

Provider Monitoring Report

FutureQual

20 May 2026

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1 Background

One provider was remotely monitored on 20 May 2026.

1.1 Scope

Qualifications Scotland 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 the awarding body's compliance with Qualifications Scotland 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 the awarding body 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 the awarding body's SharePoint Place at the time of provider monitoring and information supplied by providers to support provider monitoring activity. Restricted or commercially sensitive information gathered during Qualifications Scotland Accreditation's quality assurance activities is treated in the strictest confidence.

Qualifications Scotland Accreditation provider monitoring reports are written by exception and focus only on areas where corrective action is required or recommended.

1.2 Provider Monitoring Report Timescales

FutureQual provider monitoring date: 20 May 2026

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 01 July 2026

Provider Monitoring Report to be signed by FutureQual: 13 August 2026

Action Plan to be emailed to
regulation@qualifications.gov.scot by FutureQual: 13 August 2026

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

The awarding body will be sent a copy of the Provider Monitoring Report by email.

- The awarding body must sign the copy of the Provider Monitoring Report and return by email to Qualifications Scotland Accreditation in accordance with the timescale specified above.
- The awarding body will also be emailed a copy of the Action Plan.
- The awarding body must complete and return the Action Plan in accordance with the timescale specified above and email this in Microsoft Word format to regulation@qualifications.gov.scot.
- Qualifications Scotland 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 a signed copy of the approved Action Plan by email.
- The awarding body must sign the Action Plan and return by email to Qualifications Scotland Accreditation.

The findings of this Provider Monitoring Report and the associated Action Plan will be published on Qualifications Scotland Accreditation's website following signed agreement.

Qualifications Scotland 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 and Recommendations

An Issue has been recorded where evidence shows that the awarding body is not compliant with Qualifications Scotland 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 emailed to FutureQual as a separate document to the Provider Monitoring Report and must be submitted to Qualifications Scotland Accreditation in accordance with the timescale specified in 1.2.

As a result of the provider monitoring activity, two Issues have been recorded and one Recommendation has been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principle 13	The awarding body has not conducted external quality assurance activity (EQA) within its own required timescales.	Medium
2. Principle 9, 16, 17, 18	A number of the Provider's policies refer to 'SQA Accreditation' rather than 'Qualifications Scotland Accreditation'.	Very Low

A Recommendation has been noted where Qualifications Scotland Accreditation considers there is potential for enhancement. The awarding body is advised to address any Recommendations in order to reinforce ongoing continuous improvement.

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 9	Two of the documents reviewed during the remote monitoring activity were not dated and showed no evidence of version control.

1.4 Risk Rating of Issues

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

Issues recorded during provider monitoring will count towards FutureQual'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 [Qualifications Scotland Accreditation website](#).

2 Good Practice, Issues and Recommendations

The following sections detail:

- good practice noted by providers
- Issues recorded and Recommendations noted against Qualifications Scotland Accreditation's regulatory requirements

2.1 Good Practice

The following area of good practice were noted by providers:

The Provider highlighted that the process for registering instructors is very thorough.

2.2 Issues

Regulatory Principle 13. The awarding body and its providers must ensure that they have systems and processes which ensure the effective quality assurance of accredited qualifications.

The Accreditation Auditor noted that the Provider could not provide any evidence of an EQA visit from FutureQual more recent than 2021. The Accreditation Auditor asked if the Provider had any more recent EQA reports as this seemed like a long period of time in which the Provider had no evidence of EQA activity from the awarding body. The Provider stated that it was unaware of any EQA visits or activity in that time which is why there was no available EQA evidence. While it is accepted that FutureQual uses a risk-based approach to planning its EQA activity, the absence of provider-held evidence of more recent EQA activity represents a gap in the Provider's oversight arrangements and appears to be outside of the awarding body's own stated timescales, as stated below. FutureQual's *Centre Assessment Standards Scrutiny (CASS) Strategy, Version no: POL025-V23-1*, states: "FQ will, where possible, conduct EQA over the follow[ing] periods as a minimum. Each qualification within 18 months, each qualification component within 3 years, each Assessor within 3 years, each IQA within 3 years."

This document goes on to state: "All approved centres will receive a minimum of 1 EQA visit (either face-to-face or remotely) per calendar year, where possible."

FutureQual must ensure that it meets its own requirements for conducting EQA activity with its providers.

This has been required as **Issue 1**

Regulatory Principle 9. The awarding body and its providers must maintain accurate documents, records and data.

Regulatory Principle 16. The awarding body and its providers must have open and transparent systems, policies and procedures to manage complaints.

Regulatory Principle 17. The awarding body and its providers must have clear, fair and equitable systems, policies and procedures to manage appeals.

Regulatory Principle 18. The awarding body and its providers must ensure that it has safeguards to prevent and manage cases of malpractice and maladministration.

The Accreditation Auditor noted that a number of the Provider's policies make reference to "SQA Accreditation" rather than "Qualifications Scotland Accreditation" despite being reviewed in May 2026. Examples of this include.

The Provider's *Appeals Policy* V050526 "SQA Scottish Qualifications Complaints.

If the complainant is not satisfied with the outcome of the complaint, they may direct the complaint to the regulator, SQA Accreditations."

This text is also duplicated in the complaints policy.

The Provider's *Complaints Policy* V070526 states "Learners completing SQA Accreditation qualifications may complain directly to SQA Accreditation,"

The Provider's *Malpractice and Maladministration Policy* V070526 states "For qualifications that are regulated by SQA Accreditation, the awarding organisation will report it to SQA Accreditation."

FutureQual may wish to ensure that its providers refer accurately to Qualifications Scotland Accreditation so that learners are aware of their right to escalate complaints to the regulatory body.

This has been noted as **Issue 2**

2.3 Recommendations

Regulatory Principle 9. The awarding body and its providers must maintain accurate documents, records and data.

When reviewing the Provider's documentation, the Accreditation Auditor noted that two of the documents were not dated and also lacked version control. The specific documents were the Provider's *Internal Quality Assurance Process* and *Standardisation Plan*. However, most the provider's documentation did have version control and appeared to be updated regularly.

The Accreditation Auditor was satisfied that the content of these documents is robust and fit for purpose.

FutureQual may wish to remind providers that active documentation should be subject to the same version control and review schedule.

This has been noted as **Recommendation 1**