



AUDIT BRIEF

All Members are required to conduct obtain a reasonable assurance opinion from an independent auditor that it is adhering to the Code of Practice in the following key areas:

1. VOUCHER FUND PROTECTION

- Confirm Member has a documented Fund Protection Policy that is reviewed at least annually.
- Confirm Voucher Funds are deposited with an Approved Bank or in a company within the Members Group of companies which has the same credit rating as an Approved Bank.
- Confirm Voucher Funds and the Member's own capital are clearly identified and that the funds vouchers are not used as its own working capital.
- Confirm that regular Reconciliations of Voucher Funds are performed.
- Confirm Monthly Reconciliation is taking place and whether or not there are any reconciliation differences. If there are differences, confirm that such differences carry a valid explanation and are being dealt with in a timely manner.

2. COMPLAINTS PROCEDURES

- Confirm Member has a documented Complaints Handling Policy that is reviewed at least annually and incorporates provision for standards as detailed in clause 4 of the Code of Practice.
- Confirm by reviewing the complaints log (using a reasonable sized sample of complaints) that the Member is following its Complaint Handling Policy.

3. CONDUCT OF BUSINESS

- Confirm the Member has clear documented terms and conditions in place governing its relationship with relevant stakeholders and that the terms and conditions incorporate provision for standards as detailed in clause 5 of the Code of Practice.

4. DATA SECURITY

- Confirm that a current Data Security Policy is in place, that it is reviewed at least annually and that it incorporates consideration for the requirements of the Data Protection Act 1998.
- Confirm that there is a Designated Person to oversee the Member's compliance with the Data Security Policy.

5. RECORD KEEPING

- Confirm that a Record Keeping Policy is in place, that it is reviewed at least annually and that it incorporates provision for standards as detailed in clause 8 of the Code of Practice.
- Confirm, (using a reasonable sized sample of records), that the Record Keeping Policy is being adhered to.

6. CRIME PREVENTION

- Confirm that the member has appropriate policies in place that meet the standards as detailed in clause 9 of the Code of Practice.

- Confirm (using a reasonable sized sample of examples), that the standards as detailed in clause 9 have been complied with.

7. CONTINGENCY PLANNING

- Confirm that a Business Continuity Policy is in place that incorporates provision for the standards as detailed in clause 10 of the Code of Practice.
- Confirm that Business Continuity plans are tested at least every 2 years and that evidence of recent testing is available.

8. OVERSIGHT AND MONITORING

- Confirm the Member has a Designated Person(s) to oversee compliance with the Code of Practice.
- Confirm that the Designated Person(s) regularly review compliance with the Code of Practice. The review should record the Member's compliance, or where shortcomings are identified, that appropriate action plans are formulated to rectify and bring the Member back into compliance.