



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 21 February 2019.

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. Principles 6, 10, 11, 12 & 13	The pre-course joining letter issued to candidates by Provider 1 does not inform candidates of the following information, as stipulated in the <i>Qualification Specification Guidance for Centres</i> : d) Outline of assessment methods	High	<p>Proposal ITC states that Pre-course information ‘<i>should be provided</i>’. The pre-course information provided should contain the information as stipulated in the qualification specification.</p> <p>ITC will produce a template for Centres to produce their own pre-course information to be sent to learners. The template will include all items mentioned in qualification specification and be archived on ITC Website available to every Centre.</p>		31 May 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.

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
	e) Link to ITC policies and procedures on homepage of ITC website, including Appeals (P5) and Complaints (P16) procedures f) Information on how to request reasonable adjustment to assessment so that learners have a fair assessment opportunity		<p>Evidence 1: Pre-course letter - Template</p> <p>ITC will communicate to Centre staff that a template is available and should be used, unless a Centre devised version has been produced. This Centre devised document to be forwarded to ITC for approval.</p> <p>ITC will require each Centre to reply that they have implemented this review procedure. Two months will be allowed for the review to occur. ITC will monitor and record responses and follow up where no response is received.</p> <p>Evidence 2: Email text Evidence 3: Centre Monitoring sheet (tick list)</p>	<p>30 May 2019</p>	
2. Principles 6, 12 & Regulatory Principles Directive 5	Candidates are not enrolled on an 'SCQF qualification', as this is not a qualification type. The Scottish Credit and Qualifications Framework (SCQF) is a national qualification framework for	Low	<p>Proposal</p> <p>ITC will carry out a review of the template Complaints Policy, supplied to Centres, ensuring accurate reference to SQA Accreditation, Scottish Credit and Qualifications Framework and Scottish Public Services Ombudsman and make this available to ITC Centres.</p>	<p>30 May 2019</p>	31 May 2019

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
	Scotland. Additionally, the reference to SPSO within the provider-devised <i>Complaints Policy</i> (September 2018) is inaccurate as Provider 1 is neither an FE college nor a local authority centre.		<p>Evidence 4: Reviewed template complaints policy</p> <p>ITC will communicate with Centres signposting to the updated policy and content and clarifying the roles of the stated bodies/partnerships i.e. SQA Accreditation, SCQF and SPSO.</p> <p>Evidence 5: Email text</p> <p>ITC will require each Centre to reply that they have implemented this review procedure. Two months will be allowed for the review to occur. ITC will monitor and record responses and follow up where no response is received.</p> <p>Evidence 6: Centre Monitoring sheet (tick list)</p>	<p>30 May 2019</p> <p>30 May 2019</p>	
3. Principle 13	The provider-devised <i>Candidate Appeals Policy and Procedure</i> does not state that, if they are not satisfied with the outcome of an appeal to the awarding body, candidates can escalate a complaint to SQA Accreditation as the qualification regulator.	Medium	<p>Proposal</p> <p>The current template appeals policy reflects the standard escalation routes for appeals, including the learners right to raise a complaint following dissatisfaction with the handling of an appeal. Therefore ITC intends to communicate with Centres, regarding escalation of appeals and complaints. The communication will be made via an email to Centres and a message on the members area.</p> <p>Evidence 7: Email text</p>	<p>30 May 2019</p>	31 May 2019

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
			<p>ITC will require each Centre to reply that they have implemented this review procedure. Two months will be allowed for the review to occur. ITC will monitor and record responses and follow up where no response is received.</p> <p>Evidence 8: Centre Monitoring sheet (tick list)</p> <p>NB. The Centre monitoring sheet will be a combined document, which contains evidence 3, 6 and 8.</p>	<p>30 May 2019</p>	