



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 12	The awarding body must ensure the correct wording of questions used within examination papers.	High	<ul style="list-style-type: none"> a. Conduct a complete review of SCQF question banks in relation to SCQF requirements. Remove/replace rogue questions where/if appropriate. b. Regular review on an on-going basis. <p>Closed out 2 April 2014.</p>	31 st January 2014
Principles 3 & 5	<p>The awarding body must ensure that the initial centre approval report and subsequent external quality assurance/re-approval reports is provided to centres.</p> <p>The awarding body must ensure external quality assurance/re-approval centre visits are routinely</p>	High	<ul style="list-style-type: none"> a. Where Centres are approved and/or re-approved to offer SCQF qualifications, this and any actions arising are communicated by HABC to the Centre. Centre's to be provided with a copy of External Quality Assurance Monitoring Reports in line with HABC policy. b. Continue to conduct Centre visits in line with HABC policy and practice. c. Re-confirmation email to be issued by Head of EQS 	31 st January 2014

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	<p>undertaken as per their policies.</p> <p>The awarding body must ensure centres are correctly posting courses.</p> <p>The awarding body must ensure centres are keeping track of candidate registration and certifications for SQA-accredited qualifications.</p>		<p>regarding the sending of visits reports to Centre's</p> <p>d. Conduct Centre Support CPD event(s) in Scotland. These will be aimed at Centre Contacts who are responsible for delivery and administrative processes. Content will include correct learner initial assessment; posting of courses; processes for tracking candidates registered on SQA Accredited courses; requirements for CPD records; and conduct of examinations.</p> <p>Closed out 15 May 2014</p>	30th June 2014
Principle 6	<p>The awarding body must ensure centres retain evidence of tutor continual professional development (CPD) records.</p> <p>The awarding body must ensure centres are aware of the awarding body's process for sealing examination papers; timeframe in which</p>	Medium	<p>a. Conduct Centre Support CPD event(s) in Scotland. These will be aimed at Centre Contacts who are responsible for delivery and administrative processes. Content will include correct learner initial assessment; posting of courses; processes for tracking candidates registered on SQA Accredited courses; requirements for CPD records; and conduct of examinations.</p> <p>b. Further training will be provided to EQS/QAA on the importance of monitoring CPD. This will be clearly recorded in the External Quality Assurance Monitoring Reports.</p>	30th June 2014

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
	examination papers can be opened before an examination; and procedures required regarding confirming the identity of candidates.		<p>c. Review and update Centre Monitoring Visit Reports</p> <p>Closed out 15 May 2014.</p>	
Principle 10	The awarding body must ensure centres have a Recognition of Prior Learning policy.	Medium	<p>a. Conduct Centre Support CPD event(s) in Scotland. These will be aimed at Centre Contacts who are responsible for delivery and administrative processes. Content will include correct learner initial assessment; posting of courses; processes for tracking candidates registered on SQA Accredited courses; requirements for CPD records; and conduct of examinations.</p> <p>b. This will be clearly recorded in the revised External Quality Assurance Monitoring Reports.</p> <p>Closed out 15 May 2014.</p>	<p>30th June 2014</p> <p>31st March 2014</p>

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	The awarding body must ensure centres have a complaints policy.	Low	<ul style="list-style-type: none"> a. Review all Centres offering SQA accredited qualifications' complaints procedures b. This will be clearly recorded in the revised External Quality Assurance Monitoring Reports. <p>Closed out 2 April 2014.</p>	31st March 2014