Provider Monitoring Report

Institute of Leadership and Management (ILM)

1 July 2015 to 21 July 2015

Contents

1   Background

Two providers were monitored between 1 July and 21 July 2015.

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 ILM'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 ILM 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 ILM'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 Timescales

ILM provider monitoring date(s):   1 July to 21 July 2015

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 2 September 2015

Provider Monitoring Report to be signed by ILM: 15 October 2015

Action Plan to be e-mailed
to regulation@sqa.org.uk by ILM   15 October 2015

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) 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 Provider Monitoring 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 Provider Monitoring Issues

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 ILM as a separate document to the Provider Monitoring Report and must be submitted to SQA Accreditation in accordance with the timescale specified in 1.2.

As a result of the provider monitoring activity, one Issue has been recorded.

Issue	Detail of Issue recorded	Risk rating
1. Principle 13	The provider-devised appeals policy and procedures given to the Accreditation Auditor by Providers 1 and 2 did not inform candidates that where a referral is made to SQA Accreditation we may undertake activities to assess the effectiveness of the awarding body and/or the provider's appeals process to ensure they are in line with regulatory requirements. Where SQA Accreditation raises any concerns, the awarding body and/or provider must take appropriate, preventative and/or corrective action to prevent re-occurrence. The awarding body and its providers should ensure that their documentation is clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.	Low

1.4   Risk Rating of Issues

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

Issues recorded during provider monitoring will count towards ILM'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://accreditation.sqa.org.uk/accreditation/Regulation/Quality_Assurance/Quality_Enhancement_Rating

2   Good Practice and Issues

The following sections detail:

♦ good practice noted by providers
♦ Issues recorded against SQA Accreditation's regulatory requirements

2.1   Good Practice

The following areas of good practice were noted by providers:

Provider 2 highlighted the:

♦ on-line learning resources available to both candidates and providers staff
♦ sectoral recognition associated with achieving an ILM qualification

2.2   Issue

Regulatory Principle 13. The awarding body and its providers shall have clear, fair and equitable procedures to manage appeals.

The provider-devised appeals policy and procedures given to the Accreditation Auditor by Providers 1 and 2 did not inform candidates that where a referral is made to SQA Accreditation we may undertake activities to assess the effectiveness of the awarding body and/or the provider's appeals process to ensure they are in line with regulatory requirements. Where SQA Accreditation raises any concerns, the awarding body and/or provider must take appropriate, preventative and/or corrective action to prevent re-occurrence. The awarding body and its providers should ensure that their documentation is clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.

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

3   Acceptance of Provider Monitoring Findings

For and on behalf of ILM: For and on behalf of SQA Accreditation:

Print name   **Print name**

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Signature   **Signature**

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Designation   **Designation**

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Date   **Date**

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