



Action Plan

This Action Plan must be electronically completed and submitted in Microsoft Word format to regulation@sqa.org.uk by 8 October 2014.

Issue number	Detail of Issue recorded	Risk rating	Proposed action <small>(Please include a description of your intended methodology and details of the evidence that will be provided.)</small>	Target date for completion	Date Issue closed out (SQA use)
1. Principle 3	Actions raised during the approval process or as part of BIIAB's ongoing external quality assurance are not adequately recorded and monitored towards completion.	Medium	BIIAB have created a tracker, this records all actions identified following visits including Centre Recognition, Monitoring and Assessment Inspections. See attached. This is monitored to ensure follow up and compliance. A copy of the tracker will be sent to SQA Accreditation in March 2015 to demonstrate that the awarding body has embedded the system.	31 March 2015	
2. Regulatory Principles Directive 5	The awarding body's complaints policy makes no mention of the circumstances under which any candidate or centre may take their complaint to the Scottish Public Services Ombudsman (SPSO).	Medium	BIIAB have updated the Complaints policy, issued to centres with a covering note and placed in CentreZone. The monitoring visit will ensure implementation by centres. Some centres have been monitored however all centres will not fully be monitored until the 30 th October 2015	Letter issued to centres on 8 th August 2014.	