



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 24 June 2015.

Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence (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	Date Issue closed out (SQA use)
1. Principle 4	The <i>Awarding Body Self-Assessment Report Compiled for Scottish Bakers Awarding Body, January 2015</i> , whilst of an acceptable standard, requires some additional information and more obvious links between identified areas for improvement and associated actions.	Low	2014 -15 self-assessment to be reviewed and updated to include timescales for completion.	By 31 July 2015	11/8/2015
2. Principle 6	Scottish Bakers must ensure that information provided within a centre list regarding centres and accredited qualifications is both current and appropriate, reflecting only those accredited awards for which the organisation is either solely approved to deliver or is the lead partner in an awarding partnership arrangement.	Low	Centre list reviewed and updated to reflect current accredited qualifications. Centre list uploaded to Quickr and inaccurate version removed.	By 31/08/15	26/8/2015

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3. Principle 6	Scottish Bakers must endeavour to resolve the discrepancies in respect of candidate registrations and certifications within documentation to ensure that the information presented to SQA Accreditation is accurate and fit for purpose.	Medium	Registration & Certification for 2014-2015 to be reviewed and discrepancies resolved. Awarding body to conduct a full review and provide a report to SQA accreditation of findings.	By 31/08/15	11/8/2015
4. Principle 8	Scottish Bakers was unable to evidence a process for measuring its effectiveness in meeting the stated timescales and response times within the <i>Scottish Bakers (SAMB) Awarding Body Customer Service Statement, June 2014</i> .	Low	As part of annual quality cycle the Customer service statement will be reviewed to determine the clarity and effectiveness of response times. Awarding body to conduct a full review and provide a report to SQA accreditation of findings. Extension to 29 February 2016.	Complete by 31/12/2015	19/5/2016