

7 Action Plan

A separate document in Microsoft Word has been forwarded with this Audit 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 3	PIABC must put systems in place to record the continuing professional development, occupational competence and qualifications of its External Verifiers.	Medium	All External Verifiers will need to provide PIABC with their CV; original certificates of all training/qualifications undertaken (PIABC will then keep a dated copy and return original to EV); and a log of all training undertaking. A file has been created and this information has been received for PIABC's only External Verifier (Lead). Closed out 6 December 2013.	31/12/2013
Principles 11 and 12	PIABC must review the assessment arrangements for candidates re-sitting a failed outcome from the Award in Timber Panel Products and their Uses at SCQF Level 5.	High	PIABC has removed the option for a candidate to produce an assignment on a failed learning outcome. This option has been removed from all its examination based qualifications, as at 01 October 2013. Candidates will now be required to re-sit the whole examination at the next available examination date, if they fail one or more learning outcome and/or achieve less than 50%. All centres have been notified and relevant documentation has been updated. Documentation evidence banked on Quicr: <ul style="list-style-type: none"> • Award in Timber Panel Products and their Uses Specification (SQA) - Updated 26092013 (2,8,9,10,16,17) • Centre Handbook for Non-Competence Based Qualifications (Revised 02102013) (11,13,14,18,19,20,21,22,23,25) Closed out 6 December 2013.	31/12/2013

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Principle 18 and RPDIR5	PIABC must update its <i>Complaints Policy and Procedure</i> to explain the circumstances where it may be appropriate to involve the Scottish Public Service Ombudsman.	Medium	<p>PIABC has reviewed its complaints policy and procedure and also created a new Appeal Procedure (for Appeals against PIABC decisions), which now includes the Scottish Public Service Ombudsman.</p> <p>Documentation evidence banked on Quickr:</p> <ul style="list-style-type: none"> • Complaints Policy and Procedure - Updated 26092013 (18) • The Appeals Process (for Appeals against PIABC decisions) – 02102013 (18,19,20,23,24,25) <p>Closed out 17 December 2013.</p>	31/12/2013
Principle 22	PIABC must provide SQA Accreditation with final proofs for its qualification and Unit certificates.	Medium	<p>Drafted certificates have been forwarded to SQA Accreditation and PIABC has been informed that the qualification and unit certificates include all the correct wording and logos. PIABC has requested print quality SVQ, SQA Accreditation and SCQF logos so that it can provide final proofs.</p> <p>Closed out 6 December 2013.</p>	31/12/2013