



Provider Monitoring Report

Vocational Training Charitable Trust (VTCT)

5 August 2014

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1 Background

On 5 August 2014, one provider was subject to a monitoring visit.

1.1 Scope

SQA Accreditation carries out quality assurance activity in line with its *Quality Assurance of Approved Awarding Bodies Policy*. This involves monitoring a sample of the awarding body's approved providers or assessment sites. Provider monitoring visits will be conducted in a consistent manner within and between providers.

The aim of monitoring is to:

- ◆ ensure VTCT's compliance with SQA Accreditation's regulatory requirements
- ◆ confirm that quality assurance arrangements are being conducted by the awarding body in accordance with its prescribed arrangements
- ◆ ensure that quality assurance arrangements are being conducted in a consistent manner, within and between providers
- ◆ ensure that providers are receiving the appropriate guidance, support and documentation from VTCT in order to facilitate a high standard of qualification delivery
- ◆ inform future audit and monitoring activity for the awarding body

All Principles may be included within the scope of the provider monitoring activity.

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

1.2 Provider Monitoring Report Timeline

VTCT provider monitoring date: 5 August 2014

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 10 September 2014

Provider Monitoring Report to be signed by VTCT: 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 Provider Monitoring Report by post.
- ◆ The awarding body must sign both copies of the Provider Monitoring 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 Provider Monitoring Report (for information only).

The findings of this Provider Monitoring Report will be published on SQA Accreditation's website following signed agreement.

1.3 Summary of Provider Monitoring Issues and Recommendations

As a result of the provider monitoring activity, no Issues have been recorded and three Recommendations have been noted.

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.

Recommendation	Detail of Recommendation noted
1. Principle 6	<p>The <i>VTCT Centre Handbook</i>, February 2014, Pages 20 and 22 and the <i>VTCT Learner Handbook</i> on the VTCT website, both refer to SQA Accreditation's Regulatory Principles (2011) which have now been replaced with SQA Accreditation's Regulatory Principles (2014).</p> <p>VTCT should ensure that documents are updated to reference the 2014 principles or are generalised to reference regulatory requirements, thereby future-proofing against updates to the principles.</p>
2. Principle 9	<p>VTCT has withdrawn Workplace Core Skills with effect from 31 July 2013. To ensure candidates are certificated appropriately, Provider 1 is now having to contract with another training provider who offers Workplace Core Skills through a different awarding body. The provider has found this to be very inconvenient and costly.</p> <p>VTCT may wish to consider completing a re-accreditation submission for Workplace Core Skills to meet the needs of users.</p>
3. Principle 10	<p>The Accreditation Auditor noted that Continuing Professional Development (CPD) records for staff at Provider 1 had not been updated since 2012–13. This had also been raised by the External Verifier in a recent report.</p> <p>VTCT may wish to remind providers of the requirement to maintain CPD records, as stated on Page 6 of the <i>VTCT Centre Handbook</i>, February 2014 and in accordance with the <i>HABIA Assessment Strategy</i>, September 2008.</p>

2 Good Practice, Issues and Recommendations

The following sections detail:

- ◆ good practice noted by providers
- ◆ Issues and Recommendations noted against SQA Accreditation's regulatory requirements

2.1 Good Practice

The following areas of good practice were noted by providers:

Provider 1 highlighted the:

- ◆ good advice given by External Verifiers
- ◆ efficient dispatch of certificates

2.2 Issues

No Issues have been recorded as a result of provider monitoring activity.

2.3 Recommendations

Regulatory Principle 6. The awarding body and its providers shall maintain accurate documents, records and data.

The *VTCT Centre Handbook*, February 2014, Pages 20 and 22 and the *VTCT Learner Handbook* on the VTCT website, both refer to SQA Accreditation's Regulatory Principles (2011) which have now been replaced with SQA Accreditation's Regulatory Principles (2014).

VTCT should ensure that documents are updated to reference the 2014 principles or are generalised to reference regulatory requirements, thereby future-proofing against updates to the principles.

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

Regulatory Principle 9. The awarding body shall ensure that it has robust systems and processes for the identification, design, development, implementation and review of qualifications, which meet the needs of users.

VTCT has withdrawn Workplace Core Skills with effect from 31 July 2013. To ensure candidates are certificated appropriately, Provider 1 is now having to contract with another training provider who offers Workplace Core Skills through a different awarding body. The provider has found this to be very inconvenient and costly. The provider would like VTCT to reinstate these qualifications and has communicated this directly to the awarding body. The Accreditation Auditor is aware that VTCT has had discussions with SQA Accreditation staff about the re-accreditation of Workplace Core Skills.

Accordingly, VTCT may wish to consider completing a re-accreditation submission for Workplace Core Skills to meet the needs of users.

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

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.

The Accreditation Auditor noted that Continuing Professional Development (CPD) records for staff had not been updated since 2012–13. This had also been raised by the External Verifier in a recent report.

VTCT may wish to remind providers of the requirement to maintain CPD records, as stated on Page 6 of the *VTCT Centre Handbook*, February 2014 and in accordance with the *HABIA Assessment Strategy*, September 2008.

This has been noted as **Recommendation 3**.

3 Acceptance of Provider Monitoring Findings

For and on behalf of Vocational Training
Charitable Trust (VTCT):

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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