



7 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
Principle 2 and Principle 3	<p>Requirement 1</p> <p>FAAL must ensure that all SQA accredited and SCQF Credit Rated qualification information held on the awarding body website is accurate and that no qualification is advertised as</p> <ul style="list-style-type: none"> • SQA accredited without that status having been confirmed by SQA Accreditation • SCQF Credit Rated which has yet to have the rating confirmed by an approved Credit Rating Body. 	Very High	<p>All FAA documents and website locations that contained incorrect references to SQA accredited qualifications have been corrected accordingly.</p> <p>See recent documents on Quickr:</p> <p>FAA Centre Application Form FAA Operational Manual Product Sheets Learner Registration Forms</p> <p>See website references on www.firstaidawards.co.uk</p> <p>SQA accreditation has subsequently been received for the qualifications concerned and references updated accordingly.</p> <p>Closed out 7 May 2014.</p>	Completed

FIRST AID AWARDS LTD – ACTION PLAN FOLLOWING SQA AUDIT ON 20TH FEBRUARY 2014

<p>Principle 3 and Principle 6</p>	<p>Requirement 2</p> <p>FAAL must ensure that</p> <ul style="list-style-type: none"> • any reporting methods employed are capable of producing consistent and accurate approved Centre and candidate registration and certification data • consistent and accurate data is being submitted to SQA Accreditation. 	<p>Medium</p>	<p>We have changed our reports facility so that quarterly report data now relates to the date on which course results are posted in the quarter rather than based on course completion dates so as to avoid discrepancies caused by results being posted after quarterly reports have been provided.</p> <p>We have also changed the on-line reference to ensure there is no confusion between use of the terms 'registrations', 'courses' and 'certification'.</p> <p>Closed out 7 May 2014.</p>	<p>Completed</p>
<p>Principle 6</p>	<p>Requirement 3</p> <p>FAAL must ensure that quality assurance activity is carried out in line with the awarding body's own policy for the management and control of quality assurance audits.</p>	<p>Very High</p>	<p>We have now engaged a new Centre Liaison Manager (Jan Best) who is bringing our programme up-to-date.</p> <p>Jan has recently completed appropriate training to undertake IQA and desktop audits.</p> <p>We have also engaged the services of a local practicing Instructor/Assessor (John Devlin) to offer guidance on our quality assurance audits and oversee our desktop audits.</p> <p>Desktop audits commenced w/c 14th April 2014 and we aim to complete any overdue desktop audits of Centres offering SQA qualifications by 31st August 2014.</p> <p>Closed out 15 September 2014.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>31 August 2014</p>

FIRST AID AWARDS LTD – ACTION PLAN FOLLOWING SQA AUDIT ON 20TH FEBRUARY 2014

Principle 6	<p>Requirement 4 FAAL must implement a method or mechanism which facilitates the standardisation of operation of external verification staff.</p>	Medium	<p>The appointment of our new Centre Liaison Manager together with the services of adviser, John Devlin, will be directed to maintaining contact through meetings and e-communications with our External Verifiers in order to facilitate standardisation of our external quality assurance audits.</p> <p>We have a meeting with John on 13th May to determine a programme for standardization events that we anticipate taking place through the Summer.</p> <p>Closed out 15 September 2014.</p>	31 August 2014
Principle 6, Principle 22 and Regulatory Principles Directive 3	<p>Requirement 5 FAAL must ensure that all e-certificates produced meet the requirements of RPD3 and that FAAL approved Centres are not given the opportunity to include either the Centre name or logo on any e-certificate.</p>	Medium	<p>Changes have been made to our IT facilities to make it impossible for Centres to include their name or logos on e-certificates.</p> <p>Closed out 7 May 2014.</p>	Completed