

Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 9 October 2015.



Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence <small>(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.)</small>	Target date for completion	Date Issue closed out (SQA use)
1. Principles 6 and 10	The Accreditation Auditor was unable to find evidence of exactly when Provider 1 had been approved by ITEC or the date when it was approved to deliver the SVQs in Barbering and Hairdressing.	Low	<p>ITEC have in place a robust Centre Approvals Process. Provider 1 was approved to deliver ITEC qualifications in August 2010 having met ITEC Centre Approval and inspection requirements. They were approved to offer SVQs in Hairdressing and Barbering respectively for Provider 1 on the following dates:</p> <p>Hairdressing at SCQF Level 5 – 13 June 2014 Hairdressing at SCQF Level 6 – 2 February 2015 Barbering at SCQF Level 5 and 6 – 28 October 2014</p> <p><u>Evidence to be provided to SQA Accreditation</u> To submit all documentation listed below:</p> <ul style="list-style-type: none"> • Copy of completed Provider 1 Approval application form 9th August 2010 • Copy of correspondence from ITEC awarding body confirming centre approval for Provider 1 and inspection of premises, dated 11 August 2010 • Copy of completed Provider 1 Qualification Approval application for Hairdressing at SCQF Level 5 - original approval • Copy of correspondence from ITEC awarding body 	02/11/2015	15/1/2016

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			confirming qualification approval for Hairdressing at SCQF Level 5 on 13 June 2014 -EMS details <ul style="list-style-type: none"> • Copy of completed Provider 1 Qualification Approval application for Hairdressing at SCQF Level 6 - original approval • Copy of correspondence from ITEC awarding body confirming qualification approval for Hairdressing at SCQF Level 6 on 2 February 2015 - EMS updated details • Copy of completed Provider 1 Qualification Approval application for Barbering at SCQF Level 5 & 6 - original approval • Copy of correspondence from ITEC awarding body confirming qualification approval for Barbering at SCQF Level 5 & 6 on 28 October 2014 - EMS updated details • Provider 1 ongoing centre recognition contract, dated 23 February 2012 • Provider 1 update of qualifications delivered, September 2012 - August 2013 • Provider 1 correspondence - Glasgow July 2014 Extension given to 31 January 2016.		
2. Principle 10	The Accreditation Auditor was unable to find evidence that ITEC had ensured that the	High	As a franchisee of Provider 1, the franchise centers were audited by Provider 1 in terms of compliance with the Habia Assessment Strategy for Hairdressing NVQs and SVQs, Final version 2009 and also the ITEC Centre	02/11/2015	15/1/2016

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	assessment location constituted a realistic working environment to comply with the requirements detailed in Habia's <i>Assessment Strategy for Hairdressing NVQs and SVQs, Final version 2009</i> .		<p>Registration requirements.</p> <p>Provider 1 applies the same assessor and IV strategy to all their franchise centers. The ITEC EV's have always found the team at Provider 1 to work to a high standard and have no cause for concern.</p> <p>As part of the EV process ITEC samples the work of the IV and Assessors from around the country at Provider 1 a minimum of twice a year.</p> <p><u>Evidence to be provided to SQA Accreditation</u></p> <ul style="list-style-type: none"> Evidence that ITEC awarding body had ensured that the assessment location constituted a realistic working environment to comply with the requirements detailed in Habia's <i>Assessment Strategy for Hairdressing NVQs and SVQs, Final version 2009</i>. <p>Extension given to 31 January 2016.</p>		
3. Principle 10	No SVQ candidate's electronic portfolios had ever been sampled by ITEC's External Verifier, and the EV had never visited the only	Very High	A physical EV visit was scheduled for May 2015 in Glasgow. Unfortunately the franchise Centre closed without any prior written warning. However Provider 1 External Verification visits have taken place on a twice yearly basis since approval in 2010.	02/11/2015	15/1/2016

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	assessment location that delivered the SVQs in Hairdressing and Barbering.		A full physical EV visit took place at Provider 1 across the 4/5 th March 2015 where everything was found to be in order and ITEC observed Assessor's and IV's from all over the country with learners. A 20% EV desk top visit was conducted. SQA have subsequently requested a 100% review. It will be submitted to SQA Accreditation no later than the 31 st October. <u>Evidence to be provided to SQA Accreditation</u> <ul style="list-style-type: none"> • Provide 100% sampling of the evidence for all units completed by all 18 certificated candidates • Provide certificates from the cohort of 18 learners Extension given to 31 January 2016.		
4. Principle 10	A candidate had been assessed by Provider 1 prior to the candidate being registered with ITEC.	Medium	An action plan will be established with Provider 1 to prevent this occurring again. For future practices ITEC will require Provider 1 to submit their sampling plan/strategy for review, along with new ITEC requirements for all centres. The sampling plan must include records of qualification title, units over the period of delivery; indicate the	02/11/2015	09/12/2015

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			<p>percentage of sampling across all units. The EV will sample this planning through the 2 yearly visits.</p> <p>In addition to this the EV will complete a desk based sample of the e-portfolio's to ensure the timely upload of the learners evidence, support and guide the provider where required.</p> <p><u>Evidence to be provided to SQA Accreditation</u></p> <ul style="list-style-type: none"> • Copy of Action Plan established with Provider 1 to prevent this occurring again. 		
5. Principle 10	While reviewing a sample of candidates' electronic portfolios for Provider 1, the Accreditation Auditor noted several instances of time delays between assessment taking place and the supporting evidence being uploaded to the candidate's electronic portfolios.	Medium	<p>A standard ITEC EV review of all electronic portfolios has taken place and the ITEC External Verifier is satisfied that Provider 1 has appropriate assessment and internal verification processes in place.</p> <p>An action plan will be established with Provider 1 to ensure that all staff are aware of the requirements surrounding uploading of documentation in the appropriate timeframe.</p> <p>A 100% EV review of the candidates' evidence will be conducted by ITEC and submitted to SQA Accreditation as requested.</p>	31/10/2015	14/1/2016

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			<p><u>Evidence to be provided to SQA Accreditation</u></p> <ul style="list-style-type: none"> • Copy of action plan established with Provider 1 to ensure that all staff are aware of the requirements surrounding uploading of documentation in the appropriate time frame. • Provide 100% sampling of the evidence for all units completed by all 18 certificated candidates. <p>Extension given to 31 January 2016.</p>		
6. Principle 15 and Regulatory Principles Directive 1	<p>The Accreditation Auditor challenges the robustness and ethos of how ITEC complies with Regulatory Principles Directive RPD1R 1 – 10 Week Rule.</p> <p>Specifically, the auditor challenges how ITEC monitors its providers who have made claims for SVQs in less than ten weeks, or how it analyses how often this has occurred or whether</p>	Medium	<p>All Centre claims are monitored by the ITEC Administration Team. Claims made for this franchise Centre were made directly by Provider 1.</p> <p>This is the only instance as this was the only ITEC franchise Centre in Scotland delivering SVQs which has now closed. As ITEC have now withdrawn from offering SVQs this will not occur in the future.</p> <p>Provider 1 has been made fully aware of the 10 week ruling for SVQ.</p> <p>An action plan to ensure this does recur will be agreed between ITEC and Provider 1.</p> <p><u>Evidence to be provided to SQA Accreditation</u></p>	02/11/2015	09/12/2015

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	additional quality assurance intervention to approved providers is needed.		<ul style="list-style-type: none"> • Copy of correspondence to Provider 1 making them fully aware of the 10 week ruling for SVQs. • Copy of Action Plan between ITEC and Provider 1 to ensure this does not recur. 		
7. Principles 10 and 15	The Accreditation Auditor could not evidence how ITEC had ensured the validity of 18 SVQ certification claims from Provider 1 prior to issuing the candidate certificates.	Very High	<p>The qualification delivery and assessment of NVQs at Provider 1 have been regularly externally verified by ITEC and have given no cause for concern.</p> <p>As the SVQ and NVQ were developed simultaneously with HABIA the SSB, using exactly the same units and assessment strategy the NVQ and SVQ structure and assessment are the same. Therefore the same Assessor, IV and EV processes were applied by Provider 1 and ITEC.</p> <p>We are confident that appropriate governance arrangements are in place and all of the required policies and procedures have been adhered to.</p> <p>Two EV visits took place at Provider 1 in 2015 as well as a 20% review of their e-portfolio and uploaded evidence by students.</p> <p>ITEC will increase the review to 100% as requested by SQA Accreditation.</p>	02/11/2015	15/1/2016

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