

# **Provider Monitoring Report GQA Qualifications Limited**

**17 February 2026**

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# 1 Background

One provider was remotely monitored on 17 February 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 focusing only on those areas where corrective action is required or recommended.

## 1.2 Provider Monitoring Report Timescales

GQA Qualifications Limited provider monitoring date: 17 February 2026

Provider Monitoring Report approved by  
Accreditation Co-ordination Group on: 1 April 2026

Provider Monitoring Report to be signed by  
GQA Qualifications Limited: 19 May 2026

Action Plan to be emailed to  
[regulation@qualifications.gov.scot](mailto:regulation@qualifications.gov.scot) by  
GQA Qualifications Limited: 19 May 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](mailto: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 GQA Qualifications Limited 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, three Issues have been recorded and no Recommendations have been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principles 5, 9, 13, 14 and 18	GQA Qualifications Limited needs to ensure that its providers’ policies are compliant and meet GQA Qualifications Limited specific policy requirements.	Medium
2. Principles 9 and 14	GQA Qualifications Limited must ensure where specific data protection legislation is mentioned in its providers’ policies that it references current data protection legislation.	Low
3. Principle 13	Provider 1 was unable to provide the Accreditation Auditor with a minimum of annual standardisation meeting minutes as stipulated in the provider’s Internal Verification Policy, Reviewed July 2025 version 6.	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.

<b>Recommendation</b>	<b>Detail of Recommendation noted</b>
	No Recommendations noted

## 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 GQA Qualifications Limited'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 areas of good practice were noted by providers:

Provider 1 highlighted:

- GQA Online
- Good assistance provided by GQA Qualifications Limited staff

### 2.2 Issues

**Regulatory Principle 5. The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications.**

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

**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.**

**Regulatory Principle 14. The awarding body and its providers must ensure that its qualifications and their delivery and assessment are fair, inclusive and accessible to learners.**

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

Provider 1 provided the Accreditation Auditor with policies for another awarding body as follows:

- *Internal Verification Policy, Reviewed July 2025 version 6*
- *Internal Verification Strategy, Reviewed July 2025 version 4*
- *Access Arrangements and Special Considerations Policy, reviewed July 25 version 5*
- *Malpractice Policy. reviewed July 2025 version 6*
- *Attain Training Maladministration Policy, reviewed July 2025 version 4*

These policies have been specifically written for provider 1 to comply with another awarding body's specific requirements. They contain and refer to another awarding body's qualifications, contact details, specific policies and procedures and guidance documentation.

Provider 1 explained to the Accreditation Auditor that they had informed the GQA Qualifications Limited External Quality Assurer (EQA) in September 2025 that they would be working with another awarding body's policies and not those of GQA Qualifications Limited. However, there is no record of this in the EQA report.

The policies provided to the Accreditation Auditor by provider 1 make no reference to GQA Qualifications Limited specific policy requirements. An example of this is a requirement stipulated on page 5 of the GQA410-2025 Reasonable Adjustments and Special Considerations Procedure V2: 'Where formal authorisation is required, the Centre/Apprentice will be issued with a GQAFT 26 form to apply for authorisation. This form must be uploaded along with supporting evidence to the learner's record on GQA Online.'

GQA Qualifications Limited needs to ensure that its providers' policies are compliant and meet GQA Qualifications Limited specific policy requirements.

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

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

**Regulatory Principle 14. The awarding body and its providers must ensure that its qualifications and their delivery and assessment are fair, inclusive and accessible to learners.**

Provider 1 inaccurately refers to the Data Protection Act 1998 in its Equal Opportunities Policy, Reviewed July 2025 version 6. Under the section heading 'Monitoring and review', it states that 'Information provided by job applicants and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance with the Data Protection Act 1998.'

Where specific data protection legislation is mentioned in provider policies, the correct current policies must be referenced: UK GDPR and the Data Protection Act (2018).

GQA Qualifications Limited must ensure where specific data protection legislation is mentioned in its providers' policies that it references current data protection legislation.

This has been recorded as **Issue 2**.

**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.**

Provider 1 informed the Accreditation Auditor that standardisation meetings are informal and not minuted and tended to occur on a need's basis. These informal meetings are held four times a year. Where necessary, the meetings would be formalised.

The Internal Verification Policy, Reviewed July 2025 version 6, given to the Accreditation Auditor by provider 1 states that 'Standardisation meetings will be held as required but as a minimum on an annual basis and will be minuted.'

Provider 1 was unable to provide the Accreditation Auditor with a minimum of annual standardisation meeting minutes as stipulated in the policy.

This has been recorded as **Issue 3**.

## 2.3 Recommendations

No Recommendations were noted.