



7 Action Plan

| Areas of concern | Requirement | Risk rating | Proposed action <small>(Please include a description of your intended methodology and details of the evidence that will be provided.)</small> | Target date for completion |
|------------------|--|-------------|--|--|
| Principle 2 | As IRRV's current position in respect of its SQA accredited provision is no approved centres and zero candidate activity, the Auditors consider that there is a requirement for the awarding body to urgently review the promotion and marketing of its provision. | Medium | <p><i>The Institute has contacted its principal clients – Scottish local authorities and associated private sector organisations in order to promote the qualifications. These means have included:</i></p> <ul style="list-style-type: none"> • <i>Consultation with Revenues Managers – completed 22/11/13</i> • <i>Promotion at IRRV Scottish Benefits Conference 4th-5th December 2013 – leaflets distributed</i> • <i>Personal contact through the IRRV Scottish Association (association represents most local authorities)</i> • <i>Distributed A5 hand-outs at Association meetings.</i> | <p>ACTIONED – there were no immediate expression of interest at that stage</p> <p>ACTIONED</p> |

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| | | | <p><i>Hand-out included details of competence-based qualification. Text stressed the practical application of the qualifications, their wide recognition and the ease of integration of the units with work-based training and professional development.</i></p> <ul style="list-style-type: none"> • Private sector organisations active in the Institute’s areas of work include Civica, Capita, Serco, Datatank and Experian. Other organisations will include Housing Associations. These will be contacted alongside the local authority approaches. • At least two personal letters per year to local authorities. Text will lay stress on the employer-friendly features of the qualifications • Draw up list of further Scottish Association meetings, forums and conferences for targeted publicity • Produce detailed prospectus, centre registration information for clients | <p>Letter by 30/6/14</p> <p>By 30/5/14 and 31/10/14</p> <p>By 27/6/14</p> <p>By 31/7/14</p> |

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| | | | <p>Investigate sources of funding, eg Apprenticeship via Asset Skills</p> <p>Internal strategy conference (London HQ, Scottish Association, Employers, materials author)</p> <p>Publicity will be distributed at Scottish Association events: Revenues Symposium 29/5/14 Preparing for Universal Credit 26/6/14 Non-Domestic Rating Conference 27/6/14 Other events as organised</p> | <p>By 31/5/14</p> <p>By 9/5/14</p> <p>By 27/6/14</p> |
| <p>Principle 6</p> | <p>The <i>IRRV SCQF Business and Marketing Plan August 2013</i> would benefit from less historical information on SVQ performance and more detail on the proposed steps the awarding body must take to effectively market and deliver SQA qualifications and resolve the current issues over poor uptake.</p> <p>The Auditors concluded that the documented timescales were overly</p> | <p>High</p> | <p><i>We accepted that the stated timescales should be reviewed, and undertook to initiate the assessment centre set up process.</i></p> <p><i>Survey of Scottish local authorities took place March-April 2014. Result: five general expressions of support and interest in putting candidates forward.</i></p> | |

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| | ambitious and must be reviewed. | | <p>Prepare study material for knowledge aspects of the qualifications units, based on existing IRRV Distance Learning material</p> <p>Information and enquiries will also be taken on by the assessment centre (Scottish Association or London-based),</p> <p>From early expressions of interest from Scottish authorities we would to begin registering candidates by July 2014.</p> | <p>Complete prospectus for College / Work-based qualifications training by 27/6/14</p> <p>Final decision on assessment centre organisation by 16/5/14</p> <p>Centre approval by 30/6/14</p> <p>First candidates by 31/07/14</p> |

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| Principle 6 | IRRV must address issues around adequate resourcing in terms of adding to the support team and defining roles in the support of SQA provision if any re-launch of the accredited qualifications is to be successful and sustainable. | High | <p>A definitive resourcing plan will be completed by for IRRV internal approval. It is anticipated that additional administrative roles can be taken by the Examinations Officer, who is not currently involved in SQA accredited qualifications. These roles will include candidate awarding body registration and billing, centre liaison, certification and responses to enquiries.</p> <p>Additionally, some of the publicity, promotion and marketing will be taken on by the IRRV Scottish Association outwith any role it has as assessment centre. A protocol to be agreed between IRRV Headquarters (London) and the Scottish Association.</p> <p>Review of potential qualifications take-up, resourcing requirements and marketing activities for remainder of 2014</p> | <p>Revised resourcing Plan by 16/5/14</p> <p>Agreement as to sharing of roles between HQ and Scottish Association by 30/05/14</p> <p>24/10/14</p> |