Qualifications Scotland Accreditation

Provider Monitoring Report

The King's Trust

20 May 2026 and 27 May 2026

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1 Background

Two providers were monitored remotely on 20 May and 27 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 focusing only on those areas where corrective action is required or recommended.

1.2 Provider Monitoring Report Timescales

The King's Trust provider monitoring dates: 20 May 2026 and 27 May 2026

Provider Monitoring Report approved by Accreditation Co-ordination Group on: 17 June 2026

Provider Monitoring Report to be signed by The King's Trust: 30 July 2026

Action Plan to be emailed to regulation@qualifications.gov.scot by The King's Trust: 30 July 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 the awarding body 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, four Issues have been recorded and five Recommendations have been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principles 5 and 12	Staff at provider 2 were not aware of the awarding body assessor and internal quality assurance competency profiles. Additionally, the competency profiles did not give sufficient information about what assessor and internal quality assurance qualifications are acceptable as desirable competencies, or where staff could access these qualifications.	Medium
2. Principle 9	The provider list uploaded to SharePoint has the awarding body's own coding and not the accredited qualification code. Additionally, some of the contacts in the list are incorrect and need to be reviewed to ensure the details are current.	Low

3. Principles 14 and 7	Staff at provider 1 were unaware that some reasonable adjustments needed to be referred to the awarding body for approval, in accordance with the table of delegated information in the awarding body documentation. The provider policy therefore did not reflect this information for reasonable adjustments.	Low
4. Principle 18	The malpractice and maladministration policy at provider 1 did not state that all suspected and actual cases of malpractice and maladministration would be reported immediately to the awarding body, in accordance with the awarding body Malpractice and Maladministration policy.	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 7	The awarding body may wish to consider making the minutes or presentation slides from the team delivery partner fora available after the events. This would give staff a reference point and enable them to share content with their wider team.
2. Principle 12	The awarding body may wish to identify which staff may need training on the QualsHub system across all providers.
3. Principles 12 and 5	The awarding body may wish to consider whether it would be beneficial to stipulate a minimum number of Continuing Professional Development (CPD) hours within the essential requirement of its competency profiles.
4. Principle 13	It is recommended that the frequency of Quality Assurance Reviews (QARs) is documented and communicated to providers and also, that information about the Direct Claim Status process is highlighted.
5. Principles 13 and 7	The awarding body should continue to support providers who are in a period of leadership transition to ensure all actions needed following QARs are met.

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 the awarding body'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 the:

- helpful awarding body staff
- the training calendar
- the newsletter
- regular emails
- national seminars every three months, which facilitate the sharing of good practice
- the QualsHub online system
- The King's Trust's ethos

Provider 2 highlighted the:

- The King Trust's mission to reach vulnerable and disengaged young people and provide them with the opportunity to achieve a qualification in a safe space
- The King's Trust reputation as an organisation, particularly in fostering confidence in young people
- the approachable nature of the team
- one-to-one support offered
- a good level of communication

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 12. The awarding body and its providers must ensure that they have the necessary arrangements and resources required to manage and administer qualification delivery and assessment.

To assist providers in determining staff competence, The King's Trust has produced two key documents: *Assessor Competency Profile* and the *Internal Quality Assurer Competency Profile.* These documents detail the essential and desirable competence across a range of areas. However, staff at provider 2 did not know about the existence of these two key documents. After recruiting youth development leads, staff at the provider deliver mandatory training which did seem to meet the profiles and therefore was evidence of staff competence. However, providers need to have all relevant information from the awarding body in this regard. The Assessment Policy section of the *Centre Handbook* and the *Internal Quality Assurance* documents do give some information about competency requirements but the information is not as detailed as the profiles.

Additionally, both competency profiles include information about holding recognised assessor and internal quality assurance qualifications as desirable competencies. However, they do not give specific information about what qualifications may be acceptable or where provider staff could access these qualifications.

The awarding body needs to make provider staff aware of its competency profiles and give additional information about what assessor and internal quality assurance qualifications are acceptable and where staff could access these qualifications.

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

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

The provider list uploaded to SharePoint has a column which requires the accredited qualification code to be entered by the awarding body. In the recent list, the information in the column has been entered incorrectly and shows the awarding body's own coding and not the accredited qualification code, which then makes it difficult to know which qualifications are being delivered at each provider.

Additionally, when the Accreditation Auditor was arranging the provider monitoring activity, it came to light that some of the contacts in the list are incorrect and therefore need to be reviewed to ensure the details are current.

This has been recorded as **Issue 2**

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 7. The awarding body must have an effective approach for communicating with its staff, stakeholders and Qualifications Scotland Accreditation.

Staff at provider 1 were unaware that some reasonable adjustments needed to be referred to the awarding body for approval in accordance with the table of delegated responsibility contained in The King's Trust Centre Handbook, Pages 26 and 27. The provider had made a number of reasonable adjustments for learners but these were permitted and had been recorded correctly. Therefore, the Accreditation Auditor had no concerns about the adjustments that had been made by the provider.

However, the awarding body must ensure that providers are aware of the delegation for reasonable adjustments and that this is reflected in the relevant provider policy and process for reasonable adjustments.

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

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 malpractice and maladministration policy at provider 1 states that an investigation will be carried out before notification to the awarding body. The provider had no incidences of either. Nonetheless, the policy needs to state that all suspected and actual cases of malpractice and maladministration must be reported immediately to the awarding body, in accordance with The King's Trust Malpractice and Maladministration Policy, 2024, Version 3.1.

This has been recorded as **Issue 4**.

2.3 Recommendations

Regulatory Principle 7. The awarding body must have an effective approach for communicating with its staff, stakeholders and Qualifications Scotland Accreditation.

Staff at provider 1 commented that The King's Trust team delivery partner fora were extremely informative and very helpful but that they needed the minutes or presentation slides after the events for reference and also, to share the content within their wider team.

The awarding body may wish to consider making the information conveyed available after the fora for this purpose.

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

Regulatory Principle 12. The awarding body and its providers must ensure that they have the necessary arrangements and resources required to manage and administer qualification delivery and assessment.

The King's Trust operates a system called QualsHub which is used for key processes such as gaining approval, registering learners, uploading assessment evidence, claiming qualifications and downloading results. Several delivery staff at provider 2 had not had training on the system or required refresher training. During a recent QAR, awarding body staff had discussed the training need and this was to be implemented.

The awarding body may wish to identify where staff may need training on the QualsHub system across all providers.

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

Regulatory Principle 12. The awarding body and its providers must ensure that they have the necessary arrangements and resources required to manage and administer qualification delivery and assessment.

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.

Within the awarding body competency profiles, the CPD essential requirements contain statements about continued commitment to CPD but do not give any detail. In discussion with staff at both providers, it was felt that some additional detail about the number of hours of CPD that are expected might be helpful.

The awarding body may wish to consider whether it would be beneficial to stipulate a minimum number of CPD hours within the essential requirement of its competency profiles.

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

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 7. The awarding body must have an effective approach for communicating with its staff, stakeholders and Qualifications Scotland Accreditation.

The King's Trust undertakes external quality assurance with two main approaches: firstly, sampling learner work during scheduled external moderation assessment windows and secondly, QARs which focus on systems, policies and procedures.

In terms of QARs, the *Quality Assurance Review Guide for Centres, 2025–26* contains a range of useful information but it does not state how often these reviews will be undertaken. Staff at provider 1 commented to the Accreditation Auditor that they did not know frequency.

Staff also commented that they were unaware of the Direct Claim Status process that can be awarded to providers when they have demonstrated a high level of performance, meaning that they would be able to make certification claims without waiting for external moderation. The process is detailed comprehensively in *The King's Trust Making Claims* document but the provider was unaware of it.

It is therefore recommended that the frequency of QARs is documented and communicated to providers and also, that information about the Direct Claim Status process is highlighted.

This has been noted as **Recommendation 4.**

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 7. The awarding body must have an effective approach for communicating with its staff, stakeholders and Qualifications Scotland Accreditation.

Provider 2 was in a period of leadership transition at the time of provider monitoring. The Accreditation Auditor had lengthy discussion with staff there about internal quality assurance and other improvements needed after their recent QAR from the awarding body.

The awarding body should continue to support providers who are in a period of leadership transition to ensure all actions needed are met.

This has been noted as **Recommendation 5**.