

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 1	Course providers sampled did not routinely retain copies of their NEBOSH Accreditation Advisor visit reports or examination inspection reports. These reports are needed to assist in the provider monitoring carried out by SQA Accreditation. It is therefore essential that providers retain copies of any reports relevant to quality assurance activities undertaken by NEBOSH.	Medium	NEBOSH Auditors will include a check that Course Providers have kept a copy of previous visit reports. Closed 1 July 2014.	1 July 2014
Principle 6	At the time of monitoring, Course Provider 2 had over 2000 candidates enrolled across eight NEBOSH courses in the UK with around 90% of the candidates undertaking these courses through the provider's e-learning platform. The e-learning platform is managed by just two tutors. The Auditor noted that the number of enrolled candidates grossly outweighs the number of designated tutors operating at this provider.	High	A programme of monitoring number of tutors vs candidates has already been identified as an action in the Business Plan. For new providers and reaccreditation, Course Providers will be asked to justify the number of tutors vs number of candidates that will be maintained. Although no definitive numbers could be obtained from research, anecdotal evidence suggests that 2.5 tutors per 100 students is reasonable. This will also	At accreditation or re-accreditation from 1 July 2014

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	NEBOSH must consider how to mitigate the potential risk of large candidate numbers relative to tutor numbers across providers offering e-learning provision, in order to protect the integrity of qualifications and the interests of candidates.		<p>depend on the format of the e-learning programme and the contract agreed with students. Again, anecdotally, 70% of students require very little support; 20% require limited support and 10% require high levels of support.</p> <p>For practical assessments it is considered that a maximum of 50 could be marked by one assessor per week, assuming no other responsibilities. This will be monitored as part of the revised statistical monitoring programme.</p> <p>Closed out 29 August 2014.</p>	From 31 August 2014 (in line with Business Plan targets already set).
Principle 18	The complaints procedure devised by Course Provider 4 did not make learners aware of how and when they can complain to NEBOSH or SQA Accreditation.	Low	<p>Checking of Course Provider complaints procedure to be added to audit checklist.</p> <p>Complaints process/policy to be requested at accreditation.</p> <p>Closed 1 July 2014.</p>	<p>1 July 2014</p> <p>New applications received from 1 July 2014</p>