

Provider Monitoring Report

VTCT Skills (Vocational Training Charitable Trust)

16 April 2026 and 21 April 2026

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1 Background

Two providers were monitored remotely on 16 April and 21 April 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 are 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 site 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

VTCT Skills provider monitoring dates: 16 April 2026 – 21 April 2026

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 20 May 2026

Provider Monitoring Report to be signed by VTCT Skills: 2 July 2026

Action Plan to be emailed to
regulation@qualifications.gov.scot by VTCT Skills: 2 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 it 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 it 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 VTCT Skills 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, one Issue has been recorded and four Recommendations have been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principle 12	The invigilation record completed for VTCT Skills' external assessments states that the invigilator will tick the 'checked ID' box to confirm each learner's identity through ID checks or prior knowledge.' However, the boxes had not been ticked on the samples viewed at Provider 2. Staff commented that all learners had identity badges and were known to staff. Nonetheless, the records had not been completed in accordance with awarding body requirements.	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. Principles 12 and 5	The VTCT Skills' documented information does not specifically state that interim sampling of qualifications should occur and does not include an internal quality assurance sampling plan template. It is recommended that the need for interim internal quality assurance be added to VTCT Skills' documentation and that VTCT Skills considers producing an internal quality assurance sampling plan template.
2. Principles 12 and 6	Provider 1 undertakes external assessments using the VTCT Skills' Linx2Achieve e-testing facility via the Linx2 Portal. Staff commented that when technical difficulties were encountered, it would be useful to be permitted to have a paper copy of the external assessment. VTCT Skills should consider if it is possible to allow providers to have a paper copy of external assessments as a back-up when the e-testing platform cannot be accessed.
3. Principles 12 and 6	Both providers had tried the Manage Assess electronic portfolio system operated by VTCT Skills but felt it did not meet their needs and was very time consuming to operate. VTCT Skills may wish to review the Manage Assess system to ensure it meets the needs of the sector and its users.

4. Principles 13 and 5	Information in the VTCT Skills' Centre Handbook states that the awarding body will typically plan and allocate dedicated monitoring visits for providers running Workplace Core Skills qualifications. The Accreditation Auditor noted that there had been no such dedicated monitoring at Provider 1. It is recommended that some context be added to the documented wording to clarify situations which are not typical and therefore which may not require additional quality assurance of Workplace Core Skills.
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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

Both providers spoke extremely highly of VTCT Skills as an awarding body.

Specifically, the following areas of good practice were noted.

Provider 1 highlighted the:

- excellent customer service team who are very patient, helpful and responsive
- adaptive and flexible nature of the awarding body
- ability to listen to providers and be reactive
- level and quality of engagement
- dedicated Scottish account manager who understands the landscape
- continuing professional development events which are very inclusive to all providers and facilitate excellent networking opportunities

Provider 2 highlighted the:

- efficient customer service
- tremendous support given in the last few years since approval
- level of assistance given when there is disruption to the online exam platform
- dedicated Key Account Manager and contact with nominated personnel
- curricular visits three times a year
- continuing professional development events which are facilitated by the awarding body in partnership with host providers and showcase VTCT Skills as sector leaders

2.2 Issues

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.

At Provider 2, the Accreditation Auditor viewed invigilation records which are completed for the external assessments within VTCT Skills' qualifications. The awarding body record states that, 'the invigilator will tick the 'checked ID' box to confirm each learner's identity through ID checks or prior knowledge.' However, the boxes had not been ticked on the samples viewed.

Staff commented that all learners had identity badges and were known to staff. Nonetheless, the records had not been completed in accordance with the awarding body requirements.

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

2.3 Recommendations

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.

In terms of internal quality assurance guidance, pages 4 and 5 of the VTCT Skills' Assessment Handbook state that, 'the centre's sampling strategy should:

- increase the level of sampling for qualifications being delivered for the first time
- increase the level of sampling for unqualified assessors and new assessors
- ensure that all, or the majority of learners are sampled across the units of a qualification
- not restrict sampling to certain learners
- plan for sampling to allow for sufficient review
- include all assessors for a particular qualification
- reduce the level of sampling, where consistency and accuracy have been reliably demonstrated by assessors'

The Handbook further states that, 'If a centre is in doubt about their sampling plan, they can contact their EQA for guidance.'

The documented information above does not specifically state that interim sampling of qualifications should occur within the sampling strategy. Interim sampling is necessary to ensure that internal quality assurance is not end-loaded and that any issues with the assessment process are picked up throughout the duration of the qualification. While interim sampling may be implied within the statement about sampling to allow for sufficient review, the Accreditation Auditor considers that it would be good practice to state explicitly that interim sampling should be included in the sampling strategy,

especially for new providers. The two providers monitored were undertaking interim sampling as standard as they are very experienced in delivery and assessment.

Additionally, staff at Provider 1 felt that it would be very useful if VTCT Skills produced an internal quality assurance sampling plan template. Staff commented that the VTCT Skills' external quality assurer had been very helpful with input and advice about the provider's sampling plan but that this had involved communication back and forth and this had been quite time consuming.

It is therefore recommended that the need for interim internal quality assurance be added to VTCT Skills' documentation and that VTCT Skills considers producing an internal quality assurance sampling plan template.

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.

Regulatory Principle 6. The awarding body must continually review the effectiveness of its services, systems, policies and processes.

Provider 1 undertakes external assessments using the VTCT Skills' Linx2Achieve e-testing facility via the Linx2 Portal. Staff commented that generally this platform worked well but when technical difficulties were encountered, it would be useful to be permitted to have a paper copy of the external assessment. This would allow the assessment to continue and prevent rescheduling which has an impact both on the learner and the time and resources of the provider.

VTCT Skills should consider if it is possible to allow providers to have a paper copy of external assessments as a back-up when the e-testing platform cannot be accessed.

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 6. The awarding body must continually review the effectiveness of its services, systems, policies and processes.

VTCT Skills has an electronic portfolio system called Manage Assess. Both providers had tried the Manage Assess system but felt it did not meet their needs and was very time consuming to operate. Provider 1 had developed their own electronic system while Provider 2 had reverted to paper-based portfolios.

VTCT Skills may wish to review the Manage Assess system to ensure it meets the needs of the sector and its users.

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 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.

Page 7 of the VTCT Skills' Centre Handbook, March 2026, states that, 'VTCT Skills will typically plan and allocate dedicated centre monitoring visits for centres running Workplace Core Skills qualifications to ensure that the external quality assurance of Workplace Core Skills occurs at centres delivering the qualification. These centre monitoring visits will be in addition to the monitoring visits that the EQA conducts to externally quality assure other VTCT Skills qualifications that the provider delivers'. Similar information is contained in the External Quality Assurance Manual, May 2025, Page 33.

Provider 1 offers Workplace Core Skills in Numeracy and Information and Communication Technology. The Accreditation Auditor noted that there had been no dedicated monitoring visit from VTCT Skills for Workplace Core Skills to date and that these Core Skills were reviewed in conjunction with the other qualifications being delivered at the provider. While the above wording in the VTCT Skills' documentation does include the word 'typically' which by definition suggests there are situations which are not typical and therefore where this additional quality assurance may not occur, it is recommended that some context be added to the wording to clarify such situations which may not require additional quality assurance of Workplace Core Skills.

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