



Action Plan

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
Principles 4, 5 and 6	<p>EQL's <i>SVQ Operational Handbook, August 2012</i> (uploaded to Quickr by EQL and reviewed by the Accreditation Auditor at Provider 1) makes various references to <i>Awarding Body Criteria (2007)</i> on pages 3, 12, 16 and 27 of this handbook. An example of this on page 12 states that '<i>Equestrian Qualifications GB Ltd (EQL) is responsible for approving Centres seeking to offer the awards. To be granted approval the Centre must satisfy a range of criteria as detailed in the Awarding Body Criteria 2007</i>'.</p> <p>However, <i>SQA Awarding Body Criteria (2007)</i> was replaced by <i>SQA Accreditation's Regulatory Principles (2011)</i>. Subsequently, the revised and updated SQA Accreditation's Regulatory Principles were introduced on 1 April 2014 as <i>Regulatory Principles (2014)</i></p>	Medium	<ol style="list-style-type: none"> 1. Revise the handbook to fully address out of date aspects: Evidence: Updated handbook 2. Evaluate any significant changes and the potential areas of risk within EQL or its centres 3. From that review ensure that EQL policies & processes reflect the up to date requirements Evidence: changed policy & procedure documents 4. Communication regarding updated Handbook to centres Evidence: letter to centres, inclusive of highlighting any areas where the operational impact is relevant. <p>Closed out 5 October 2014.</p>	<p>01/09/2014</p> <p>01/09/2014</p> <p>14/09/2014</p> <p>14/09/2014</p>

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Principle 12 Regulatory Principles Directive 5	<p>The Accreditation Auditor visited Provider 1 on 7 May 2014. EQL uploaded an updated version of its <i>Appeals and Complaints Policy (March 2014)</i> to Quickr on 13 May 2014.</p> <p>However, none of EQL's procedures relating to complaints currently uploaded to Quickr by EQL meet the requirements of <i>Regulatory Principles Directive RPDIR – 5 Complaints handling</i>. This regulatory directive states that any awarding body devised complaints handling process must reflect the role of the Scottish Public Service Ombudsman (SPSO) in investigating complaints from users of public bodies in Scotland.</p>	Low	<p>1. Revise the EQL Policy & Procedures handbook inclusive of appeals & complaints policy & procedures to fully meet the requirements of <i>Regulatory Principles Directive RPDIR – 5 Complaints handling</i> Evidence: Updated handbook & respective policy</p> <p>2. Communication regarding updated Handbook to centres Evidence: letter to centres, inclusive of highlighting any areas where the operational impact is relevant.</p> <p>Closed out 5 October 2014.</p>	<p>01/09/2014</p> <p>14/09/2014</p>