

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 26 April 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. Principle 6	When reviewing the policy/procedure documentation at Provider 4, the Accreditation Auditor noted that none of the provider's documents showed any evidence of version control.	Low	<p>To address this issue, we will communicate with the Approved Training Centres (ATCs) via the IT system Synergy and provide them with guidance on how to date and version control their devised policies and procedures.</p> <p>We will discuss the minimum requirements with our freelance External Quality Assurers (EQAs) and standardise the procedures. They will support the Centres throughout the transition stage to adopt these procedures and continue to monitor this throughout any follow up and future EQA monitoring and verification.</p>	31 October 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.

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			<p>Due to current workloads we need time to prepare the communications and liaise with the relevant departments.</p> <p>Evidence to be provided to SQA Accreditation:</p> <ul style="list-style-type: none"> • Copy of communication issued to ATCs via the IT system Synergy providing them with guidance on how to date and version control their devised policies and procedures • Copy of minutes from freelance EQAs meeting standardising procedures for version control and monitoring this throughout any follow up and future EQA monitoring and verification. 		
2. Principle 12	Neither the <i>Safety Training Awards Approved Training Centre (ATC) Manual</i> nor the provider-devised <i>Complaints Policy</i> for Provider 4 reviewed by the Accreditation Auditor informed customers/learners if still not satisfied with the outcome of a complaint to	Medium	<p>To address this issue, we will communicate with the ATCs via the IT system Synergy and provide them with the correct escalation procedures that they must include within the centre policies. This will ensure that the learners are fully aware of how they can escalate a complaint to SQA Accreditation.</p> <p>We will discuss these actions with our freelance EQAs and standardise the procedures. They will support the Centres throughout the transition</p>	31 October 2019	

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	the awarding body, they have the right to escalate a complaint to SQA Accreditation as the qualification regulator.		<p>stage to adopt these procedures and continue to monitor this throughout any follow up and future EQA monitoring and verification.</p> <p>Due to current workloads we need time to prepare the communications and liaise with the relevant departments.</p> <p>Evidence to be provided to SQA Accreditation:</p> <ul style="list-style-type: none"> • Copy of communication with ATCs via the IT system Synergy providing them with the correct escalation procedures that they must include within the centre policies. • Copy of minutes from freelance EQAs meeting standardising procedures for complaints and monitoring this throughout any follow up and future EQA monitoring and verification. 		
3. Principle 13	The provider-devised <i>learner Appeals Procedure</i> for Provider 4 reviewed by the Accreditation Auditor did not inform customers/learners of the	Medium	To address this issue, we will communicate with the ATCs via the IT system Synergy and provide them with the correct appeals procedures that they must include within the centre policies to ensure the learners are fully aware of what grounds they are able to appeal for and that they can escalate a complaint to SQA Accreditation.	31 October 2019	

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	<p>situations under which they are able to appeal. Nor did it inform them, if still not satisfied with the outcome of an appeal to the awarding body, they have the right to escalate a complaint to SQA Accreditation as the qualification regulator.</p>		<p>We will discuss these actions with our freelance EQAs and standardise the procedures. They will support the Centres throughout the transition stage to adopt these procedures and continue to monitor this throughout any follow up and future EQA monitoring and verification.</p> <p>Due to current workloads we need time to prepare the communications and liaise with the relevant departments.</p> <p>Evidence to be provided to SQA Accreditation:</p> <ul style="list-style-type: none"> • Copy of communication with ATCs via the IT system Synergy providing them with the correct appeals procedures that they must include within the centre policies. • Copy of minutes from freelance EQAs meeting standardising procedures for appeals and monitoring this throughout any follow up and future EQA monitoring and verification. 		
4. Principle 14	Provider 4 did not have formal arrangements in place to inform assessment staff of STA's	Medium	To address this issue, we will communicate with the ATCs via the IT system Synergy and provide them with the correct procedures regarding how they should deal with malpractice and	31 October 2019	

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	<p>procedures as stated in <i>Safety Training Awards Approved Training Centre (ATC) Manual, Version 18.6</i> for dealing with malpractice and maladministration.</p>		<p>maladministration and that they must include the correct procedures within the centre policies.</p> <p>We will discuss these actions with our freelance EQAs and standardise the procedures. They will support the Centres throughout the transition stage to adopt these procedures and support the standardisation of all tutors, assessors and IQAs that are operating within the Centre. This will ensure that all Centre personnel are following the correct procedures.</p> <p>This will be monitored throughout any follow up and future EQA monitoring and verification.</p> <p>Due to current workloads we need time to prepare the communications and liaise with the relevant departments.</p> <p>Evidence to be provided to SQA Accreditation:</p> <ul style="list-style-type: none"> • Copy of communication with ATC's via the IT system Synergy providing them with the correct procedures regarding how they should deal with malpractice and maladministration and that they must include the correct procedures within the centre policies. 		

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			<ul style="list-style-type: none"> Copy of minutes from freelance EQAs meeting standardising procedures for malpractice and maladministration and monitoring this throughout any follow up and future EQA monitoring and verification. 		
5. Principles 14 & 15	<p>Provider 1 knowingly resulted and claimed certificates for candidates who undertook the <i>STA Award in Emergency First Aid at Work at SCQF Level 6</i> course and exam on 30 November 2017 who did not meet the pre-requisite that learners must be 16 years of age or above on the first day of the course.</p>	Very High	<p>Safety Training Awards are in a transition stage with the implementation of the ATC model, we are utilising our freelance EQAs to educate, support and guide the Centres to ensure they follow correct procedures and maintain compliance.</p> <p>To address this issue, we will communicate with the ATCs via the IT system Synergy to reinforce the correct procedures are followed for registration and certification of learners.</p> <p>EQAs have six monthly standardisation sessions, the next session is planned for 16/07/19 where they will all be updated to include the findings from this report. We will make them aware that this is to be included in all future monitoring and verification visits.</p>	31 October 2019	

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			<p>Due to current workloads we need time to prepare the communications and liaise with the relevant departments.</p> <p>Evidence to be provided to SQA Accreditation:</p> <ul style="list-style-type: none"> • Copy of communication to ATCs via the IT system Synergy to reinforce correct procedures are followed for registration and certification of learners. • Copy of minutes from freelance EQAs meeting standardising procedures for registration and certification and monitoring of this throughout any follow up and future EQA monitoring and verification. 		

Action Plan approved by ACG on 3 July 2019