



19 July 2016

Dear Responsible Officer

New published policy on Fee Capping and revised Regulatory Appeals and Taking Action when things go wrong policies

As of today, Qualifications Wales has published three interim policies:

- Regulatory appeals policy
- Taking action when things go wrong
- Fee capping policy

These policies are part of a suite of monitoring and complaints policies. Qualifications Wales is developing a Corporate Complaints Policy and will develop a Monetary Penalties Policy following a Welsh Government consultation on the regulations for implementation of monetary penalties. Qualifications Wales intends to hold a combined consultation for all monitoring and complaints policies once they are developed. This approach will provide awarding bodies with the opportunity to consider all interlinked policies at the same time. As such, we are publishing these interim policies but intend to hold a combined consultation when the corporate complaints and monetary penalties policies have been developed.

Regulatory appeals has been amended from version 1 to include:

- Clarification of the scope of the policy
- An internal review stage to enable Qualifications Wales to provide a timely remedy where appropriate
- More detail in the process stages and responsibilities
- The introduction of grounds for appeal for the independent reviewer stage (in circumstances where this is not prescribed by the Act)
- The need to make separate provision for areas identified under Schedule 3 of the Act as requiring an independent review.

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Taking action when things go wrong has been amended from version 1 to clarify:

- The scope of the policy
- The powers provided by the Qualifications Wales Act

Fee capping is a new policy which explains the circumstances under which Qualifications Wales may impose a limit on the amount an awarding body may charge in connection with the award of publicly funded qualifications that are approved or designated by Qualifications Wales under the Qualifications Wales Act.

Yours sincerely

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