



## 5 Action Plan

A separate document in Microsoft Word has been forwarded with this centre report.

Areas of concern	Requirement	Risk rating	Proposed action (Please include a description of your intended methodology and details of the evidence that will be provided.)	Target date for completion
Principle 3	AFS must ensure that they devise re-sit papers for these qualifications prior to the stage of a candidate failing the examination	Medium	The ServeWise Trainers' Qualification lapsed on 31 <sup>st</sup> December 2013 therefore re-sit papers are not required for this course. A re-sit paper for the ServeWise Licensing Standards Officers' Qualification has now been devised and will be available for use should a candidate fail the initial exam and require re-sit. <b>Closed out 8 April 2014.</b>	January 2014.
Principle 6	AFS must ensure its approved centres retain evidence of trainers, assessor and internal verifier's occupational competence and relevant qualifications (including any peripatetic trainers, assessors and internal verifiers).	Medium	AFS now has a record and proof of the relevant qualifications for all trainers, assessors and verifiers on file.  Note that all non-AFS staff who deliver the Accredited courses or verify them have had a working relationship with AFS for a number of years. They have all completed an AFS licensing trainers course which was mapped against national occupational standards and have been observed delivering training to ensure their licensing and alcohol knowledge and trainer skills were of an acceptable standard to AFS. In addition they have completed CPD for several years. Notes from the observation of training and CPD logs were viewed during the audit visit. <b>Closed out 8 April 2014.</b>	December 2013.

Areas of concern	Requirement	Risk rating	Proposed action (Please include a description of your intended methodology and details of the evidence that will be provided.)	Target date for completion
Principle 6	AFS must ensure that its approved centres have access to appropriately qualified personnel for the range of qualifications they are approved to deliver.	High	<p>AFS' one centre, ServeWise, has always had appropriately qualified personnel to assess the range of qualifications and to verify multiple-choice exams.</p> <p>AFS can confirm that it has an arrangement in place to contract an external person, Dorothy Moore, to verify the assessment of Part Two of the ServeWise Trainers' Qualification, offered by ServeWise. Note that this qualification lapsed on 31<sup>st</sup> December 2013 and will run-out on 31<sup>st</sup> March 2014.</p> <p><b>Closed out 8 April 2014.</b></p>	December 2013.
Principle 23	AFS must ensure that where its centres are using a centre-devised appeals letter that this must detail the circumstances under which it would be appropriate to progress an appeal to AFS and to SQA Accreditation as the Qualifications Regulator for SQA accredited qualifications.	Medium	<p>AFS' centre now has an updated and appropriate appeals letter which has been uploaded to Quickr.</p> <p><b>Closed out 8 April 2014.</b></p>	February 2014.