

**To:**

Mr R Clarke  
Responsible Officer  
Industry Qualifications Ltd  
Coppice House  
Halefield 7  
Telford  
TF7 4NA

## Direction

With a view to securing compliance with the General Conditions of Recognition set and published by Ofqual in accordance with section 134(1), and in the exercise of its powers under section 151(2) of the Apprenticeships, Skills, Children and Learning Act 2009 (ASCLA), **Ofqual directs Industry Qualifications Ltd (IQ), as follows:**

With a view to securing compliance with Condition A7.1(a), **before 4pm on Monday 7 March 2016**, IQ must:

1. Identify every Learner whom it caused to receive, or whom it intended to cause to receive, a letter containing the information set out in its letter dated 21 April 2015, or substantially similar information, concerning the 'removal' of qualifications from such Learners (the Removal Letter) ; and
2. Use best endeavours to deliver, or cause to be delivered, using a trackable and traceable delivery method, to each such Learner a letter stating in clear and unequivocal terms that the IQ qualification(s) awarded to those Learners and referred to in the Removal Letter have not been revoked, withdrawn or otherwise removed; and
3. Deliver, or cause to be delivered, to the Security Industry Authority a copy of the letter sent to any Learner pursuant to this direction, together with the identity of every such Learner.

With a view to securing compliance with Conditions H6.1(a) and H6.1(d), **before 4pm on Monday 7 March 2016**, IQ must:

4. To the extent that it has reason to believe that any Learner identified in accordance with paragraph 1. of this direction is, or may be, no longer in possession of results for a qualification affected by the Removal Letter, use best endeavours to issue replacement results to such Learners.

With a view to securing compliance with Condition I4.2(a), **before 4pm on Monday 7 March 2016**, IQ must:

5. To the extent that it has reason to believe that any Learner identified in accordance with paragraph 1. to this direction is or may be no longer in possession of a certificate in respect of a qualification affected by the Removal Letter, use best endeavours to issue a replacement certificate to such Learners.

With a view to securing compliance with Condition A8.3(a), **before 4pm on 14 March 2016**, IQ must:

6. Engage, at its own expense, a firm of third party auditors or other appropriate professional services firm to review and advise on any necessary revision to IQ's written procedures for the investigation of suspected or alleged malpractice, but before making such engagement:
  - a. Notify Ofqual of the identity of the firm it proposes to engage; and
  - b. Notify Ofqual of the proposed Terms of Reference for that engagement;
  - c. Make such an engagement only with Ofqual's agreement, such agreement will not be withheld unreasonably.
7. Require the firm engaged to present its final report in respect of that review within 14 days of the date of engagement and to report simultaneously to Ofqual and IQ.

With a view to assuring Ofqual that it has complied with this direction, **before 4pm on 21 March 2016**, IQ must:

8. Provide to Ofqual a Statement of Assurance, signed by the Chair of its Governing Body and the responsible officer, confirming that it has completed the actions set out at paragraph 1, 2, 3, 4, 5, 6 and 7 of this direction.

Ofqual's Reasons for imposing this Direction are set out in the attached document: Reasons for issuing a Direction.

Signed: .....P. Beach..... Dated: 26 February 2016

**Philip Beach, Director of Strategic Relationships, GQ**

**Note:**

1. Ofqual intends to be open and transparent in its regulation of awarding organisation and will publish a Direction, either fully or in part, on its website, unless Ofqual is persuaded by an awarding organisation that there is a legitimate reason that this should not be published.
2. Ofqual may amend or revoke this Direction by giving you notice of its intention and considering any representations you may wish to make.
3. We will review this Direction on or before **28 March 2016** to determine whether it should continue to be in place.
4. Failure to comply with this Direction may lead to enforcement through the Courts.
5. Whenever we take enforcement action we may consider taking alternative or additional regulatory action and may also seek to recover our costs.
6. You may request a review of the decision to give a direction within 10 working days of the date of the direction. The request must be in writing, marked for the attention of Matthew Humphrey, Associate Director, Legal Moderation and Enforcement and sent by email to: [enforcement@ofqual.gov.uk](mailto:enforcement@ofqual.gov.uk)
7. A review may be requested on the following grounds only:
  - a. The facts of the decision for imposing a Direction are incorrect;
  - b. A relevant fact has not been taken into account;
  - c. Ofqual has not followed its own procedures, or
  - d. The decision to impose a Direction is, in all of the circumstances, an unreasonable decision.
8. Any review will be carried out by an officer of Ofqual who has had no previous involvement in the matter.