

## 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 16 August 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. Principles 5 and 10.	QFI's <i>Centre Handbook, Version 3, May 2018</i> , states that 'DCS is granted to centres (not to individual assessors or qualifications)'. It would appear that the published guidance directly contradicts awarding body practice in respect of qualifications.	Low	<b>Method</b> <ul style="list-style-type: none"> <li>• Revise the Centre Handbook to reflect that Direct Claims Status is granted to individual qualifications</li> <li>• Provide SQA Accreditation with a revised Centre Handbook (Version 4)</li> <li>• Reissue Centre Handbook to centres</li> <li>• Replace Centre Handbook on QFI's website and SharePoint.</li> </ul> <b>Evidence</b> <ul style="list-style-type: none"> <li>• Revised Centre Handbook.</li> </ul>	15/09/2018	17/9/2018

<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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2. Principle 10	It was noted that there appeared to be no specified requirement within the <i>Process for Appointing External Verifiers, Version 1, May 2015</i> , and the <i>External Verifiers Responsibilities and Code of Conduct, Version 2, July 2017</i> , to include the relevant Sector Skills Organisations (SSO) Assessment Strategies as a benchmark document within the appointment process.	Low	<p><b>Method</b></p> <ul style="list-style-type: none"> <li>Revise Process for appointing External Verifiers and the External Verifiers Responsibilities and Code of Conduct to include specific reference to Assessment Strategies</li> </ul> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>Revised Process for appointing External Verifiers and the External Verifiers Responsibilities and Code of Conduct.</li> </ul>	15/09/2018	17/9/2018
3. Principle 15 and Regulatory Principles Directive RPDIR – 3	A review of certificate templates during the audit highlighted the inappropriate use of the SVQ logo on unit certificates issued for Workplace Core Skills.	Low	<p><b>Method</b></p> <ul style="list-style-type: none"> <li>Remove SVQ logo from certificate template for Workplace Core Skills (held on Quartz database)</li> <li>In liaison with centres reissue 347 Workplace Core Skills certificates awarded up to 29<sup>th</sup> May 2018</li> <li>Add note to Quartz database</li> </ul>	30/11/2018 Extension to 31 January 2019 <b>Extension to 28</b>	28/2/2019

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			<ul style="list-style-type: none"> <li>• Instruct candidates to return previous certificate issued as no longer valid.</li> </ul> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Certificate template</li> <li>• Note to centres</li> <li>• Note to candidates</li> <li>• Provide a report detailing steps taken, including how many certificates returned and re-issued.</li> </ul>	<b>February 2019</b>	

Approved at ACG on 29/08/2018