

## 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 26 April 2019.

Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence to be provided <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 by awarding body <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principle 6	Evidence of occupational competence was not available to view for two of the current assessors at the provider. This evidence is required to maintain approval as stated in the <i>VTCT Approval Criteria, April 2018</i> .	Low	VTCT will conduct a Skype training session with EQAs to address these issues. The training session will be delivered by VTCT's Quality Lead (Verification) and VTCT's Head of Quality. To support the training session VTCT will instruct EQAs to provide a copy of the Centre Approval Criteria to be sent when the EQA contacts providers four weeks before the centre monitoring visit takes place.	30 June 2019	30/6/2019

<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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			<p>The covering email will inform providers of the requirement to fully meet all aspects of the Approval Criteria and will confirm to centres that the EQA will include these checks (including reviewing evidence of occupational competence) during every centre monitoring visit and will require all supporting evidence to be available for the EQA visit.</p> <p>The new EQA visit report requires the EQA to conduct key checks during centre monitoring visits. The Skype training session will highlight the specific sections of the report that relate to occupational competence.</p> <p>The report covers 12 Sections each section relating to specific areas that the EQA will check. The following sections include checks related to occupational competence and require the EQA to comment on their findings and must include any actions required.</p> <p>Section 2 management, systems, resources includes:</p>		

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			2.4 Does the centre have sufficient qualified staff and CPD arrangements, along with appropriate resources in place to deliver the qualification(s) in accordance with the relevant qualification(s) specification(s) and or regulatory requirements?  <b>Evidence: Agenda and notes of the Skype training session.</b> <b>Declaration/acknowledgement signed by attending EQAs.</b> <b>Email to centres</b> <b>Updated EQA report</b>		

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2. Principles 6, 7 and 10	VTCT had not externally quality assured the Workplace Core Skills being delivered at the provider.	High	<p>There is only one centre approved by VTCT to offer Workplace Core Skills. The EQA has arranged to undertake a centre monitoring visit on 26<sup>th</sup> June 2019 to externally quality assure the Workplace Core Skills being delivered by the provider.</p> <p>In addition, VTCT will include the topic of Workplace Core Skills in the Skype Training Session which will involve all EQAs that could potentially be allocated to centres in Scotland.</p> <p>VTCT will plan and allocate dedicated centre monitoring visits to ensure that the external quality assurance of Workplace Core Skills occur at this provider and all future providers who may offer these qualifications in the future. These centre monitoring visits will be in addition to the monitoring visits that the EQA conducts to externally quality assure other VTCT qualifications that the provider delivers.</p>	30 June 2019	30/6/2019

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	Also, the provider had sought advice from VTCT on the delivery and assessment of Workplace Core Skills but had not been given any information.		VTCT has contacted the EQA who is appointed to the one centre that currently delivers Workplace Core Skills and will also inform all EQAs who support providers in Scotland so that they have an increased awareness as to what they are required to check when planning and or undertaking center monitoring visits to externally quality assure Workplace Core Skills. This will ensure that the EQAs are fully prepared.  As part of the Skype training session EQAs will be signposted to the link below and they will be informed that the link includes unit Specification and tasks, Assessment support packs and informs what candidates need to do.  <a href="https://accreditation.sqa.org.uk/accreditation/Qualifications/Workplace_Core_Skills/Workplace_Core_Skills">https://accreditation.sqa.org.uk/accreditation/Qualifications/Workplace_Core_Skills/Workplace_Core_Skills</a>  The EQA will record their findings in the EQA report. This will include a visit summary and identify any actions required to include the action and target date for completion. Action plans are tracked by the VTCT Quality		

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			<p>Assurance Department, to ensure they stay on track.</p> <p>The external quality assurer has contacted the provider and can confirm that regular contact has occurred with the provider on the issues raised here. This includes discussions related to Workplace Core Skills and a dedicated EQA visit to externally quality assure the Workplace Core Skills being delivered by the provider has been agreed for 26<sup>th</sup> June 2019.</p> <p>Currently there is only one provider delivering Workplace Core Skills however to ensure that all providers are aware the VTCT EQAs will be contacting each provider to make the information referenced in this report available. VTCT will also provide this information to our Business Development Manager who supports existing and potential new providers in Scotland.</p>		

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	Additionally, the <i>VTCT EQA Handbook, February 2018</i> does not contain any information on the external quality assurance of Workplace Core Skills.		The <i>VTCT EQA Handbook, February 2018</i> does not contain information of the external quality assurance of any industry sector or qualification type therefore VTCT will use alternative methods to communicate key information on the external quality assurance of Workplace Core Skills for example emails directed to the EQAs..  <b>Evidence: Agenda and notes of the EQA Skype training session. Copy of the EQA visit report (26<sup>th</sup> June 2019) for Workplace Core Skills at the centre. Records of emails and any information sent to the centre on Workplace Core Skills.</b>		

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3. Principle 10	One of the assessors at the provider monitored did not have the SVQ 3 Hairdressing at SCQF Level 6 or equivalent. As this qualification or its equivalent is a requirement of occupational competence, as detailed in the Habia assessment strategy, an action should have been raised by the external quality assurer instead of a recommendation.	Medium	<p>The new risk based EQA visit report introduced from November 2018 requires the EQA to conduct key checks during centre monitoring visits.</p> <p>VTCT will deliver a Skype training session to highlight relevant sections in the new report and ensure that actions must be raised where appropriate.</p> <p>The report covers 12 Sections each section relating to specific areas that the EQA will check. The following sections include checks that check occupational competence and require the EQA to comment on their findings.</p> <p>Section 2 management, systems, resources includes 2.4 Does the centre have sufficient qualified staff and CPD arrangements, along with appropriate resources in place to deliver the qualification(s) in accordance with the relevant qualification(s) specification(s) and or regulatory requirements.</p>	30 June 2019	30/6/2019



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			<p>Section 3 Delivery arrangements includes 3.1 requires the EQA to record a list of all staff involved with the qualifications.</p> <p>The EQA will record their findings in the EQA report and this will include a visit summary and identify any actions required to include the action and target date for completion.</p> <p>Centre Monitoring Reports are tracked by the Quality Assurance Department to ensure they stay on track.</p> <p><b>Evidence: Agenda and notes of the Skype training session.</b>  <b>Declaration/acknowledgement signed by attending EQAs.</b>  <b>Updated EQA report</b>  <b>Review record of the reports received.</b></p>		