



5 Action Plan

A separate document in Microsoft Word has been forwarded with this centre 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	EAL must ensure that its External Verifiers confirm that approved centres' internal verifiers are complying with <i>EAL Centre Guidance — Being a Quality Assurer</i> which states that <i>'Monitoring should not be left to the end — it is a process of continuous sampling which will identify whether there are any areas where improvements need to be made'</i> .	Low	<p>External Verifiers will contact centres to raise awareness again of the Centre Guidance document – Being a Quality Assurer and will continue to reiterate the importance of continuous sampling of assessment.</p> <p>Sample of external verifier reports, documenting this is being monitored.</p> <p>Closed out 21 October 2014.</p>	Sept 2014

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Principle 6	Where a centre has one or more assessment locations or satellite sites, EAL must ensure that an External Verifier visits them over a period of time and witness candidate assessments.	Low	<p>External Verifiers will revisit their centre strategies to ensure that the timing of visits is aligned to the risks, volume of learners and type of qualifications being delivered so as to determine whether further visits are required to satellite sites.</p> <p>The EV's will endeavor to visit assessment locations or satellite sites where VQ activity is taking place over a period of time to witness candidate assessment, through EAL's standard quality assurance process. This will be recorded within their EV reports on EAL's Smarter Touch System.</p> <p>Sample of external verifier reports, documenting the approach to monitoring centres including in the process both portfolios and observations over a period of time.</p> <p>Visit Schedule across centres to demonstrate assessment sites being visited over a period of time.</p> <p>Closed out 21 October 2014.</p>	September 2014

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 22	<p>EAL must provide guidance to its approved centres, and for its External Verifiers, to ensure that centres have a process to review the portfolios of those candidates who leave before completing the full SVQ qualification to see if they meet the requirements for Unit certification.</p> <p>Therefore, candidates who complete the requirements for a qualification or Unit will receive a certificate in the format agreed at the time of accreditation and within the awarding body's specified timescales.</p>	Medium	<p>Guidance to Centres –</p> <ul style="list-style-type: none"> (1) EAL will issue correspondence to centres to highlight the requirements of reviewing portfolios and unit certification. (2) External Verifiers will contact their centres and ensure that clear guidance is in place at the centre identifying the claims process for those candidates who may leave prior to certification, so as to ensure that unit certification can be completed. (3) EAL will issue / reinforce its procedure for centres to claim unit certification. <p>This will ensure that centres have a process to review portfolios for candidates who leave before completing a full SVQ to determine whether unit certification is required.</p> <p>Sample of correspondence with centres, e.g. spotlight article, emails from EV's etc.</p> <p>Closed out 21 October 2014.</p>	Sept 2014