



Centre Monitoring Report

Scottish Qualifications Authority (SQA)

4 June 2013 to 27 February 2014

Note

Restricted or commercially sensitive information gathered during SQA Accreditation's quality assurance activities is treated in the strictest confidence. However, please note the following:

- ◆ The findings of this report and the associated Action Plan will be presented to SQA's Accreditation Committee.
- ◆ The report and Action Plan will be published on SQA Accreditation's website following receipt of the signed acceptance of audit findings.
- ◆ The contents will contribute towards the Quality Enhancement Rating which will, in turn, contribute towards the quality assurance activity and timescales.

Please note that SQA Accreditation's quality assurance activities are conducted on a sampling basis. Consequently, not all aspects of an awarding body's performance in quality assurance, contract compliance, implementation, awarding of certificates and fee arrangements (not an exhaustive list) may have been considered in this report to the same depth.

Contents

1 Introduction	1
1.1 Scope and approach of centre monitoring	1
1.2 Centre monitoring report timeline	2
1.3 Centre monitoring dates	2
1.4 Overview	2
2 Centre monitoring findings	3
2.1 Areas of good practice	3
2.2 Requirements	4
2.2 Recommendations	7
3 List of documents reviewed during centre monitoring	9
4 Risk rating of Requirements	17
5 Action Plan	18
6 Acceptance of centre monitoring findings	21

1 Introduction

1.1 Scope and approach of centre monitoring

SQA Accreditation conducts quality assurance activities of all awarding bodies offering SQA-accredited qualifications or Units. This involves monitoring a sample of the awarding body's approved centres/providers or assessment sites. All centre monitoring will be conducted in a consistent manner within and between centres. The aim of monitoring is to:

- ◆ Ensure compliance under **SQA Accreditation's *Regulatory Principles (2011)*, *Regulatory Principles Directives*, the requirements of the clauses within and any conditions attached to the approved awarding body agreement and the Criteria for Accredited Qualifications.**
- ◆ Confirm that quality assurance arrangements are being conducted by the awarding body in accordance with its prescribed arrangements.
- ◆ Ensure that quality assurance arrangements are being conducted in a consistent manner, within and between centres.
- ◆ Inform future audit and monitoring activity for the awarding body.

All Principles were included within the scope of the monitoring activity.

A Requirement has been raised where SQA Accreditation found evidence that the awarding body has not met SQA Accreditation's regulatory requirements.

The following timescales apply:

- ◆ SQA Accreditation will issue this report within 30 working days of the final centre monitoring date.
- ◆ The awarding body must sign and return the report and associated Action Plan within 30 working days of the centre monitoring report being issued.
- ◆ Within a further 20 working days of receiving the proposed Action Plan, SQA Accreditation will confirm whether the Action Plan is appropriate to address the Requirements. This will be subject to the actions proving appropriate to the Requirements raised.
- ◆ SQA Accreditation will monitor progress towards completion of the actions identified in the Action Plan.

A Recommendation may be recorded in instances where SQA Accreditation considers there to be scope for improvement. Where these are agreed during centre monitoring, they are recorded on the report for future reference. As Recommendations are recorded for awarding body consideration only, it is not necessary to agree either actions or timescales to resolve these in the awarding body Action Plan.

1.2 Centre monitoring report timeline

SQA Accreditation centre monitoring report date	2 April 2014
Date centre monitoring report and Action Plan to be signed and submitted by SQA	20 May 2014

1.3 Centre monitoring dates

Seven centres were monitored between 4 June 2013 and 27 February 2014.

1.4 Overview

As a result of the centre monitoring activities, four Requirements have been raised and three Recommendations have been recorded. In addition one Requirement was referenced which had been raised within the SQA Audit Report July 2013.

The four Requirements form the basis of the SQA Action Plan. This must be completed and submitted to SQA Accreditation for agreement within 30 working days of the centre monitoring report being issued. The Action Plan must be submitted by 20 May 2014.

Outcome(s)	Area(s) of concern	Risk rating
Requirement 1	Principles 3 and 22	High
Requirement 2	Principle 6	Medium
Requirement 3	Principle 6	Medium
Requirement 4	Principle 18	Medium
Recommendation 1	Principle 5	N/A
Recommendation 2	Principles 5 and 6 Regulatory Principles Directive 1	N/A
Recommendation 3	Principle 22	N/A

2 Centre monitoring findings

The following sections detail Requirements raised and Recommendations recorded against SQA Accreditation's *Regulatory Principles (2011)*, Regulatory Principles Directives, the requirements of the clauses within and/or conditions attached to the Approved Awarding Body agreement and the Criteria for Accredited Qualifications.

2.1 Areas of good practice

The following areas of good practice were noted by centres.

The Co-ordinator at Centre 1 highlighted the:

- ◆ competitive pricing structure
- ◆ wide recognition by employers of SQA qualifications
- ◆ sector support material

The Co-ordinator at Centre 2 highlighted the:

- ◆ support provided by SQA's Business Development Consultants
- ◆ recognition by employers of an SQA qualification certificate

The Co-ordinator at Centre 3 highlighted the:

- ◆ helpfulness and support provided by staff in the Customer Contact Centre
- ◆ approachability and support provided by their External Verifier

The Co-ordinator at Centre 4 highlighted the:

- ◆ wide portfolio of qualifications offered by SQA
- ◆ quality reputation associated with being an approved SQA centre
- ◆ excellent working relationship

The Co-ordinator at Centre 5 highlighted the:

- ◆ competitive pricing structure
- ◆ support provided by its External Verifier who is always contactable for further advice
- ◆ service provided by SQA staff

The Co-ordinator at Centre 6 highlighted the:

- ◆ good practice and feedback given at external verification visits

The Co-ordinator at Centre 7 highlighted the:

- ◆ exceptional support provided by its System Verifier
- ◆ quick response and support provided by staff in the Customer Contact Centre

2.2 Requirements

Principle 3. The awarding body must ensure that they employ robust processes to protect their own business interests as well as the interests of their approved centres and learners.

During a centre monitoring visit, and through the audit of the awarding body systems, a clear conflict of interest was identified: a centre delivered the Scottish Certificate for Personal Licence Holders (SCPLH) where the assessor was a candidate's father and the candidate's mother was the internal verifier. Both the assessor and internal verifier had marked the candidate's paper.

Conflict of interest is a risk qualification-wide. However, as SQA has approved the internal marking of this qualification, the risk is higher with SCPLH. The exam paper is marked by the centre, in this case the tutor, and marking is checked and confirmed by the Internal Verifier. SQA must implement a system for the declaration and monitoring of conflicts of interest at centre level.

The evidence available indicates that SQA does not meet the requirements of Principle 3. This has been raised as **Requirement 1** within **SQA Audit Report 30 and 31 July 2013**.

Principle 3. The awarding body must ensure that they employ robust processes to protect their own business interests as well as the interests of their approved centres and learners.

Principle 22. The awarding body must ensure that qualification and Unit certificates meet SQA Accreditation's minimum requirements, reflect learner achievement, are only issued on the basis of a valid claim, and are supplied within a reasonable and clearly communicated timescale.

On 5 August 2012, Centre 2 delivered and assessed its first Emergency First Aid at Work course against the *HSE Training Standards* to seven candidates. It then completed and returned SQA's approval supporting documentation to SQA on 13 September 2012 and received its public liability insurance (valid from 15 September 2012 to 14 September 2013).

On the 26 September 2012, the new centre approval report was completed and the Centre Co-ordinator from Centre 2 telephoned their Business Development Consultant at SQA and informed them that the centre had already delivered and assessed an EFAW course against the *HSE Training Standards* for seven candidates on 5 August 2012, but had issued its own centre-devised certificates to those seven candidates. The Centre Co-ordinator stated to the Accreditation Auditor that he had been appropriately informed by the Business Development Consultant that he had delivered and issued these seven centre-devised certificates at his own risk.

On 29 October 2012 SQA's External Verifier visited Centre 2 and completed *SQA Application for Centres, Approval Criteria to Offer EFAW Qualifications in Scotland, England and Wales*. This included reviewing the centre's syllabus, PowerPoint presentation, lesson plans, knowledge and understanding questions, and practical tests. The Centre Co-ordinator stated to the Accreditation Auditor that he felt the External Verifier was unaware that he had delivered an EFAW course in August 2012 and that he had issued centre-devised certificates

to the seven candidates as this was not discussed during the visit. The Accreditation Auditor noted that Centre 2 had not claimed SQA *Emergency First Aid at Work at SCQF level 5* qualification (GG24 45) qualification certificates for these candidates at this stage.

On 18 November 2012, Centre 2 then delivered and assessed its second course for the EFAW course against the *HSE Training Standards* for a further seven candidates.

On 27 November 2012, Centre 2 became an approved SQA centre and SQA's Centre Approval Certificate was issued in December 2012.

The Assessment Principles for Emergency First Aid at Work (December 2012 V2) was approved at ACG on 19 December 2012 and contained minor changes. From 1 January 2013, SQA awarding body was approved to offer *Emergency First Aid at Work at SCQF level 5* (GG24 45).

Centre 2 delivered and assessed a third course for *Emergency First Aid at Work at SCQF level 5* qualification (GG24 45) for another seven candidates on 16 February 2013. After this the Centre Co-ordinator for Centre 2 then claimed SQA certificates for *Emergency First Work Aid at Work at SCQF Level 5* qualification (GG24 45) for 21 candidates.

Subsequently, SQA validated and issued 21 candidate certificates in March 2013 to Centre 2 for all three courses delivered — Despite the fact that Centre 2 was not approved as an SQA approved centre when two of these courses had being delivered and assessed against the HSE Training Standards to 14 of these candidates (on 5 August 2012 and 18 November 2012).

This highlights a weakness in SQA's processes to ensure that qualification and Unit certificates are only issued on the basis of a valid claim. This weakness resulted in SQA issuing 14 candidate certificates for a qualification delivered prior to Centre 2 being approved as an SQA approved centre. Furthermore, 14 candidates were issued with the incorrect certificate.

The evidence available indicates that SQA does not meet the requirements of Principles 3 and 22. This has been raised as **Requirement 1**.

Principle 6. The awarding body and their approved centres must have the relevant expertise, quality assurance procedures, technological, financial, human resources and other physical resources, to carry out their regulated functions, during the life of the qualifications and Units they offer.

The *HABIA Assessment Strategy for Hairdressing* (approved September 2008), states 'A total, minimum requirement for 30 hours CPD per annum which does not have to be consecutive'.

In reviewing the assessor and internal verifier continuous professional development (CPD) records at Centre 7, the Accreditation Auditor noted that one out of the three assessor and internal verifier CPD records dated September 2012 to 31 August 2013 only recorded 28 hours of CPD which had been reviewed by SQA's External Verifier.

The evidence available indicates that SQA does not meet the requirements of Principle 6. This has been raised as **Requirement 2**.

The Centre Co-ordinator from Centre 4 could not provide the Accreditation Auditor with evidence of trainer qualifications or occupational competence for one of its trainers who had occasionally assessed the Scottish Certificate for Personal Licence Holders (SCPLH) qualification.

The evidence available indicates that SQA does not meet the requirements of Principle 6. This has been raised as **Requirement 3**.

Principle 18. The awarding body and their centres must deal with complaints on a fair and equitable basis, in line with their published procedures and timescales, and without unreasonable delay. The awarding body, their centres and learners must be made aware of how and when they can complain to SQA Accreditation. Where a complaint is upheld, the awarding body and/or centre must take appropriate, corrective and/or preventative action.

Four out of seven centre-devised complaints/grievance procedures sampled by the Accreditation Auditor did not inform learners of how and when they can complain to the awarding body or SQA Accreditation.

The evidence available indicates that SQA does not meet the requirements of Principle 18. This has been raised as **Requirement 4**.

2.2 Recommendations

Principle 5. The awarding body must promote a culture of continuous improvement within the organisation and throughout their approved centres, and have in place a system which allows them to manage risk.

The Centre Co-ordinator from Centre 4 commented to the Accreditation Auditor that SQA should include a section on the front page of the SQA SCPLH Exam Paper to allow the examination date to be recorded. **This has been recorded as Recommendation 1.**

SQA may wish to consider this recommendation for continuous improvement from its approved centre.

Principle 5. The awarding body must promote a culture of continuous improvement within the organisation and throughout their approved centres, and have in place a system which allows them to manage risk.

Principle 6. The awarding body and their approved centres must have the relevant expertise, quality assurance procedures, technological, financial, human resources and other physical resources, to carry out their regulated functions, during the life of the qualifications and Units they offer.

Regulatory Principles Directive RPDIR 1 – 10 Week Rule.

The Centre Co-ordinator from Centre 5 copied the Accreditation Auditor into an e-mail querying the ten week rule that was sent to SQA after its centre monitoring visit. The Accreditation Auditor agreed that SQA was compliant with Regulatory Principles Directive RPDIR 1 – 10 Week Rule.

SQA's process does ensure that candidates seeking certification for a full SVQ, a Workplace Core Skills Unit or the Assessor/Verifier Units are registered for at least 10 weeks before a claim for certification is made.

Consequently, at the time of the centre monitoring visits the Accreditation Auditor found no documentation or process uploaded to Quickr detailing how SQA monitors and analyses which centres have claimed certification for candidates in fewer than 10 weeks from the point of registration

Therefore, the Accreditation Auditor challenges the robustness and ethos of how SQA monitors which centres have claimed certification for candidates in fewer than 10 weeks from the point of registration or how it analyses how often this has occurred. How SQA determines if an additional quality assurance intervention to approved centres is needed should a claim for certification be made in fewer than 10 weeks from the point of registration and where appropriate factors into its approved centres' overall outcome rating discussed within SQA's *Quality Assurance for Higher National and Vocational Qualifications* document. **This has been recorded as Recommendation 2.**

SQA may wish to consider improving the robustness and its ethos of how it complies with *Regulatory Principles Directive RPDIR 1* and upload this documentation to Quickr to support future audit and centre monitoring activity.

Principle 22. The awarding body must ensure that qualification and Unit certificates meet SQA Accreditation's minimum requirements, reflect learner achievement, are only issued on the basis of a valid claim, and are supplied within a reasonable and clearly communicated timescale.

The Centre Co-ordinator from Centre 4 informed the Accreditation Auditor that it sends out candidates' certificates to whoever has paid the centre for the delivery of the course. Therefore, Centre 4 cannot guarantee that candidate certificates are received by the candidate. **This has been recorded as Recommendation 3.**

SQA may wish to consider when its centres have requested candidate certificates to be sent to them how SQA can ensure that these candidates do receive receipt of their qualification certificate.

3 List of documents reviewed during centre monitoring

Document title	Date of issue	Version number
Centre 1		
Completed SQA Centre Approval Application Form		
Centre-devised Checklist for Training in Exam Venues		
Site Selection Checklist		
Centre-devised Confirmation of Booking Letter		
Candidate Enrolment Form	November 2012	
Candidate Induction Checklist Equality/Diversity Data Protection Health & Safety Appeals Procedure Complaints Plagiarism Candidate Identification Malpractice		
Question Paper Order Form for Approved Centres		
Examination Papers Control Document		
Licensing Qualification Marker's Report	2 March 2012	
Tutors Personal Licence Expires 31 August 2019		
Tutors Scottish Certificate for Personal Licence Holders	14 August 2007	
Curriculum Vitae		
Tutor's Continuing Professional Development Record	April 2012 – April 2013	
Employers Liability Insurance Certificate		
Question Paper Order Form for Approved Centres		
Internal Verification Record		
SQA Licensing Qualifications – External Verifier Checklist	2012	
Centre-devised Equal Opportunities and Diversity Policy	October 2012	

Centre-devised Health & Safety at Work		
Centre-devised Quality Assurance Policy		
SQA Licensing Qualifications Operational Handbook	November 2009	
Centre 2		
Completed SQA Centre Approval Application Form	March 2012	1.9
Completed SQA New Centre Approval Report (2012)	September 2011	1.6
Completed Application Checklist for Centres (2012)	April 2010	1.0
Welcome to SQA	14 December 2012	
SQA Centre Approval Certificate		
Completed SQA Centre Operating Agreement	29 November 2012	
Public Liability Insurance Certificate	15 September 2012 to 14 September 2013	
Centre-devised Candidate Induction Checklist		
First Aid Practical Assessment		
First Aid at Work Questions for Knowledge and Understanding		
First Aid Assessor Assessment Form		
Centre-devised Management of SQA Information	26/09/12	
Centre-devised Role and Responsibility of Staff	01/08/12	
Assessor/Internal Verifier Training Qualifications and Occupational Competence		
Centre-devised Policy and Procedure Document <ul style="list-style-type: none"> • Equalities Policy • Data Protection • Health and Safety Policy • Failure and Appeals Policy • Complaints Procedure • Quality Assurance Policy 	26/09/12	
Centre 3		
SQA Centre Approval Certificate		

Printout of My Approved Qualifications		
E-mail confirming Extension to Qualification	16 January 2013	
Systems Verification Planner Letter contains SQA's Quality Framework: A Guide for Centres		
Assessor/Internal Verifier Training Qualifications and Occupational Competence		
CPD Records		
Organisational Equal Opportunities Policy	6 May 1997	
Centre-devised Health and Safety Policy	3 June 2012	Issue 3
SQA The Appeals Process Information for Centres		
Centre-devised Equal Opportunities Policy	1 April 2009	Issue 1
Completed SQA External Verification Visit Reports – SVQ	2011 2012 2013	
Centre 4		
SQA Application to Offer Licensing Qualifications Approval Letter	15/09/2008	
SQA Alcohol Licensing Qualifications Operational Handbook	July 2013	
FAQ Staff involved in the Delivery of Licensing Qualifications		
Post-approval Letter	23/09/2008	
External Verifier to arrange Visit	27/08/2008	
Reviewed Staff Information Files		
Changing Scotland's Relationship with Alcohol: A Framework for Action	February 2012	
Centre-devised Site Selection Checklist	April 2011	V7
Employers Liability Insurance	Expires 18 December 2013	
Question Paper Order Form for Approved Centres		
SQA Examination Administration		
Invigilator Incident Report Form		

Markers Report	30/04/2013	
Exam Paper Inventory	30/04/2013	
Course Day Sheet	30/04/2013	
Centre-devised Procedural Guide for Assessment and Internal Verification	September 2012	V11
Minutes of Standardisation Meetings	April 2013 May 2013	
CPD Records		
Centre-devised Staff Handbook Staff Roles and Responsibilities		
Training Delivery and Assessment Strategy for Scottish Licensing Qualifications	March 2013	
Training Delivery and Assessment Strategy Declaration	24 July 2013	
SQA Guide to Assessing SVQs	April 1998	
Completed Centre-devised Staff Review/Self-Assessment	September 2012	V11
Completed Centre-devised Staff Induction	December 2003	V2
Completed Internal Verification Feedback	April 2013	V11
Centre-devised SQA Quality File <ul style="list-style-type: none"> • SQA Quality Framework: A Guide for Centres • Internal Verification Guide • Assessment Strategies • Quality Audits/External Verification Visits • Pre-assessments Verification 		
SQA Internal Verification: A Guide for Centres offering SQA Qualifications		
Centre-devised Health and Safety at Work Policy	May 2013	V11
Centre-devised Equal Opportunities Policy	March 2013	V12
Centre-devised Bullying, Harassment and Disclosure Policy	February 2013	V9
Centre-devised Candidate, Appeal/Grievance Procedure		
SQA External Verifier Checklist	2013 2012 2011	

Centre 5		
SVQ Health and Social Care at SCQF Level 6 Assessment Strategy and Guidance	January 2005	
SQA External Verification Reports – SVQ	2013 2012 2011	
Re-accreditation Letter	15 February 2005	
HSC Assessor Minutes of Meetings	August 2013	
Standardisation Minutes of Meetings	May 2013 July 2013	
Centre-devised Internal Verifier Report of Assessor Qualification	22 January 2013	
Centre-devised Request for Certification – Funded	2013	
Centre-devised Assessor Checklist	2013	
Centre-devised Internal Verification Sampling Plan	2013	
Centre-devised Internal Verification Report of Assessor Observation	20 January 2013	
Centre-devised Internal Verifier Report	20 January 2013	
Centre-devised Assessor/Internal Verification Induction Checklist	2013	
SQA Internal Verification: A Guide for Centres offering SQA Qualifications	2011	
Centre-devised Internal Verification Process	August 2013	
Modern Apprenticeship Training Agreement		
Centre-devised Candidate Training Agreement	11/04/13	
Centre-devised Equality and Diversity	11/04/13	
Centre-devised Plagiarism and Collusion	11/04/13	
Centre-devised Appeals Procedure	11/04/13	
Centre-devised Grievance Procedure	11/04/13	

Centre-devised List of Assessor Qualifications and Competencies	July 2013	
Centre-devised Lack of Progression Policy	11/04/13	
Centre 6		
SQA Assessment Principles for First Aid Qualifications	December 2012	V2
SQA Emergency First Aid at Work Assessment Strategy Guidance for Centres		
Centre-devised Unit: Emergency First Aid in the Workplace	3 October 2012	V1
Centre-devised Additional Information about this Unit	3 October 2012	
Centre-devised First Aid Practical Assessment EFAW		
Centre-devised First Aid Practical Assessment Conscious Casualty		
Centre-devised First Aid Practical Assessment Unconscious Casualty - Breathing		
Centre-devised First Aid Practical Assessment Unconscious Casualty – Not Breathing		
Centre-devised Candidate Knowledge and Understanding can be assessed in writing		
Centre-devised First Aid Practical EFAW – Control External Breathing		
Centre-devised CPD Observation of Trainer/Assessor Skills		
Emergency First Aid Made Easy	September 2009	
Emergency First Aid at Work Tutor Notes	September 2009	
Emergency First Aid at Work Questions	June 2012	
Centre-devised Course Evaluation		
Work Force Development Team Standardisation Minutes	May 2012	
SQA Candidate Malpractice in Externally Assessed Examinations and Assessments Information for Centres	November 2012	

SQA Dealing with Malpractice Internally Assessed Qualifications Information for Centres	January 2011	
Centre-devised Unit E Temporary Register	29 July 2013	
CPD Records for Assessor/Internal Verifier		
Reviewed Quality Assurance Policies via Intranet		
Completed SQA External Verification Reports (EFAW)	2013 2012	
Centre 7		
SQA Quality Assurance Criteria effective from 1 August 2013	Sent: 13 September 2013	V1
SQA Centre Quality Procedures	01/01/13	
Centre-devised Internal Verification System	01/01/13	
Centre-devised System for Induction, Guidance and Support of Candidates		
Centre-devised Storing Information on Qualifications and Information		
Centre-devised Recruitment, Induction and Development of Staff	01/11/13	
Centre-devised Dissemination of Information	01/11/13	
Centre-devised Qualification Induction <ul style="list-style-type: none"> • Qualification Induction • Introduction • Framework • Level 2 Training • Level 3 Training • Centre Training & Learning Class • Assessment Methods • Health and Safety Policy • Plagiarism Policy • Equal Opportunities • Appeals Procedure • Grievance, Complaints Procedure • Career Options 	20/11/2013 11/12/2013 27/02/2012	
Centre-devised Training Plan		

Centre-devised Job Description for Assessor/Trainer		
Centre-devised Job Description for Internal Verifier		
Assessors/Internal Verifier Continuous Professional Development (CPD) Records	1 September 2013 to 31 August 2014 1 September 2012 to 31 August 2013	
Assessors/Internal Verifiers Occupational Competence and Teaching Qualifications		
HABIA Assessment Strategy for Hairdressing NVQs and SVQs	Approved September 2008	
HABIA Assessment Strategy for Barbering NVQs and SVQs	Approved September 2008	
SQA Assessor's Guidelines for the SVQs in Hairdressing and Barbering at level 1, Hairdressing level 2, and Barbering at level 2	Second edition	July 2009
SQA Assessor's Guidelines for the SVQs in Hairdressing at level 3 and Barbering at level 3	Second edition	July 2009
Changes to National Occupational Standards – Hairdressing		
SQA External Verification Reports – SVQ	2014 2013 2012	

4 Risk rating of Requirements

SQA Accreditation assigns a risk rating to each Requirement recorded as a result of awarding body quality assurance activity. The table below illustrates how the rating for a Requirement is assigned. A weighting is applied that depends on the risk identified and the possible impact on qualifications and/or the learner of failure to implement that Requirement.

The assignment of a risk rating allows an awarding body to assign their resources to areas which have been identified as having a major impact on the qualifications and/or the learner. The risk rating also allows SQA Accreditation to assign its resources to support awarding bodies in improving their performance.

Risk	Impact of Requirements identified through quality assurance activity
Very Low	The Requirement has been identified as likely to cause minimal concern and would not threaten the integrity of the qualification or impact adversely on the learner. Any overall effect is likely to be small scale and/or localised, rather than widespread. The identified Requirement is unlikely to recur once resolved and no long lasting damage would be anticipated.
Low	The Requirement has been identified as low impact but is of sufficient importance to merit intervention, with a low threat to the systems or procedures associated with the qualification and/or impact on the learner. Disruption may not just be localised but more widespread and would possibly cause residual damage; however, this could be easily corrected without further consequence.
Medium	The Requirement has been identified as having the potential to damage the credibility of the qualification and/or be detrimental to the learner. There may be some impact to the systems or procedures that support the qualification or the operational effectiveness of the awarding body.
High	The Requirement has been identified as having a potentially high impact on the integrity and reliability of the qualification, or the effective operation of the awarding body as a whole, if corrective action is not quickly taken. There is a high probability that the qualification and/or learner will be negatively affected.
Very High	The Requirement has been identified as having a serious impact on the integrity and reliability of the qualification or the effective operation of the awarding body if corrective action is not immediately taken. There is a very high probability that the qualification and/or learner will be negatively affected.

In assigning a risk rating, each Requirement is considered on its own merit, taking account of the context in which it was identified.



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		
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	Medium		

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
	<i>requirement for 30 hours CPD per annum which does not have to be consecutive.</i>			
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		
Principle 18	4 SQA must ensure that it's approved centre-devised complaints/grievance procedures inform learners of how and when they can complain to the awarding body or SQA Accreditation.	Medium		

Signatures of agreement of action plan

For and on behalf of SQA:

Signature

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Date

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For and on behalf of SQA Accreditation:

Signature

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Date

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6 Acceptance of centre monitoring findings

For and on behalf of SQA:

Signature

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Designation

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Date

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For and on behalf of SQA Accreditation:

Signature

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Designation

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Date

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