

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 4 February 2020.

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 10 and 6	Learner identity checks were not recorded at provider 1 in accordance with VTCT requirements for examinations. Additionally, the VTCT attendance list is not sufficient to ensure invigilators can record verification as intended, as it does not have a column designed for recording identity.	Low	<p>VTCT will conduct a Skype training session with EQAs to address the issue related to the recording of learner identity checks recorded on the revised Invigilator Report Template v4.0 January 2020.</p> <p>The Skype training session will be delivered by VTCT's Quality Lead (Verification) and VTCT's Head of Quality.</p>	29 February 2020	28/2/2020

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>VTCT will also amend the VTCT Attendance List Template in the e-testing system to include a third column to record that the learner’s identity has been confirmed. Providers are required to confirm that the learner’s identity has been checked.</p> <p>VTCT have also amended the front page of the Seating Plan Template v3.0 January 2020.</p> <p>The amended template includes an identity of learner’s confirmation tick box for the invigilator to tick as confirmation that the identity of learners check has been completed. Providers are required to confirm that the</p>		

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			learner's identity has been checked. Evidence: Minutes from the EQA Standardisation meeting. VTCT will contact providers by email to confirm that the Attendance List Template in the e-testing system will be amended to include a third column to record that the learner's identity has been confirmed and that the Seating Plan Template has been amended. The email will inform the providers that they are required to confirm that the learner's identity has been checked on the Attendance		

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			<p>List Template and the Seating Plan Template.</p> <p>VTCT will attach copies of the amended Attendance List Template and Seating Plan Template v3.0 January 2020 with an explanation of the amendments to the email.</p> <p>Evidence: VTCT will provide a copy of the revised Attendance List Template.</p> <p>Evidence: VTCT will provide a copy of the amended Seating Plan Template v3.0 January 2020</p>		

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2. Principles 10 and 7	At provider 1, invigilation reports have not been completed and retained as required by VTCT and VTCT external quality assurers have not identified this discrepancy. Additionally, the absence of invigilation reports has been raised previously in the provider monitoring report of 2017-18.	Medium	<p>VTCT will conduct a Skype training session with EQAs to address the requirement by VTCT and VTCT external quality assurers to check that invigilation reports have been completed and retained by providers.</p> <p>VTCT has amended the Invigilation Report Template by adding an introduction at the top of the front page regarding retention and sampling.</p> <p>VTCT will contact providers by email to confirm that the VTCT Instructions for Conducting Examinations September 2019 states that providers have the responsibility to 'complete an</p>	29 February 2020	28/2/2020

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			invigilation report for all VRQ, NVQ, SVQ, Applied General and Technical Qualification examinations. VTCT's invigilation report template is published in the Documents library.' A copy of the revised Invigilation Report Template v4.0 January 2020 will be attached to the email for ease of reference. Evidence: Minutes from the EQA Standardisation meeting. Evidence: Email to providers with a copy of the amended invigilation report as an attachment to the email.		

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3. Principle 14	The malpractice and maladministration policy at provider 1 did not include any reference to VTCT in any respect, which contravenes the <i>VTCT Centre Agreement, April 2019</i> and would not ensure necessary safeguards to prevent and manage cases of malpractice and maladministration.	Low	<p>VTCT will conduct a Skype training session with EQAs to reinforce the importance of reading the policies and procedures that VTCT require providers to have in place.</p> <p>EQA's will be reminded - in reference to the malpractice and maladministration, section 8.1.1 of the VTCT Centre Agreement April 2019, states that, providers, must, 'adopt a policy and procedure, complementary to VTCT's policies and procedures on malpractice and maladministration, that allows for the identification of, and aims to reduce, the risk and incidents of malpractice or maladministration occurring.'</p>	<p>29 February 2020 Extension to 9 April 2020 Extension to 31 May 2020.</p> <p>Extension to 30 November 2020.</p>	30/11/2020

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			<p>The EQA will request the provider to forward an electronic copy of their malpractice and maladministration policy and procedures prior to the next risk-based provider monitoring visit so that VTCT can be satisfied that the provider has included appropriate referencing to VTCT within the document.</p> <p>For examples where the document is not considered complementary to VTCT's policies and procedures VTCT will propose what action and evidence is required within a set time.</p>		

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			Evidence: Minutes from the EQA Standardisation meeting. February 2020. VTCT will provide a sample of provider malpractice and maladministration policy and procedures that have been checked by the EQAs.		

Action Plan approved by ACG on 05 February 2020