



## 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 24 April 2015.

Issue number	Detail of Issue recorded	Risk rating	Proposed action (Please include a description of your intended methodology and details of the evidence that will be provided.)	Target date for completion	Date Issue closed out (SQA use)
1. Principle 5	The SVQ expiry dates listed on ILM's systems for registration and certification must correctly reflect the accreditation dates. ILM must also ensure that providers are informed of the changes.	Medium	Head of Product to liaise with IT service supplier to make required changes on the system, and to ensure that these changes are communicated to centres via ILM News. Copy of ILM News to be uploaded to Quicr.	End May 2015	28/5/2015
2. Principles 5 and 6	ILM must ensure that its data protection policy states the awarding body's own position on the collection and use of data from providers and learners.	Medium	Data protection policy will be revised accordingly – these changes are required as part of a wider project on the revision of the ILM Customer Handbook. Copy of the new policy to be uploaded to Quicr. <b>Extension to 30 September 2015.</b>	End July 2015	27/8/2015
3. Principles 5 and 11	ILM must ensure that its equality and diversity policy adequately reflects the protected characteristics as defined by the Equality Act (2010).	Medium	Equality & Diversity policy will be revised and the two missing protected characteristics added. Copy of the new policy to be uploaded to Quicr.	End July 2015	17/7/2015