



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 23 November 2022.

Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence to be provided (Failure to include a description of your intended methodology AND details of the evidence that you will provide could result in your Action Plan not being approved by ACG.)	Target date for completion by awarding body ¹	Date Issue closed out by SQA Accreditation ²
1. Principle 8 and 9	The awarding body's Centre Agreement November 2020 references a centre manual which is not available on SharePoint.	Low	The Centre Manual has been split into the separate policies that are available through the FireQual website and also on request. We have updated the Centre Agreement wording to reflect this and a new copy will be submitted to SharePoint now that we have access to MFA. We will issue an amendment to the Centre Agreement for existing centres for signing and will implement the new one for future new centres or	31/12/2022	25/5/2023

¹ If the awarding body believes it has completed the action prior to approval of the Action Plan by ACG, insert the considered date of completion. The date will be subject to review depending on the quality of the evidence supplied.

² Issues can only be closed out once the evidence to complete the action has been quality reviewed and the Action Plan has been approved by ACG. The period of time between ACG approval and the date the Issue is closed out is not necessarily reflective of any quality issues.

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			when the centre resigns as part of the reapproval process		
2. Principle 9	The provider was unable to show evidence that delivery and assessment sites are checked for suitability.	Low	We have drafted and will be implementing this year a new policy for the recording of checks on premises. This will include the provision of a checklist for completion and keeping by the Centre and also a video/image walkthrough for verification by FireQual as part of the approval process. This is currently being signed off before launch by the end of the calendar year. Copies will be uploaded to SharePoint	31/12/2022	21/7/2023
3. Principle 15	Candidates are not given the option to have their certificates sent to them upon completing a qualification.	Low	We will reinforce that the certificates are the property of the candidate as in our policies. We will also require centres to provide confirmation that certificates have been distributed to candidates by the employer where they have been sent in a batch for distribution. Copies of the update policy will be uploaded to SharePoint	31/12/2022	25/5/2023

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4. Principle 16	The provider does not have a complaints policy	High	We have requested all copies of complaints policies from the centres who are operational and have checked the wording in these. Centres provide copies at the point of approval and re-approval. We are satisfied that the centres have these in place and have provided guidance where required on wording	30/11/2022	12/4/2023

Action Plan approved by ACG on Wednesday 12 April 2023