

Information Notes Series 1:

Third Party Credit Rating for Credit Rating Bodies

Note 1.4 Carrying out post credit rating monitoring

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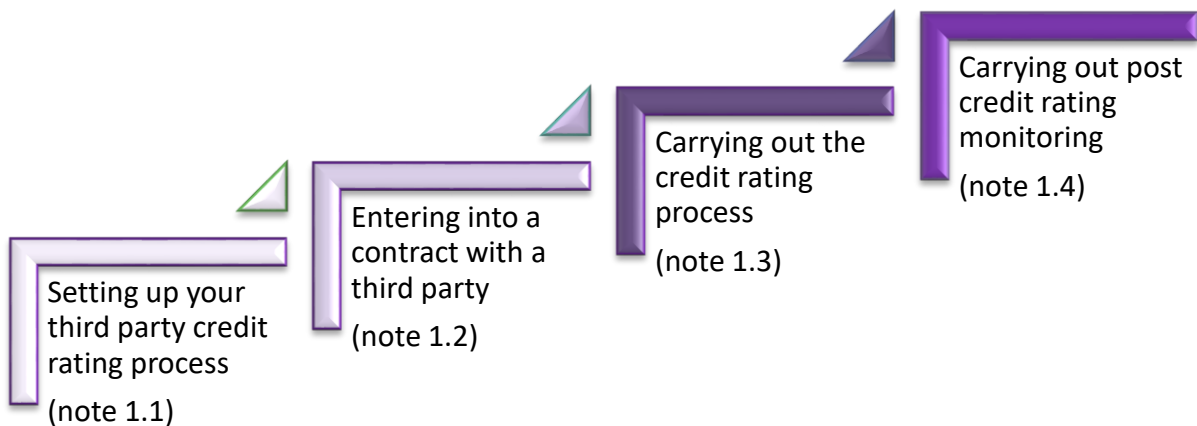
Third Party Credit Rating for CRBs

Carrying out post credit rating monitoring

November 2020

This information note supplements the principles and guidance within the SCQF Handbook. Other useful documents include the Ceasing Credit Rating Flowcharts and for SCQFP Approved CRBs – the SCQF Quality Assurance Model (QAM) all of which are available from www.sqcf.org.uk.

This note is the fourth in a series about Third Party Credit Rating for CRBs. There are four notes in total as indicated below.



Credit Rating will be defined as third party where:

The CRB cannot make changes to the learning outcomes and/or assessment criteria of a programme without the specific permission of the submitting organisation. The CRB is also unable to offer this programme to any other organisation (as a product) without the permission of the submitting organisation.

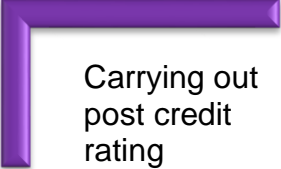
Carrying out post credit rating monitoring

It is important to remember that your responsibilities as a CRB do not stop when you allocate the SCQF level and credit points – you have an ongoing responsibility to ensure that the programme is continuing to meet the SCQF credit rating criteria, being delivered at the appropriate level and credit, being quality assured appropriately and marketed in a responsible manner.

Below are some things to consider: *Again some of these points have been indicated in previous notes in this series.*

- How will you communicate the arrangements for the ongoing monitoring of programmes to third parties?
- How regularly will you carry out this monitoring? This may be dependent on the duration of the programme, the number of learners enrolled, the experience of the third party etc. (the frequency of this might change over time as you have more confidence in the third party or equally might be more frequent if issues are raised)
- What form will this monitoring take? Will you visit them on a regular basis or require a detailed report or will it be a mix of methods? This may depend on a number of factors – the location of the third party, the mode of delivery and the level of trust that you may have in an organisation (so for example the form might change over time with a third party as you have more confidence in them)
- What areas will the monitoring include? As the CRB it is your responsibility to ensure that the processes are being carried out appropriately as outlined in the third party's submission to you. This will include the quality assurance and certification processes the use of the SCQF logo and ensuring that information in any marketing materials, advertising and/or websites around the SCQF levels and credit points is accurate. There may be other processes that you wish to examine.
- Is there clear guidance/process if a third party makes, or wishes to make, changes to a programme post credit rating?
 - This should include a contact point for the third parties to inform regarding any changes to their programmes post credit rating
- What sanctions might you put in place if there are issues found during your monitoring activities or if you receive any complaints about a third party?

- What arrangements will be in place when the credit rating period is coming to an end? When will this process need to start so that the credit rating review is carried out before the credit rating period ends?



Carrying out post credit rating monitoring



Some of this monitoring may be more difficult if the organisation is based outside of the UK and does not deliver its programmes in the UK or indeed for the Scottish market. This should be taken into consideration when deciding to contract to undertake credit rating for an organisation. How easy will it be for you to visit them or to get information from them to satisfy your quality assurance requirements? In addition, if the programme is delivered online there may also need to be alternative arrangements in terms of monitoring and quality assurance.

We all appreciate that 2020 has meant that all organisations have had to adapt their delivery and assessment methods to address the unforeseen situations they have found themselves in. Moving forward, CRBs may wish to consider providing information to third parties regarding acceptable adaptations or asking that a third party has a business continuity plan or similar.

On a final note, whilst this series of notes has possibly concentrated on some of the process issues to make sure your systems are fit for purpose if you need to deal with any of them, please bear in mind that the ability to provide third party credit rating can bring a range of benefits to a CRB including:

- Income generation
- Enhanced service offer within partnership working through the ability to offer recognition for employers' in house programmes, local community groups' programmes
- Contributing to the recognition of skills for a wider range of learners
- The development of potential pathways for learners into and from your organisation's own programmes