

## Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to [regulation@sqa.org.uk](mailto:regulation@sqa.org.uk) by 5 February 2018.

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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principle 11	The Accreditation Auditors consider the awarding body process for providers administering reasonable adjustments to be an inconsistent approach and therefore, providers can apply vastly differing reasonable adjustments.	Low	As CIH AO qualifications and its assessments are not performed under examination conditions, centres have a greater flexibility to be responsive to an individual learner's needs and choose an assessment activity and method that will allow the learner to demonstrate attainment.  Centres are required through the <i>CIH Awarding Organisation Special considerations and reasonable adjustments policy</i> , to inform the EQA of any adjustments or consideration at the quality assurance visit and when assessing the moderation sample.	31 March 2018 Extension to 31 May 2018	15/6/2018

<sup>1</sup> 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.

<sup>2</sup> 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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			<p>CIH to review and update <i>CIH Awarding Organisation Special considerations and reasonable adjustments policy</i> to follow relevant JCQ Guidance.</p> <p>CIH to highlight to EQAs at the Annual EQA Forum to check for any adjustments made by centres for them to disseminate this information to centres during annual Quality Assurance visits.</p> <p>Evidence to be provided:</p> <ul style="list-style-type: none"> <li>• Revised version of <i>CIH Awarding Organisation Special considerations and reasonable adjustments policy</i>.</li> <li>• <i>Agenda for EQA Forum</i></li> </ul>		
2. Principle 14	In the awarding body maladministration and malpractice policy, there is no mention of maladministration, except for the definition, instead detailing misconduct. This change of terminology	Low	<p>CIH to update <i>CIH Awarding Organisation Malpractice and maladministration policy</i> to include specific and correct definitions of maladministration.</p> <p>Evidence to be provided:</p> <ul style="list-style-type: none"> <li>• Revised version of <i>CIH Awarding Organisation Malpractice and maladministration policy</i></li> </ul>	31 March 2018	12/4/2018

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	has the potential to cause confusion.				
3. Principle 15 and RPDIR 3	The sample learner certificate that was provided did not state the credit rating body nor the SCQF credit points, which is required by the Regulatory Principles Directive.	Low	CIH to update certificates to include credit rating body and SCQF credit points where applicable.  Evidence to be provided: <ul style="list-style-type: none"> <li>• Copy of revised Certificates</li> </ul>	31 March 2018 Extension to 31 May 2018	15/6/2018

Action Plan approved by ACG on 21 February 2018