

## 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 10 January 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 & 10	ASQ's <i>Qualification Specification Level 2 Certificate in Coaching Golf - Guidance to Qualification SQA</i> document contains inconsistent and incorrect advice on the methodology of internal assessment.	Medium	ASQ will rewrite the SQA qualification specification to ensure correct and consistent guidance to both regulators and approved delivery centres. To be uploaded to SQA portal once complete. ASQ will submit a copy of the qualification spec for the ASQ certificate in coaching golf, highlighting the amended requirements in order to evidence completion of this action.	31 March 2019	14/3/2019

<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. Principles 5 & 10	ASQ <i>Internal Quality Assurance of Assessment (IV) SQA E12b</i> document inaccurately references sampling requirements for ASQ Internal Verifiers who 'hold direct claim status' or 'non-direct claim status'.	Low	Incorrect terminology identified within strategy E12b as direct claims status should refer to the approved centre not Internal Verifiers. ASQ to amend this E12b policy to read correctly and to reissue with guidance (within this policy also) to provider on how ASQ defines direct claims status and how achieves this currently. ASQ to submit a revised copy of E12b to SQA for evidence of this action being completed.	31 March 2019	28/02/2019
3. Principles 6 & 10	ASQ <i>Qualification Specification SQA Level 2 Certificate in Coaching Golf</i> details that the internal assessment component consists of the production of a recorded logbook. However, this assessment method is not currently covered in the sampling plan for internal verification for Provider 1 to check.	High	The sampling strategy currently stipulated that candidates written work is to be assessed, however ASQ agrees this could be more transparent by specifically stipulating the written work assessment pieces e.g. MCQ, Recorded log book etc. ASQ will ensure this requirement of sampling record log books is added to the internal assessment sampling plan. ASQ to submit a copy of the updated sampling plan to SQA Accreditation.		03/06/2019

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	<p>Provider 1 further explained to the SQA Accreditation Auditor that their candidates' recorded logbooks/portfolios are being internally assessed by another provider's Internal Verifier.</p> <p>The SQA Accreditation Auditor was informed by Provider 1 that the external component of completed multiple choice questionnaires (MCQ) are marked by the Centre Co-coordinator at Provider 1. Again, this assessment method is not currently covered in the sampling plan for internal verification for Provider 1 to check.</p>		<p>The Internal Verifier that assesses the portfolios currently, and in particular log books will be added to the quality assurance team as already participating in Global standardization events as one of the most qualified and competent members of the tutor and quality assurance workforce. ASQ will request a copy of certificates to demonstrate IV competency be held on file at the approved delivery centre for ongoing QA team competency records. In addition, a copy of the updated QA team names, dedicated to will be submitted to SQA as evidence of team members fulfilling QA roles at the centre.</p> <p>MCQ external component is marked using either electronic system or a marking template to ensure there is no room for human error. In addition, certificates are requested from the centre to ASQ and not issued by ASQ without validation checks for candidates inclusive of MCQ results firstly. ASQ will ensure a copy of the sampling plan is amended to read that a ratio 10% sampling is to include MCQ samples. A copy of the revised</p>	31 March 2019	

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			sampling plan will be submitted to SQA as evidence of this action being addressed.		
4. Principle 10	The SQA Accreditation Auditor was informed by Provider 1 that they currently did not have a documented process for Assessors on keeping exam papers secure from the time they are received by the Assessor until the delivery of the examination.	Low	The process of retaining confidentiality and securely retain assessment papers is currently communicated via process E6 record keeping which has been recently updated to reflect the General Data Protection Regulation changes and in particular this requirement. ASQ will reissue the latest version to the approved centre and upload to SQA portal. Furthermore an example of this revised E6 record keeping policy will be submitted to SQA as evidence this action has been addressed.	31 March 2019	12/04/2019
5. Principle 11	Provider 1 is not complying with ASQ <i>Equal Opportunities Policy in Relation to Access to, and Fairness in Assessment F1</i> document which states that 'Candidates who believe that they have	Medium	The candidate's complaints reference to Equal Opportunities are currently addressed via an appeal panel. ASQ to ensure process reflects the requirement for complaints/appeals to be logged/recorded at the relevant approved centre prior to being sent on to the appeals panel/director of qualifications.	31 March 2019	10/6/2019

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	<p>been discriminated against either in accessing, or during, assessment will, in the first instance, be able to lodge a complaint with the approved centre.'</p> <p>In addition, the information contained in the <i>ASQ Levels 1 or 2 Certificate in Coaching Candidate Golf - Guidance Packs</i> is inaccurate, so Provider 1 has limited or no knowledge of concerns raised in relation to equal opportunities as these are being sent to, and possibly being dealt with by, another provider which is not approved to deliver SQA accredited qualifications.</p>		<p>ASQ to add to approved delivery centre audit document a requirement to check the process is correctly followed by External Verifiers.</p> <p>ASQ to request, verify and submit to SQA a copy of candidate guidance packs once amended to reflect accurate address which will notify candidates in Scotland to address the complaint to the centre in the first instance.</p>		

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6. Principle 12	<p>Provider 1 is not complying with ASQ <i>Complaints Procedure C1</i> document which states that ‘Complaints from a candidate regarding either the qualification delivery or outcome should be firstly addressed to the appropriate approved centre that enrolled the candidate for the course.’</p> <p>In addition, the information contained in the <i>ASQ Levels 1 or 2 Certificate in Coaching Candidate Golf - Guidance Packs</i> is inaccurate, so they have limited or no knowledge of any complaints as these are being sent to, and possibly being dealt with by, another provider</p>	Medium	<p>The candidate’s complaints are currently addressed via an appeal panel etc. as per ASQ process however Scotland appeals/complaints have gone direct to this panel instead of via the approved delivery centre. ASQ to ensure process reflects the requirement for a change of address for Scotland candidates to ensure Scotland complaints/appeals are logged/recorded at the relevant approved centre site prior to be sent on to the appeals panel/director of qualifications.</p> <p>ASQ to add to approved delivery centre audit document a requirement to check the process is correctly followed by External Verifiers. ASQ will submit a copy of the revised appeals process to SQA as evidence of addressing this action.</p> <p>ASQ to request, verify and retain copy of candidate guidance packs once amended to ensure guidance refers the candidate complaints etc. to the Education Manager for the relevant approved centre in the first instance. ASQ will submit a revised copy of the candidate pack outlining these changes to SQA.</p>	31 March 2019	10/6/2019

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	which is not approved to deliver SQA accredited qualifications.				
7. Principle 13	<p>Provider 1 is not complying with ASQ <i>Appeals Procedure C1a</i> document which states that ‘appeals should be made within one month of the decision having been made and should be directed to the approved centre (qualification manager) in the first Instance, details of which can be found within your candidate pack.’</p> <p>In addition, the information contained in the <i>ASQ Levels 1 or 2 Certificate in Coaching Candidate Golf - Guidance Packs</i> is</p>	High	<p>The candidate’s appeals are currently addressed via an appeal panel etc. ASQ to ensure the complaints and appeals process reflects the requirement for complaints/appeals to be logged/recorded at the relevant approved centre site prior to be sent on to the appeals panel/director of qualifications.</p> <p>ASQ to add to approved delivery centre audit document a requirement to check the process is correctly followed by External Verifiers.</p> <p>ASQ to request, verify and retain copy of candidate guidance packs once amended to ensure guidance referring to the candidate complaints and appeals is directed to the Education Manager for the relevant approved centre in the first instance.</p> <p>A Copy of this candidate guidance and the amended appeals/complaints process will be submitted to SQA once revised to provide evidence of this action being addressed.</p>	31 March 2019	27/3/2019

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	inaccurate, so Provider 1 has limited or no knowledge of any appeals as these are being sent to, and possibly being dealt with by, another provider which is not approved to deliver SQA accredited qualifications.				

Action Plan approved by ACG on 27 February 2019