

# QUALITY ASSURANCE MODEL FOR SCQFP APPROVED CREDIT RATING BODIES

## SECTION 9 Matters of Concern



# **Section 9**

## **Matters of Concern**

*This Quality Assurance Model (QAM) applies specifically to those SCQFP Approved CRBs but for ease of reading the term Credit Rating Body or CRB will be used in this document*

## Raised concerns

The SCQF Partnership will only deal with matters of concern about a CRB if the individual or organisation raising the concern has fully exhausted all of the CRB's internal complaints processes.

The SCQFP will only directly deal with matters of concern relating to the credit rating process itself and that a CRB has failed to:

- comply with the SCQF Principles laid out in the SCQF Handbook;
- follow its own credit rating procedures
- take account of all of the relevant information supplied by a third party during its credit rating processes

In this case, the SCQFP will inform the CRB that a matter of concern has been highlighted and the CRB will be given the opportunity to respond. The details of the matter of concern and the response from the CRB will then be sent to the Chair of the SCQFP Board who, depending on the response from the CRB, may ask the Chair of the SCQFP Quality Committee to:

- approach the relevant external accountable bodies and ask them to investigate further and report back to the Quality Committee; *or*
- refer the matter to a sub group of the Quality Committee for further investigation and report back to the full Quality Committee; and *and in both cases to*
- report back to the SCQFP Board with recommendations for action

The Chair of the Board will then ensure that the Board considers both the report and recommendations from the Quality Committee and makes a decision as to the next steps. These could include the CRB:

- being asked to complete the required actions within a specific timeline (this may also include a review of the credit rating decision(s) in question)
- having its credit rating activities suspended until the actions have been completed
- a further meeting between the Chair of the Board, the CEO and senior representatives of the CRB
- having its credit rating authority removed (see section 7)

Where an individual or organisation raises a matter of concern which is related to the delivery and/or quality assurance of a qualification or learning programme which has been credit rated and entered onto the SCQF, these will be referred back to the CRB in the first instance and if not resolved passed to the appropriate external accountable body. This will include the delivery and/or quality assurance of any programme owned by a third party which has been credit rated by the CRB.