



## 5 Action Plan

A separate document in Microsoft Word has been forwarded with this centre monitoring 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 6	ILM documentation states that prior to DCS, it is anticipated that the EV will undertake one Customer Review plus two additional monitoring activities per year and that the first EV visit for new centres would occur within six months of approval, to give support and guidance. However, the first external verification visit at centre 1 occurred more than 15 months after approval.	Medium	To revise the EQA Guide for Centres around proposed EV interventions, specifying that these would be subject to learner registrations – thus managing centre expectations.  <b>Closed out 6 December 2013.</b>	30/11/2013