Action Plan

This Action Plan must be electronically completed and submitted in Microsoft Word format to regulation@sqa.org.uk by 5 November 2014.

Issue number	Detail of Issue recorded	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	Date Issue closed out (SQA use)
1. Principle 5	The Accreditation Auditor found incomplete and inaccurate qualification and provider information in different parts of the awarding body website. This could disadvantage potential candidates and providers and, in turn, be detrimental to the uptake of SQA accredited qualifications. Lantra Awards must ensure that its website contains clear and correct information, appropriate to SQA accredited qualifications.	Medium	Documentation on the Lantra Awards website is being reviewed as part of a complete overhaul of the website. Lantra will ensure that complete and accurate qualification and provider information is provided. Document control will be maintained via the Vivaldi system to ensure only one version of a document is in existence.	June 2015	

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2. Principles 5 and 15	Lantra Awards documentation states that it is a requirement that awarding bodies capture the Scottish Candidate Number (SCN); however, it is not a regulatory requirement. Lantra Awards paperwork requests the SCN and when candidates in Provider 1 did not have their SCN at the time of registration, the trainer registered the candidates for a QCF qualification instead. Lantra Awards must ensure that its published information on the SCN is accurate and that the registration of candidates is effective and reliable in this regard.	Low	Lantra documentation and paperwork to be revised to state that SCN collection is not a mandatory requirement for providers. Lantra staff to be informed of this update.	April 2015	

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3. Principle 10	According to Lantra Awards documentation, the frequency of external verification visits is normally between one and three yearly. Despite being an active centre, Provider 1 has not been subject to external verification since 2010. Lantra Awards documentation also stipulates that an annual continuing professional development (CPD) record be submitted to the awarding body. The trainer in Provider 1 stated to the Accreditation Auditor that there has been no requirement to submit this record for some years. Lantra Awards must ensure it has the necessary arrangements and resources for the quality assurance of SQA accredited qualifications.	High	External verification visits should be between one and three years. This was discussed and clarified as part of the recent audit. As a result Lantra agreed that wording in documentation needs to be revised as this statement was ambiguous. Lantra is developing a new quality strategy which will include ensuring that visits are logged and monitored to ensure that a time lapse does not occur. We will review the guidance and relevance of documentation issue to providers with regards to the need to submit annual CPD records.	April 2015	