



## 5 Action Plan

A separate document in Microsoft Word has been forwarded with this centre report.

| Areas of concern     | Requirement                                                                                                                                                                                                                    | Risk rating | Proposed action<br>(Please include a description of your intended methodology and details of the evidence that will be provided.)                                                                                                                                                                                       | Target date for completion |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Principle 7          | The awarding body must ensure that Centres are aware of the fundamental importance of SQA Accreditation gaining access to Centres in order to carry out its role as Qualifications Regulator of SQA-accredited qualifications. | High        | <p>We emailed all Centres delivering SQA-accredited qualifications to remind them of their obligations to SQA as covered in our Centre Application Form (Para 6.5) (Email copied to SQA)</p> <p>We have amended our Operations Manual (Paras 11.4 – 11.6) to reinforce this.</p> <p><b>Closed out 10 July 2014.</b></p> | 30 April 2014              |
| Principles 18 and 23 | The awarding body must ensure Centre-devised complaints policies include reference to SQA Accreditation as the Qualifications Regulator and note how and when a complaint can be made to SQA Accreditation.                    | Low         | <p>We emailed all Centres delivering SQA-accredited qualifications to ask them to review their complaints and appeals policies and procedures. (Email copied to SQA)</p> <p>We have updated our Operations Manual (Para 14.3) and Approved Centre Application Form (Section 6.5) to reinforce this requirement.</p>     | 30 April 2014              |

| Areas of concern | Requirement                                                                                              | Risk rating | Proposed action<br>(Please include a description of your intended methodology and details of the evidence that will be provided.)                                                                                                                                                                                                                                                                                                                                                                                                                           | Target date for completion |
|------------------|----------------------------------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
|                  |                                                                                                          |             | <p>We have also included this in our EV and Desktop Audit Report templates to obtain reassurance that Learners are advised they may complain or appeal to the relevant Regulatory Body.</p> <p><b>Closed out 10 July 2014.</b></p>                                                                                                                                                                                                                                                                                                                          |                            |
| Principle 6      | The awarding body must ensure the security of all exam materials issued by Centres to their instructors. | High        | <p>We emailed all Centres delivering SQA-accredited qualifications to ask them to review their security practices. (Email copied to SQA)</p> <p>Our Course Instructor Guide will be amended on reprint requesting Instructors to ensure all assessment papers are retrieved and retained safely.</p> <p>We have also examined and, where necessary, amended our Approved Centre Application Form and Operations Manual to reinforce this.</p> <p>We will monitor this through external quality assurance audits.</p> <p><b>Closed out 22 July 2014.</b></p> | 31 August 2014             |