



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 3 and 22	1. SQA must determine whether its processes associated with centre approval, external verification, quality assurance and candidate entry and results are robust and minimise the potential risks associated with centres delivering qualifications prior to being approved by SQA.	High	<p>SQA has decided that the certificated entries for the 14 candidates should be voided. SQA will work with the centre to ensure it understands the reasons for this decision and communicates with learners.</p> <p>SQA will strengthen its QA criteria to ensure centres understand, and are compliant with the need, to enter candidates before assessment takes place.</p> <p>Extension to 31 January 2015.</p>	<p>27 June 2014</p> <p>28 November 2014</p>

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Principle 6	2. SQA must ensure that its approved centres' assessor and internal verifier CPD records comply with the <i>HABIA Assessment Strategy for Hairdressing (approved September 2008)</i> , which states 'A total, minimum requirement for 30 hours CPD per annum which does not have to be consecutive'.	Medium	<p>SQA will restate to:</p> <p>a) centres</p> <ul style="list-style-type: none"> - by electronic communication - through ongoing QA activity <p style="padding-left: 40px;">that they must comply fully with the requirement.</p> <p>b) approvers and verifiers</p> <ul style="list-style-type: none"> - by electronic communication - at update and standardisation events <p style="padding-left: 40px;">that they must know the CPD requirements for qualifications in their area, and where centres cannot evidence compliance that this must be clearly recorded as non-compliant (amber or red) in the report and that an action plan is agreed.</p> <p>Closed Out – 28 November 2014</p>	<p>27 June 2014 Ongoing</p> <p>27 June 2014 28 November 2014</p>

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 6	3. SQA must ensure its approved centres retain evidence of trainer, assessor and internal verifier occupational competence and relevant qualifications (including any peripatetic trainers, assessors and internal verifiers).	Medium	<p>SQA will restate to:</p> <p>a) centres</p> <ul style="list-style-type: none"> - by electronic communication - through ongoing QA activity <p style="padding-left: 40px;">that they must comply fully with the requirement.</p> <p>b) approvers and verifiers</p> <ul style="list-style-type: none"> - by electronic communication - at update and standardisation events <p style="padding-left: 40px;">where centres cannot evidence compliance that this must be clearly recorded as non-compliant (amber or red) in the report and that an action plan is agreed.</p> <p>Closed Out – 28 November 2014</p>	<p>27 June 2014 Ongoing</p> <p>27 June 2014 28 November 2014</p>
Principle 18	4. SQA must ensure that its approved centre-devised complaints/grievance procedures inform learners of how and when they can complain to the awarding body or SQA Accreditation.	Medium	<p>SQA will restate to:</p> <p>a) centres</p> <ul style="list-style-type: none"> - by electronic communication - through ongoing QA activity <p style="padding-left: 40px;">that they must comply fully with the requirement.</p> <p>b) approvers and verifiers</p> <ul style="list-style-type: none"> - by electronic communication - at update and standardisation events <p style="padding-left: 40px;">where centres cannot evidence compliance that this must be clearly recorded as non-compliant (amber or red) in the report and that an action plan is agreed.</p> <p>Closed Out – 28 November 2014</p>	<p>27 June 2014 Ongoing</p> <p>27 June 2014 28 November 2014</p>

