

Provider Monitoring Report

**The Royal Environmental Health Institute of
Scotland (REHIS)**

25 August 2026

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1 Background

One provider was monitored remotely on 25 August 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

REHIS provider monitoring date: 25 August 2026

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 9 September 2026

Provider Monitoring Report to be signed by REHIS: 22 October 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 findings of this Provider Monitoring Report will be published on Qualifications Scotland Accreditation's website following signed agreement.

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1.3 Summary of Provider Monitoring Issues and Recommendations

As a result of the provider monitoring activity, no Issues have been recorded and 2 Recommendations have been noted.

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.

Recommendation	Detail of Recommendation noted
1. Principle 9	It is recommended that REHIS ensure all providers have dates on all policies, as part of effective document control.
2. Principles 16, 17 and 13	The complaints and appeals policy and procedure at the provider was slightly muddled between complaints and appeals and would benefit from clarification of wording, in terms of the escalation of complaints and the scope of Qualifications Scotland Accreditation for appeals. It is recommended that REHIS remind providers that relevant complaint policy and procedures reference that complaints can be escalated to REHIS and to Qualifications Scotland Accreditation. It is also recommended that provider appeals policy and procedures reference that appeals can be escalated to REHIS; appeals can further be escalated to Qualifications Scotland Accreditation but in such cases, we will only check that due process has been followed and we cannot overturn assessment decisions.

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 provider spoke very favourably about REHIS as an awarding body.

Specifically, the following areas of good practice were noted:

- the ability to offer remote delivery of courses and remote examination, which is very customer friendly for small businesses, especially sole traders
- easy registration and result process online
- quick certification
- receptive to customer feedback
- varied examination questions
- prompt response to queries
- flexible and adaptable customer service

2.2 Issues

No Issues were recorded as a result of provider monitoring activity.

2.3 Recommendations

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

The policies and procedures at the provider were not dated.

It is recommended that REHIS ensure all providers have dates on all policies, as part of effective document control.

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

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 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 complaints and appeals policy and procedure at the provider was slightly muddled between complaints and appeals and would benefit from clarification of wording, in terms of the escalation of complaints and the scope of Qualifications Scotland Accreditation for appeals.

The provider documentation talked about the reporting of concerns to Qualifications Scotland Accreditation for complaints but the escalation route was mixed in with appeals. Also, the documentation did not make it clear that for appeals, Qualifications Scotland Accreditation review the process only and cannot overturn assessment decisions.

A recent REHIS external quality assurance report had highlighted to the provider that the appeals process needed clarification but there was no detail in the report about the content of this clarification. A previous REHIS external quality assurance report had highlighted the escalation route of complaints to SQA Accreditation, as was the title at the time.

The provider had not actually had any complaints or appeals but it is important, of course, that provider documentation in this regard is clear.

It is therefore recommended that REHIS remind providers that relevant complaint policy and procedures reference that complaints can be escalated to REHIS and to Qualifications Scotland Accreditation. Separate to this, it is also recommended that provider appeals policy and procedures reference that appeals can be escalated to REHIS; appeals can further be escalated to Qualifications Scotland Accreditation but in such cases, we will only check that due process has been followed and we cannot overturn assessment decisions.

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