

## 5 Action plan

A separate document in Microsoft Word has been forwarded with this Centre Monitoring 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 6	During all centre 2 BIIAB examinations, the Centre Manual was not available in the examination room for invigilators to refer to. They were unaware this was a requirement within BIIAB guidance. Therefore, it has been evidenced that the centre is not fully conversant with BIIAB policies.	Medium	1 Write to all centres delivering SQA accredited qualifications outlining the issues raised.  <b>Closed out 25 September 2013.</b>  2 Produce a checklist which will be added to the Quality Assurance Report Form, the standard form used during approval and monitoring visits, this will highlight these and other areas recently identified by BIIAB  3 As part of monitoring centres delivering SQA accredited qualifications BIIAB will target the areas highlighted	16 August 2013  31 <sup>st</sup> August 2013  30 <sup>th</sup> September 2013

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			<p>4 Where monitoring has taken place already during 2013 BIIAB will re-visit the centres and ask them to submit evidence that they are compliant with all areas identified</p> <p><b>All of the above have now been closed out 4 November 2013.</b></p>	31 <sup>st</sup> October 2013
Principle 16	The Accreditation Auditor was shown induction materials issued to candidates at centres 3 and 4. The Auditor noted that the SQA accredited qualification was referenced inaccurately within those materials with a QCF title. This means that candidates are being misinformed about the qualifications they are undertaking.	Medium	<p>1 Write to all centres delivering SQA accredited qualifications outlining the issues raised.</p> <p><b>Closed out 25 September 2013.</b></p> <p>2 Produce a checklist which will be added to the Quality Assurance Report Form, the standard form used during approval and monitoring visits, this will highlight these and other areas recently identified by BIIAB</p> <p>3 As part of monitoring centres delivering SQA accredited qualifications BIIAB will target the</p>	<p>16 August 2013</p> <p>31<sup>st</sup> August 2013</p> <p>30<sup>th</sup> September</p>

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Principle 18 and 23	The Accreditation Auditor was shown induction materials which are issued to candidates. The Auditor noted the Complaints and Appeals policies of both centres 1 and 4 failed to appropriately reference SQA Accreditation as the Qualification Regulator for SQA accredited qualifications and the circumstances under which it would be appropriate to progress an appeal to SQA Accreditation.	Medium	<p>1 Write to all centres delivering SQA accredited qualifications outlining the issues raised.</p> <p><b>Closed out 25 September 2013.</b></p> <p>2 Produce a checklist which will be added to the Quality Assurance Report Form, the standard form used during approval and monitoring visits, this will highlight these and other areas recently identified by BIIAB</p> <p>3 As part of monitoring centres delivering SQA accredited qualifications BIIAB will target the</p>	<p>16 August 2013</p> <p>31<sup>st</sup> August 2013</p> <p>30<sup>th</sup> September</p>

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Principle 19	Centre 4 disclosed that they did not have a standalone malpractice/ maladministration policy. Thus, it has been evidenced that the centre is unaware of the obligation set by BIIAB within their Quality Manual that each centre should have a devised malpractice/maladministration policy.	Medium	<p>1 Write to all centres delivering SQA accredited qualifications outlining the issues raised.</p> <p><b>Closed out 25 September 2013.</b></p> <p>2 Produce a checklist which will be added to the Quality Assurance Report Form, the standard form used during approval and monitoring visits, this will highlight these and other areas recently identified by BIIAB</p> <p>3 As part of monitoring centres delivering SQA accredited qualifications BIIAB will target the</p>	<p>16 August 2013</p> <p>31<sup>st</sup> August 2013</p> <p>30<sup>th</sup> September</p>

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Principle 22	Centre 4 is only certificating for the full course and not the individual units within it. Therefore, it has been demonstrated that the centre is unfamiliar with BIIAB's Quality Manual which details this obligation.	Medium	<p>Additional text added to the Centre Manual for the Administration of BIIAB Qualifications within the Security Portfolio (page 32).</p> <p><b>Closed out 25 September 2013.</b></p>	Updated and uploaded to Quickr 13 August 2013