

**Undertaking given by the Innovate Awarding (IAO) to the Office of Qualifications and Examinations Regulation (Ofqual) in accordance with Condition B8 of the General Conditions of Recognition, June 2016 (The Conditions).**

**Undertaking:**

In the context of:

The Ofqual 'High Volume' audit of Innovate Awarding (IAO).

An admission that IAO failed to comply with Conditions A5.1(a), A5.2(e) and C1.1(b), in that IAO failed to:

- i. Ensure that Lead External Quality Assurer (EQA) checks were documented;
- ii. Implement a system of control to ensure that certificates of centre staff were checked and documented in accordance with IAO policies; and
- iii. Ensure that the frequency of EQA observations were taking place in accordance with IAO policies.

With a view to securing ongoing compliance with Conditions A5.1(a), A5.2(e) and C1.1(b), IAO has made the following specific changes:

1. IAO has introduced a system of control to ensure that Lead EQA reviews and feedback are fully documented and submitted to the IAO Head of Operations.
2. IAO has amended the systems of control to ensure that certificates of centre staff are checked and documented by EQAs. Each EQA is now informed of all Centre staff involved in the delivery of qualifications and must note if they have seen the certificates at that visit or at a previous visit. Lead EQAs will monitor the issue on an ongoing basis.

With a view to securing compliance with Conditions A5.1(a), A5.2(e) and C1.1(b), IAO undertakes to:

3. Carry out documented observations of all active IAO EQAs by the 30 August 2018.

With a view to securing compliance with the Conditions on an ongoing basis, IAO undertakes to:

4. Establish an ongoing annual program of documented EQA observations to take effect from 1 September 2018.

With a view to assuring Ofqual that it has complied with this Undertaking, IAO will:

5. On or before the 14 September 2018 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 in paragraphs 3 - 4 of this Undertaking.

In giving this Undertaking, I acknowledge on behalf of IAO that:

- 1) Ofqual will publish this Undertaking; and
- 2) Ofqual may take enforcement action in respect of any failure to comply with an Undertaking given to it which may include the issue of a Direction, the imposition of a fine, costs or other such action as it deems appropriate.

A signed version of this undertaking has been provided to Ofqual.