

5 Action Plan



Areas of concern	<b>Requirement 1.</b>	Risk rating	City & Guilds Proposed action <b>(Please include a description of your intended methodology and details of the evidence that will be provided.)</b>	Target date For completion
Principle 2	The document <i>Our Quality Assurance Requirements</i> , December 2012, Version 3, Page 22 refers to SQA <i>Awarding Body Criteria (2007)</i> . This document has been superseded by the SQA Accreditation's <i>Regulatory Principles (2011)</i> . City and Guilds must ensure that documentation is maintained in line with the current regulatory requirements.	Very Low	<p>Since the centre monitoring took place an updated version of <i>Our Quality Assurance Requirements</i>, October 2013, Version 4, has been produced, which now includes reference to SQA Accreditation's <i>Regulatory Principles (2011)</i>:</p> <p>Page 3: Document Change History                      Page 4: Section 1; Introduction                      Page 22: Section 11; Post Approval Monitoring Criteria</p> <p><b><u>Evidence provided:</u></b>                      Attached is the document referred to above                      Web Link:  <a href="http://www.cityandguilds.com/~media/Documents/ProvideTraining/Centre%20Document%20Library/Quality-Assurance-documents/our-quality-assurance-requirements-v4-oct13%20pdf.ashx">http://www.cityandguilds.com/~media/Documents/ProvideTraining/Centre%20Document%20Library/Quality-Assurance-documents/our-quality-assurance-requirements-v4-oct13%20pdf.ashx</a></p> <p><b>Closed out 27 February 2014</b></p>	18.02.2014

Areas of concern	<b>Requirement 2.</b>	<b>Risk rating</b>	<b>City &amp; Guilds Proposed action</b>	<b>Target date for completion</b>
Principle 2  Principle 6	<p>Centre 2 started delivering SVQs in August 2012 but the only external verification visit to date did not include SVQs within the sample.</p> <p>Centres 2 and 5 indicated that little information had been disseminated from City &amp; Guilds, with regard to the introduction of the new risk-based quality assurance system and the resultant effect on verification activity.</p> <p>City &amp; Guilds must augment its published information to ensure centres have sufficient information regarding the awarding body's current and future quality assurance system. City &amp; Guilds must also ensure quality assurance arrangements are devised to ensure that all SQA accredited qualifications are sampled appropriately.</p>	Medium	<p>(i) City &amp; Guilds will review the verification visit allocation and put measures in place to ensure centres approved to offer SVQs will be sampled.</p> <p>(ii) City &amp; Guilds will launch a comprehensive quality enhancement programme in Scotland. The programme contains a series of activities, all aimed at further improving the effectiveness of the quality assurance activities which underpin the delivery of City &amp; Guilds qualifications in Scotland.</p> <p>Examples of such activities are listed below.</p> <ul style="list-style-type: none"> <li>• Professional development events for Qualification Consultants (QCs)</li> <li>• Quality briefing events for centres</li> <li>• Webinar series for QCs/centres</li> <li>• Consultant Update for QCs</li> </ul> <p><b>Closed out 31 July 2014.</b></p>	<p>By July 2014</p> <p>By June 2014</p>

Areas of concern	Requirement 3.	Risk rating	City & Guilds Proposed action	Target date for completion
<p>Principle 18</p> <p>Principle 23</p> <p>Regulatory Principles Directive 5</p>	<p>City &amp; Guilds' complaints procedures do not reference escalation to SQA Accreditation or the SPSO.</p> <p>City &amp; Guilds must ensure that its complaints procedures include escalation to SQA Accreditation for all centres and additionally to the SPSO where the centre is a public body.</p> <p>Across the centres sampled, centre-devised appeals and complaints procedures did not consistently make reference to the fact that a candidate can escalate an appeal or complaint to the awarding body or SQA Accreditation.</p> <p>City &amp; Guilds must ensure that centre-devised appeals and complaints procedures include escalation to the awarding body and SQA Accreditation for all centres and additionally to the SPSO where the centre is a public body.</p>	<p>Medium</p>	<ol style="list-style-type: none"> <li>1. City &amp; Guilds will be reviewing with internal stakeholders the current City &amp; Guilds complaints policy/procedure so that it is updated to include the escalation requirements to SQA and SPSO</li> <li>2. City &amp; Guilds to brief and instruct all QCs/(EVs) to check and monitor (via Verification Visits) all City &amp; Guilds Scotland Approved Centres to confirm that they have in place and make reference re: escalation to SQA and SPSO in their Centre and in their Centre devised appeals and complaints policies/procedures</li> </ol> <p>Non-compliance with this requirement will result in an appropriate level of sanction for the centres.</p> <p><b>Closed out 9 July 2014.</b></p>	<p>By May 2014</p> <p>By July 2014</p>

**Signatures of agreement of Action Plan**

*For and on behalf of City & Guilds:*

**Signature**

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**Date**

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*For and on behalf of SQA Accreditation:*

**Signature**

*Sell JH*  
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**Date**

*26-2-14*  
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