



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 20 May 2016.

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 ¹	Date Issue closed out by SQA Accreditation ²
1. Principle 5	Course provider materials did not sufficiently differentiate between the QCF qualification and the SQA Accredited qualification.	Low	1. The centre will make reference to where appropriate into the centre’s procedures, application forms and the forms used by centres for delivering courses to ensure the difference between the two (SQA and QCF) is made clearer. Procedures and application forms to be supplied. <u>Additional monitoring requirements are implemented within IQ’s external quality assurance metrics in requirement 7.8. (App. 1)</u>	31/8/2016	10/8/2016

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.

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 ¹	Date Issue closed out by SQA Accreditation ²
2. Principle 6	Could not evidence completed risk assessments that should be taking place, according to SIA guidelines, with regards to all security qualifications.	Medium	<ol style="list-style-type: none"> 1. All external verifiers have been reminded that risk assessments are required in line with SIA guidelines, and <u>a note made in line with requirement H&S EV form have been clarified in requirement 5.7 (App 1).</u> 2. Requirement for risk assessment documentation to be sent in at this centre have been formalised for all training rooms regardless of course type, <u>and the form submitted with the course paperwork to centre administration (A.7 - App2).</u> 3. The changes will be implemented at all sites under this centre as mandatory from August 2016 – further documentary evidence demonstrating this will be submitted on or around 16 September 16. 4. IQ will review on an ongoing basis the availability of risk assessment documents for assessment venues for all centres – <u>a statement to this effect will be provided on or around 16 September 2016.</u> 	30/9/2016	21/9/2016
3. Principle 11	Not all protected characteristics were adequately referenced in	Low	<ol style="list-style-type: none"> 1. This missing protected characteristic has been added to the equality policy at the centre. 	31/08/16	31/8/2016

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 ¹	Date Issue closed out by SQA Accreditation ²
	the provider's equality policy, as per the Equality Act 2010.		<u>Equalities policy from the centre is attached (App 3)</u>		
4. Principle 12	The provider's complaints policy did not adequately reference the full escalation routes for candidates to take when dissatisfied.	Low	1. The complaints policy will be updated to include reference to SQA and how candidates are able to escalate their issues. <u>Complaints policy from the centre is attached. (App 4)</u>	31/08/2016	31/8/2016

Action Plan approved by ACG on 03/08/2016