



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
Principles 6 and 7	PIABC must ensure that its approved centres retain copies of its internal verifiers' relevant training qualifications (including any peripatetic assessors and internal verifiers).	Low	<p>PIABC has informed Centres that this information needs to be retained. PIABC will be checking compliance during the EV/Annual Centre Monitoring Visit due in the next 2/3 months.</p> <p>Extension to 14 November 2014.</p> <p>Closed out 11 November 2014.</p>	30 September 2014
Principles 18 and 23	PIABC must ensure that the centre-devised complaints policies of its centres that are approved to offer SQA accredited qualifications inform learners how and when they can complain to SQA Accreditation.	Medium	<p>PIABC has informed Centres that they need to ensure that they revise their centre-devised complaints procedures. PIABC will be checking compliance during the EV/Annual Centre Monitoring Visit due in the next 2/3 months.</p> <p>Extension to 14 November 2014.</p> <p>Closed out 12 November 2014.</p>	30 September 2014

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
	They must also ensure that the centre-devised appeals policies and procedures of its centres that are approved to deliver SQA accredited qualifications contain timelines for dealing with enquiries about results and appeals.			