in Vehicle Parts Operations at SCQF Level 5	2	GC6A 22	25/05/2011	31/05/2016
SVQ3 in Vehicle Parts Operations at SCQF Level 6	3	GC6C 23	25/05/2011	31/05/2016
SVQ2 in Vehicle Body Repair at SCQF Level 5	2	GC6D 22	25/05/2011	31/05/2016
SVQ3 in Vehicle Body Repair and Alignment at SCQF Level 6	3	GC6E 23	25/05/2011	31/05/2016
SVQ2 in Bus and Coach Engineering and Maintenance: Body Cladding at SCQF Level 5	2	GE5G 22	29/11/2011	30/06/2015

SQA-accredited qualification title	Level	Code	Accreditation date	Re-accreditation date
SVQ3 in Bus and Coach Engineering and Maintenance: Mechanical at SCQF Level 6	3	GE5H 23	29/11/2011	30/06/2015
SVQ3 in Bus and Coach Engineering and Maintenance: Electrical at SCQF Level 6	3	GE5J 23	29/11/2011	30/06/2015
SVQ3 in Bus and Coach Engineering and Maintenance: Body Cladding at SCQF Level 6	3	GE5K 23	29/11/2011	30/06/2015
SVQ2 in Bus and Coach Engineering and Maintenance: Electrical at SCQF Level 5	2	GE5L 22	29/11/2011	30/06/2015
SVQ2 in Bus and Coach Engineering and Maintenance: Mechanical at SCQF Level 5	2	GE5M 22	29/11/2011	30/06/2015
SVQ3 in Bus and Coach Engineering and Maintenance: Electrical-Mechanical at SCQF Level 6	3	GE5N 23	29/11/2011	30/06/2015
IMIAL Certificate in Vehicle Maintenance		R025 04	17/03/2010	31/12/2015
IMIAL Award for the Introduction to Vehicle Technology		R057 04	02/12/2009	31/12/2015
IMIAL Certificate for the Introduction to Vehicle Technology		R058 04	02/12/2009	31/12/2015
IMIAL Diploma for the Introduction to Vehicle Technology		R059 04	02/12/2009	31/12/2015

SQA-accredited qualification title	Level	Code	Accreditation date	Re-accreditation date
Diploma in Light Vehicle Maintenance and Repair Principles at SCQF Level 5		R150 04	13/07/2011	30/06/2016
Diploma in Light Vehicle Maintenance and Repair Principles at SCQF Level 7		R151 04	13/07/2011	30/06/2016
Diploma in Heavy Vehicle Maintenance and Repair Principles at SCQF Level 5		R152 04	13/07/2011	30/06/2016
Diploma in Heavy Vehicle Maintenance and Repair Principles at SCQF Level 7		R153 04	13/07/2011	30/06/2016
Diploma in Vehicle Accident Repair Body Principles at SCQF Level 5		R154 04	13/07/2011	30/06/2016
Diploma in Vehicle Accident Repair Body and Alignment Principles at SCQF Level 6		R155 04	13/07/2011	30/06/2016
Diploma in Vehicle Accident Repair Paint Principles at SCQF Level 5		R156 04	13/07/2011	30/06/2016
Diploma in Vehicle Accident Repair Paint Principles		R157 04	13/07/2011	30/06/2016
Diploma in Vehicle Parts Principles at SCQF Level 5		R158 04	13/07/2011	30/06/2016
Diploma in Vehicle Parts Principles at SCQF Level 6		R159 04	13/07/2011	30/06/2016

SQA-accredited qualification title	Level	Code	Accreditation date	Re-accreditation date
Diploma in Motorcycle Maintenance and Repair Principles at SCQF Level 5		R160 04	13/07/2011	30/06/2016
Diploma in Motorcycle Maintenance and Repair Principles at SCQF Level 7		R161 04	13/07/2011	30/06/2016
SVQ 2 Specialist Tyre Fitting at SCQF Level 5	2	GF6K 22	25/07/2012	31/05/2016
Diploma in Vehicle Fitting Principles SCQF Level 5		R220 04	30/05/2012	30/11/2016
Diploma in Lift Truck Maintenance and Repair Principles SCQF Level 5		R221 04	30/05/2012	30/11/2016
Diploma in Accident Repair Mechanical, Electrical and Trim (MET) Principles SCQF Level 5		R223 04	30/05/2012	30/11/2016
Diploma in Accident Repair Mechanical, Electrical and Trim (MET) Principles SCQF Level 6		R224 04	30/05/2012	30/11/2016
Diploma in Specialist Tyre Fitting Principles at SCQF Level 5		R248 04	02/08/2012	30/06/2016
SVQ3 in Roadside Assistance and Recovery (Roadside Assistance)	3	G7XC 23	20/07/2005	31/07/2010

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

Document title	Date of issue	Version number
IMI Awards Ltd Senior Management Committee (SMC) Function & Terms of Reference	April 2010	Issue 2
IMI Awards National Advisory Forum (NAF) Function & Terms of Reference	January 2011	Issue 1
IMI Awards Ltd Board Function & Terms of Reference	September 2010	Issue 2
IMI Awards Standards & compliance Committee (ASCC) Function & Terms of Reference	April 2010	Issue 3
IMI Awards Business Plan 1 April 2011 – 31 March 2012	9 January 2013	Issue 1
IMI Research Report Defining the Demand for qualifications in Scotland 1 April 2011		
IMI Awards Strategic Plan 2007–2012	Amended 2008	
IMI Awards Strategic Plan April 2011–2014	Updated October 2011	Issue 2
Awards Standards & Compliance Committee Customer Support & Compliance Monitoring Report	31 March 2011	Issue 1
Approved Centre Survey Report 2010/11		
Risk Register 2010–11	30 April 2011	Issue 4
Automotive Qualifications Scotland Brochure		
Approved Centre Criteria	October 2009	Issue 4
IMI Awards Customer Charter	August 2009	Issue 3
Customer Support & Compliance Monitoring Report	31 October 2011	

Document title	Date of issue	Version number
IMI Awards Multiple Choice Question Writing guidance for Authors	October 2009	Version 1
IMI Awards Development Processes for Qualifications Accredited by SQA for use in Scotland	November 2009	Version 1
Supplementary Process to that stated in the Empowered Accreditation Submission for Online Assessment development for SVQs	July 2011	Version 1
IMI Awards Centre Monitoring Visit Report	August 2010	Issue 6
Quality Assurance & Compliance Committee (QACC) Terms of Reference	May 2012	Issue 2
Pricing and Invoicing Policy	April 2012	Issue 1
IMI Awards Fees and Charges	20 February 2013	
IMI Awards Assessor and Verifier Guidance (2011)	July 2011	Version 2
Quality Assurance & Compliance Committee Customer Support & Compliance Interim Report	30 September 2012	
Risk Assessment & Risk management of IMI Awards Approved Centre Network Report	31 January 2013	Version 1
IMI Assessment Strategy for Vocational Competence Qualifications (VCQs)	7 November 2012	Version 2
Current IMI Awards Qualifications (Scotland)	12 December 2012	
IMI Centre Operations Manual	February 2012	Issue 5
Malpractice and Maladministration	January 2012	Issue 4
IMI Awards Centre Administration Registration & Certification System: Web Portal Instruction Document		
Guidance for Prospective IMI Awards Approved Centres	January 2008	Issue 4

Document title	Date of issue	Version number
Quality Assurance & Compliance Committee Customer Support & Compliance Annual Report 31 March 2012	April 2012	Issue 1
IMI Awards Unit, Qualification and Assessment Development Processes	January 2013	Version 2
IMI Awards Example Assessment materials and Author Guidance	October 2009	Version 1
IMI Awards Candidate Complaints and Appeals Procedure		Issue 1
IMI Awards Regulatory Requirements Policy	March 2012	Issue 1
Replacement and Duplicate Certificates and Aegrotat Awards		Issue 3
IMI Awards Continuing Professional Development Course Guide 2013/14		
IMI Awards Risk Management Policy	April 2012	Issue 2
IMI Annual Report 2012	31 March 2012	
IMIAL Governance Policy	February 2013	Issue 2
IMI Awards Customer Charter	January 2012	Issue 4
Enquiries, Complaints and Appeals	January 2012	Issue 6