ISQM (UK) 1: Making file reviews matter

26 February 2026

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ICAEW's revised Continuing Professional Development (CPD) Regulations brought in new CPD requirements, including a minimum number of hours and an ethics requirement.

This webinar could contribute to up to 1 hour of verifiable CPD, so long as you can demonstrate that the content is relevant to your role.

Find out more about how these changes affect you at icaew.com/cpdchanges.

Today's speakers…

Gill Spaul,
Crowe Global

Cheryl Powick,
Deloitte

Moyra Vipond,
PwC

Monitoring and Remediation – Key SOQM Process

SYSTEM - a group of interacting or interrelated elements that act according to a set of rules to form a unified whole

MONITORING – checking something carefully for a period of time in order to discover something about it

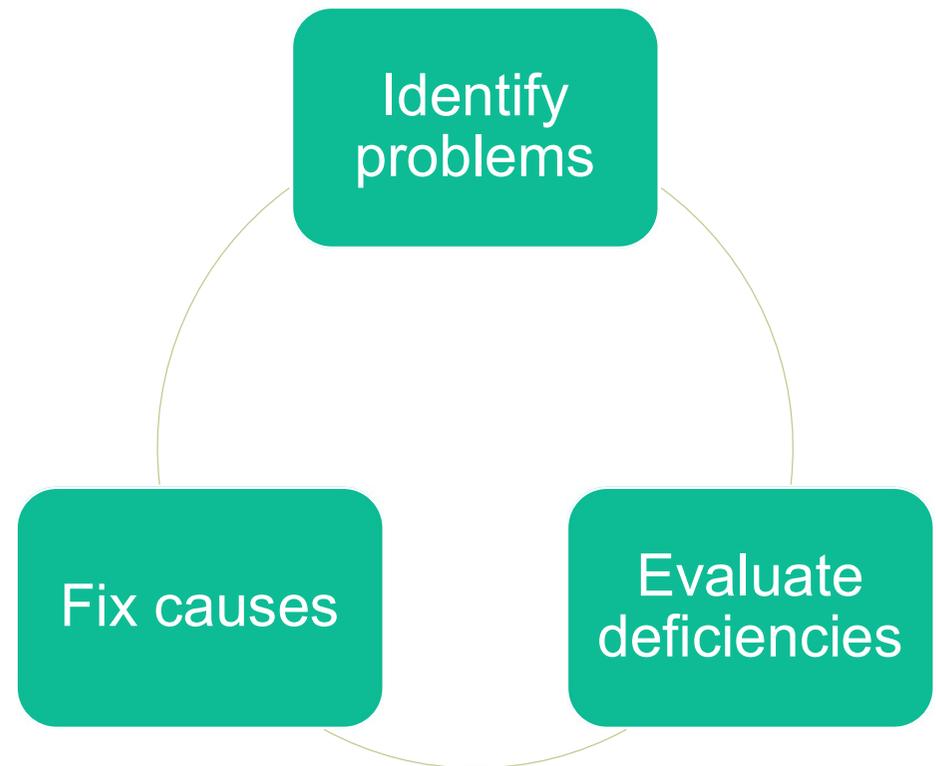*REMEDIATION – fixing something that needs to be fixed*

Monitoring and Remediation – Key SOQM Process

- File reviews are one aspect of monitoring

- Why do file reviews matter?

- What does good file reviewing look like?

- How do file reviews drive Root Cause Analysis and Remediation?

Driving the remediation processes

- Am I achieving what I want to achieve or have I detected deficiencies?

- What actually caused deficiencies?

- How might I fix the things that need fixing?

Identify problems

Evaluate deficiencies

Fix causes

Things to think about

- Roles within the monitoring process

- Planning

- Coverage

- Attributes of a file reviewer (or a reviewer of other aspects of the SOQM)

- Support the process, resource appropriately

- Documentation

Questions?

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