

Action Plan for Sanction

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 17 April 2019.



Issue number	Detail of Principle	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 2	The awarding body shall ensure it has the necessary resources to effectively carry out its operational functions to meet regulatory requirements.	<p>SafeCert will set in motion a review process to look at the resources it requires to operate to operate as an awarding organisation offering regulated qualifications.</p> <p>Evidence:</p> <p>Output of review to determine strengths and weaknesses. We will then devise a 12 month cyclical programme of business actions. This programme will state who will be doing what and when with clear actions and timescales including a regular review process.</p>	31st July 2019	

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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		<p>Regular meeting minutes noting as a standard agenda item our adherence to this plan, noting what's been completed and still to be completed.</p> <p>EQA meeting minutes</p>		
2. Principle 4	The awarding body shall continually review the effectiveness of its business services, systems, policies and processes.	<p>SafeCert is re-establishing its ongoing review process to ensure its operations meet the requirements of regulatory principles. A plan will be developed to cover all areas of regulation over a ten-month cycle to ensure evidence is gathered and available for the annual self-assessment. The self-assessment will be completed prior to September each year to ensure it can be checked against the SQA requirements and submitted prior to the allotted date.</p> <p>Evidence:</p> <ul style="list-style-type: none"> • Same evidence as for issue 1 • Process for Self-assessment including having a date in advance of self-assessment date to review internally that it covers all requirements • Completed self-assessment submitted in advance of September 	31st August 2019	

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3. Principles 6	The awarding body and its providers shall maintain accurate documents, records and data	<p>SafeCert will ensure and continually review that its documents, data and records are accurate, current and fit for purpose.</p> <p>Evidence:</p> <ul style="list-style-type: none"> • Evidence from issue 1 • Master version control document used and updated regularly • SharePoint will be updated • Record sheet for SharePoint review plan for future review sign off 	31 st May 2019	
4. Principles 7	The awarding body shall have effective arrangements for communicating with its staff, stakeholders and SQA Accreditation	<p>SafeCert will improve its communication with SQA Accreditation and Customers.</p> <p>Evidence:</p> <ul style="list-style-type: none"> • Set and update customer service timeframes that will be available online. To include KPI's for Response times. EQA timescales including reports, certificate claims etc • Updated internal and external documents where appropriate to include these, eg, EQA process, certificate process etc 	31 st May 2019	

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5. Principles 9	The awarding body shall ensure that it has robust systems and processes for the identification, design, development, implementation and review of qualifications, which meet the needs of users.	<p>SafeCert has updated its documented qualification and assessment development and review process. It will use this new development process to review updated assessment questions and new awards.</p> <p>Evidence:</p> <ul style="list-style-type: none"> • Review assessment questions in line with new Qualification Development Policy. • Use new development process on the updating or submitting of new awards 	31 st August 2019	
6. Principles 10	The awarding body shall ensure that it has the necessary arrangements and resources for the effective delivery, assessment and quality assurance of SQA accredited qualifications	<p>SafeCert will undertake a review as part of its ongoing quality assurance process.</p> <p>Evidence:</p> <ul style="list-style-type: none"> • Same as issue 1 and 3 	31 st May 2019	
7. Principles 15	The awarding body and its providers shall have	SafeCert will notify centres that it can only provide certificates as approved by SQA during the	31 st May 2019	

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	effective, reliable and secure systems for the registration and certification of learners.	<p>accreditation process. All members of staff involved in the printing of certificates will be made aware of the requirement to only use the approved stock of certificates. While ensuring the printing on the certificate meets the required template and no additional has been added. Centres will be notified in the e-newsletter of the certificate issue. Also, centres will be advised that in future they must provide a typed list of candidate's names to ensure certificates are produced correctly.</p> <p>Evidence:</p> <ul style="list-style-type: none"> • A certificate process, incorporating regulatory requirements and including a review process. Process for cross checking names given by providers with that printed on the certificates. • Example certificate template. 		

Approved at ACG on 17 April 2019