



5 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 6	Where a centre has one or more assessment locations or satellite sites, GQA must ensure that an External Verifier visits them over a period of time.	Low	Centre External Quality Advisors (EQA) has submitted an additional report into this action (see accompanying document). Next scheduled visit will take in a monitoring visit to an assessment site. Closed out 23 June 2014.	30/06/2014
Principle 18 and Regulatory Principles Directive 5 – Complaints Handling	GQA must ensure that its centres approved to deliver SQA accredited qualifications centre-devised complaints policies inform learners how and when they can complain to SQA Accreditation. GQA must also ensure that its complaints policy meets the requirements of the Scottish Public Service Ombudsman (SPSO), as specified within RPDIR 5.	Medium	<ol style="list-style-type: none"> 1. Sean Hayes (GQA Head of Qualification Development and Delivery) to review complaints policies and update as appropriate. 2. Dissemination of procedural and documentation changes both internally and externally with centres. 3. GQA EQAs with responsibility for centres offering Scottish qualifications to follow up with centres on receipt and understanding of any effected changes. Closed out 23 June 2014.	30/06/2014