

# Qualification Review Policy

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## Introduction

One of our regulatory obligations is to regularly review all of our qualifications to ensure that continuous quality assurance is proactively promoted across the lifecycle of all of our qualifications.

## Scope

This policy is aimed at CIOL Qualifications (CIOLQ) staff and the users of our qualifications.

## Purpose

To demonstrate our commitment to providing a future-proofed portfolio of qualifications that are designed and delivered in line with regulatory conditions, we aim to operate a rolling system of qualification reviews periodically, the purpose of which is to evaluate and continually improve the qualifications offered by CIOLQ.

Part of our qualification review process involves seeking feedback from our users, whether they are candidates, employers, Exam Venues or our Assessment Associates (AAs). Feedback is essential to help us keep our qualifications valid, fit for purpose, and user-friendly. We gather feedback in various ways such as online surveys and letters of support, which then feed into our internal review activity.

## Review context

Reasons that we may review our qualifications are multiple, for example:

- Changes to regulatory frameworks
- Future-proofing a qualification
- Responding to sector changes
- Alternative ways in which to deliver the qualification and assessment
- The need to enhance our approach to the development, delivery and award of any given qualification so that it remains appropriate
- Responding to information, comments and complaints received from users

Even when major changes are not required, we review our qualifications systematically on a cycle of five years, or more frequently, as necessary, giving due regard to any credible evidence that suggests a change in the approach to the development, delivery and award of the qualifications is required.

However, if this evidence indicates the need for comprehensive alterations to the delivery and assessment, the qualification would be withdrawn in line with our Qualification Withdrawal Policy.

## Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

## Policy version and owner

Policy review date	October 2027
Policy owner	Responsible Officer

## Regulatory references

Ofqual General Conditions of Recognition
Condition D3 – Reviewing approach
Qualifications Wales
Condition D3 – Reviewing approach