



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 18 and Regulatory Principles Directive 5 – Complaints Handling	<p>ECITB complaints policy must inform its centres and learners how and when they can complain to SQA Accreditation. While ensuring that its centres approved to deliver SQA accredited qualifications centre-devised complaints policies must inform learners how and when they can complain to SQA Accreditation.</p> <p>ECITB must also ensure that its complaints policy meets the requirements of the Scottish Public Service Ombudsman (SPSO), as specified within RPDIR 5.</p>	Medium	<p>We have examined the findings in the SQA Centre Monitoring Report and also considered the requirements of SQA Accreditation's Regulatory Principles (2014).</p> <p>As a result of the above, we have revisited our policies and procedures in relation to Complaints and Appeals and have produced updates to the ECITB SCQF Quality Assurance Procedures Manual (QAPM) accordingly. These policies now make clear how and when learners and centres can complain to SQA Accreditation and, where relevant, the Scottish Public Services Ombudsman (SPSO).</p> <p>It is a requirement of the QAPM that approved centres ensure that their staff, partners and learners are aware of the contents of the QAPM and that these requirements are reflected in their individual centre quality assurance policies and procedures. A centre's Policies & Procedures are regularly monitored by the ECITB Awarding Body.</p> <p>Additionally, we will be sending out a 'Service Bulletin' to all ECITB approved SCQF centres informing them of the</p>	<p>30 May 2014</p> <p>We have made updates as stated but are also in the process of making updates to other sections of the QAPM. It makes sense to include all of these when next reissuing the QAPM and publishing to our website and uploading to Quickr.</p>

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			<p>Requirement in the SQA Centre Monitoring Report and the updates made to the QAPM policies and their responsibilities in ensuring this information is disseminated and included in their own internal policies and procedures.</p> <p>ECITB External Quality Assurers (EQAs) will be asked to particularly monitor compliance to this update in visits going forward.</p> <p>Closed out 30 May 2014.</p>	