

## 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 26 April 2019.



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 3, 5	The awarding body could not provide sufficient evidence of giving consideration to SQA accredited qualifications in their business planning process or set objectives, either at a high level or departmental level. Additionally, it could not demonstrate how it actively promotes SQA accredited qualifications and SQA Accreditation generally.	Medium	<p>CMI promotes all qualifications equally on the website  <a href="https://www.managers.org.uk/education-providers/qualification-resource-library">https://www.managers.org.uk/education-providers/qualification-resource-library</a></p> <p>CMI offers free membership to learners in Scotland through its partnership with SQA  <a href="https://www.sqa.org.uk/sqa/76003.html">https://www.sqa.org.uk/sqa/76003.html</a></p> <p>Additional promotional material will be developed to actively promote SQA Accreditation and shared on the CMI website</p>	30 Sept 2019 <b>Extension to 30 November 2019</b>	

<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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2. Principle 4, 15, RPDIR 1	There was no fail-safe in the awarding body system, nor any procedure in place to prevent any of the SVQ qualifications from being certificated within 10 weeks, which forms part of the quality assurance mandate for SVQ qualifications.	Low	A restriction has now been added to the CRM system to prevent a learner from being certificated within 10 weeks of registering	31 May 2019	30/5/2019
3. Principle 6	Prior to the audit, the Accreditation Auditors reviewed the documents deposited on SharePoint. Many of the documents were out of date.	Low	Update of policies and procedures to be undertaken including altering the complaints and appeals policies. New versions will then be uploaded on to the Sharepoint	31 July 2019	21/8/2019
4. Principle 12, 13	The contact information within both the complaints and appeals policies erroneously refers to SQA as contact in the event of a complaint and/or appeal. This should say 'SQA Accreditation'. Furthermore, the	Low	Update of policies and procedures to be undertaken including altering the complaints and appeals policies. New versions will then be uploaded on to the Sharepoint	31 July 2019 Extension to 30 September 2019 <b>Extension to 30 November 2019</b>	

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	complaints policy does not explain how and when candidates can complain to SQA Accreditation.				
5. Principle 14	Two awarding body policies: 'CMI Incident/Event Management Procedure – Ref: AB/PRO/0017/March17/V8' and 'CMI Malpractice and Maladministration Procedure – Ref: AB/PRO/0002/ Jul18/V09' are inconsistent as to when the awarding body should inform SQA Accreditation about malpractice and maladministration.	Medium	Update of policies and procedures to be undertaken including altering the complaints and appeals policies. New versions will then be uploaded on to the Sharepoint	31 July 2019 <b>Extension to 30 September 2019</b> <b>Extension to 30 November 2019</b>	

Action Plan approved by ACG on 05 June 2019