



Action Plan

This Action Plan must be electronically completed and submitted in Microsoft Word format to regulation@sqa.org.uk by 18 September 2014.

Issue number	Detail of Issue recorded	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	Date Issue closed out (SQA use)
1. Principle 5	The centre-devised <i>Learner Guide</i> issued by Provider 1 to candidates at induction stage contains appeals and complaints procedures. However, these do not inform candidates of the circumstances under which complaints and appeals reviews can be made to SQA Accreditation.	Low	<p>The Quality Manager for Scotland visited this centre in July 2014. Provider 1 will now signpost CMI complaints and appeals procedure to their Learner Handbook and upload this to the Hub by the 15th September 2014. CMI's procedures include reference to how complaints and appeals reviews can be made to SQA Accreditation</p> <p>CMI will be writing to all Centres in September to reinforce that they must sign post CMI's Complaints and its Appeals Procedure to their Learner Handbook or their own complaints and appeals procedure.. The Quality Managers will speak to all our Centres during their Centre visits to monitor this. If the Centre does not already do so, the Centre will create an action plan so that this is addressed.</p>	<p>15/09/2014 for provider 1</p> <p>15/09/2014</p>	

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2. Principle 15	CMI has not met its own published Service Level Agreement timescales for issuing candidate certificates.	Medium	CMI are aware of the issues experienced by Provider 1. The issue was due to a technical IT problem around the qualification structure on CMI's CRM system. The moderation was completed on site on the 10 th March. Both the moderation (service level of 20 working days of the Learners work being submitted) and the certification (service level 15 working days) procedure were within service level. CMI sent out the certificates to the Centre on the 29 th April which means CMI were within our service level. It is unclear why the centre did not receive them until June; this Centre has two sites so it could mean that the delay was down to an internal matter. We have contacted the software developer and they have put controls in place so that the same issue cannot happen again. The moderation team monitor the moderation service levels on a weekly basis, as do the Customer Service team with certification service levels.	Action already taken. 31/07/2014	