



## 7 Action Plan

A separate document in Microsoft Word has been forwarded with this Audit Report.

Areas of concern	Requirement	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
Principle 2	CIH must review the currency and accuracy of documents banked on Quickr. CIH must carry out a review of the information it publishes on its website regarding SQA accredited qualifications and associated policies.	High	CIH will review the documents banked on Quickr to ensure that they are up to date and accurate.  CIH will review the information published on the CIH website relating to SQA accredited qualifications and associated policies.  SQA Information will be provided on an individual page to highlight the Awarding Body functions. Qualification and fees information will be integrated into the main qualifications pages, and the AB will further look at how information for both regulators can be incorporated. <b>Extension to 30 June 2014.</b> <b>Extension to 31 December 2014.</b>	31/05/14  31/03/14 (ext 30/4/14)

Areas of concern	Requirement	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
Principle 2	The awarding body must carry out a review of its SQA accredited qualifications and consult with stakeholders in Scotland to determine reasons for the lack of activity.	High	<p>CIH has reviewed the CIH Scottish Certificate in Housing Maintenance at SCQF level 5 to ensure that the qualification is up to date. The CIH Scottish Award in Community Action in Housing at SCQF level 5 and the CIH Scottish Award in Community Action in Housing at SCQF level 5 will be reviewed with a suite of resident/tenant qualifications this year.</p> <p>All qualifications will be changed to pass/fail to bring them into line with their UK counterparts.</p> <p>The CIH Scottish Certificate in Housing Practice at SCQF level 5 is scheduled to be reviewed in 2015.</p> <p>CIH will consult with our Scottish stakeholders in March this year on why the uptake had been so small and report back to SQA by the end of April.</p> <p>Extension to 30 June 2014.</p> <p><b>Closed out 30 June 2014.</b></p>	<p>30/05/14</p> <p>30/04/14</p> <p>30/04/14</p>

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Principle 3	CIH must demonstrate how its awarding body objectives are formally planned, monitored and reviewed. The objectives must take consideration of SQA accredited qualifications.	High	<p>CIH produces a three year business plan which is updated and amended annually. The business plan sets out the high level strategic direction of the organisation. This plan is then used as measures for performance for each service area and broken down into more detailed actions. The awarding organisation is identified as maintaining the current range of qualifications with actions to ensure they are current and relevant to the sector.</p> <p>CIH will assess the demand for submitting a level 7 qualification to the SQA . This will be carried out through consultation with CIH centres in Scotland and with our Scottish CIH members.</p> <p>The progress of the CIH AO is monitored through an Education Advisory Committee and the CIH Audit and Risk Board. The Audit and Risk Board recommends to the CIH Governing Board whether CIH AO complies with the regulator’s conditions. This process and the business plan will be reported to SQA.                      Extension to 30 June 2014.                      Extension to 30 September 2014.  <b>Closed out 18 November 2014.</b></p>	30/04/14

Areas of concern	Requirement	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
Principle 3	CIH must ensure that actions raised as part of centre quality review visits are documented and monitored towards completion.	Medium	<p>CIH will develop a tracking system to ensure that actions raised as part of centre quality review visits are documented and monitored towards completion. It is likely that this will be in the form of an excel spread sheet with diarised actions. Each CIH officer will be responsible for tracking the actions associated with the centre that they are responsible for.</p> <p>Extension to 30 June 2014. Extension to 31 October 2014.</p> <p><b>Closed out 8 October 2014. (evidence was in by 30.9.14)</b></p>	30/04/14
Principle 18 and RPDIR-5	The awarding body's complaints procedure must take account of RPDIR-5 and, if required, reference the correct regulatory guidance document. The policy must be published on CIH's website.	Medium	<p>This will be completed and reported to SQA.</p> <p>Extension to 30 June 2014. Extension to 30 September 2014.</p> <p><b>Closed out 8 October 2014 (evidence was in by 30.9.14)</b></p>	30/04/14