

## 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 6 December 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 and 7	The provider was unaware of a significant guidance document relating to the operation of Lantra Awards providers.	Medium	Lantra will re-issue the handbook with the membership documentation which will be issued in February. As part of the agreement Lantra will ensure that Providers confirm that they will comply with all clauses in the agreement in conjunction with the Provider Guidance Handbook. Evidence – Sample of annual agreement confirmations from Scottish training providers.	28/02/2019	1/3/2019
2. Principle 5, 12 and 13	Candidates are not made aware of the circumstances under which they can escalate	Low	Lantra will prioritise Scottish qualification providers in its quality assurance strategy. Remote monitoring will take place before the end of March which will ask providers how they deal	31/03/2019 Extension to 30 April 2019	2/9/2019

<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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	issues to SQA Accreditation.		with complaints and appeals. Action plans will be put in place where assurances are not provided. Evidence – Samples of remote monitoring reports and action plans for Scottish training providers.	Extension to 31 May 2019 <b>Extension to 31 August 2019</b>	
3. Principle 8	The provider was unable to produce certificates of competence for its assessors.	Medium	Lantra will prioritise Scottish qualification providers in its quality assurance strategy. Remote monitoring will take place before the end of March 2019 which will ask providers how they monitor the competence of staff. Action plans will be put in place where assurances are not provided. Evidence – Samples of remote monitoring reports and action plans for Scottish training providers.	31/03/2019 Extension to 30 April 2019 Extension to 31 May 2019 <b>Extension to 31 August 2019</b>	2/9/2019
4. Principle 10	The awarding body has never performed an External Quality Assurance visit (EQA) at the provider.	High	Lantra has a risk-based quality assurance programme in place which determines the frequency of quality assurance activity. Lantra will bring forward the schedule to EQA those providers not seen in the last 12 months and ensure suitable quality assurance takes place before the end of the next membership year.	31/03/2019 Extension to 30 April 2019 Extension to 31 May 2019 <b>Extension to 31 August 2019</b>	2/9/2019

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			Evidence – EQA monitoring plan (to be submitted once plan signed off) and EQA reports upon completion of activity.		
5. Principle 10	The provider does not have a qualified internal verifier.	High	Lantra’s annual agreement requires providers to ensure that persons of suitable competence are in place in key roles, and where those persons change then Lantra must be informed. Lantra will ensure that this is re-enforced in the letter which will accompany the membership documents and ask Providers to confirm that if the IV is not qualified that they submit an action plan to us to show how they will become competent and by when. Evidence – Sample of annual agreement confirmations from Scottish training providers.	31/03/2019 Extension to 30 April 2019 Extension to 31 May 2019 <b>Extension to 31 August 2019</b>	2/9/2019
6. Principle 15	Candidate paperwork is not stored securely.	High	Lantra will prioritise Scottish qualification providers in its quality assurance strategy. Remote monitoring will take place before the end of March which will ask providers how they deal with GDPR and Data Protection. Action plans will be put in place where assurances are not provided.	31/03/2019 Extension to 30 April 2019 Extension to 31 May 2019 <b>Extension to 31 August 2019</b>	2/9/2019

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			Evidence – Samples of remote monitoring reports and action plans for Scottish training providers.		

Action Plan approved by ACG on 06/02/2019