



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	The awarding body must ensure centre co-ordinators hold originals or copies of occupational qualifications for Assessors and Verifiers. The awarding body must ensure that standardisation meetings are documented.	Medium	<p>Emphasise to the Lead External Verifier for Scotland and the external quality team that they must ensure centres:</p> <ul style="list-style-type: none"> • hold originals or copies of occupational qualifications for Assessors and Verifiers • document details of standardisation meetings. <p>This will be discussed at the EV meeting on 25/26 March and recorded in the minutes.</p> <p>The Chief Verifier will continue to review EV monitoring reports to ensure that these actions are being met.</p> <p>Closed out 4 April 2014.</p>	4 April 2014
Principle 18	The awarding body must ensure that both centre-devised complaints and appeals policies, as well as awarding body policies adequately reference SQA Accreditation as the Regulator and the situations in which a candidate can complain or appeal.	Medium	<p>Emphasise to the Lead External Verifier for Scotland and the external quality team that they must ensure that</p> <ul style="list-style-type: none"> • centre-devised complaints and appeals policies adequately reference SQA Accreditation as the Regulator and the situations in which a candidate can complain or appeal • centres use the current IMI Awards complaints and appeals policy (Issue 6 Jan 2012 – attached). <p>This will be discussed at the EV meeting on 25/26 March and recorded in the minutes.</p> <p>The Chief Verifier will continue to review EV monitoring reports to ensure that these actions are being met.</p> <p>Closed out 4 April 2014.</p>	4 April 2014

