



## 7 Action plan

A separate document in Microsoft Word has been forwarded with this audit report.

Areas of concern	Issue	Risk rating	Proposed action	Target date for completion
Principle 2	<p>The awarding body must review its key guidance documents to ensure that their scope is relevant to SVQs and SQA-accredited BTEC qualifications.</p> <p>In addition, the awarding body must ensure that consistent messages regarding the changes around the removal of Quality Review and Development visits for SVQs and the frequency of Standards Verification visits are clearly</p>	Medium	<p>The 2012/13 Edexcel Information Manual is under review to ensure that the scope is relevant to SVQs and SQA-accredited BTEC qualifications. The revised version will be made available to centres/learners on the Edexcel website by 30<sup>th</sup> June 2013.</p> <p><b>Action: The 2012/13 Edexcel Information Manual has been reviewed to ensure that the scope is relevant to SVQs and SQA-accredited BTEC qualifications. The revised version has been uploaded onto the Edexcel website and is available to review via the following link <a href="http://www.edexcel.com/iwantto/Pages/uk-information-manual.aspx">http://www.edexcel.com/iwantto/Pages/uk-information-manual.aspx</a></b></p> <p>The 2013/14 Edexcel Information Manual is due to be made available to centres by 1st September 2013. We have amended the process for signing off the manual to ensure that it includes a specific check to confirm that it meets SQA requirements.</p>	<p>30/6/13</p> <p>1/9/13</p>

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	communicated to centres.		<p><b>Action: This action is ongoing and we still intend to meet the deadline of 1<sup>st</sup> September 2013.</b></p> <p>Other key guidance documents are due for annual review, including the UK BTEC Quality Assurance Handbook 2012-13, the SVQ, NVQ Standards Verification 2012-2013 Handbook, the Work Based Learning BTEC Apprenticeship Quality Assurance Handbook 2012-2013. Amended versions will be made available to centres/learners through the Edexcel website. Once the guidance documents have been reviewed, SVQ centres will receive a communication via email specifying the changes including the removal of Quality Review and Development visits for SVQs and the frequency of Standards Verification visits.</p> <p>Action: This action is ongoing and we still intend to meet the deadline of 31<sup>st</sup> August 2013.</p> <p>Extended 29 November 2013, 28 February 2014 and 30 April 2014.</p> <p><b>Closed out 11 April 2014.</b></p>	31/8/13

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Principle 18	The awarding body must ensure that it has a published complaints procedure and policy in place. They must indicate how candidates and centres can complain to SQA Accreditation within clear timescales.	Medium	<p>The complaints policy has been drafted. The policy will detail how candidates and centres can complain to SQA Accreditation within clear timescales. The policy will be published on-line by 30<sup>th</sup> June 2013. An internal staff communications and training programme will also be run to ensure staff are aware of the policy and its requirements.</p> <p>Action: The complaints policy has been drafted and has been published on-line. It is available to review via the following link <a href="http://www.edexcel.com/complaintsandfeedback">http://www.edexcel.com/complaintsandfeedback</a> Internal staff have been made aware of the policy and its requirements.</p> <p><b>Closed out 2 July 2013.</b></p>	30/6/13
Principle 22	Pearson Education Ltd (Edexcel) certificates must use the appropriate logo supplied by SQA Accreditation.	Medium	<p>Certificates are currently being corrected to ensure that the appropriate logo supplied by SQA Accreditation is used.</p> <p>The process for certificate sign off is being reviewed by the Business Assurance Group to prevent recurrence of this issue.</p> <p>Action: Certificates have been corrected and they now have the appropriate SQA logo. Please refer to</p>	30/6/13

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			<p>the attachment containing sample certificates for an SVQ and a BTEC Award. With regard to recommendation 4 raised in the Awarding Body Audit report action is being taken to address this issue separately.</p> <p>The process for certificate sign-off has been reviewed by the Business Assurance Group.</p> <p><b>Closed out 2 July 2013.</b></p>	