



5 Action Plan

A separate document in Microsoft Word has been forwarded with this 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, 6, 22	<p>Requirement 1</p> <p>At Provider 2, <i>STA Online</i> would not allow a candidate to be registered as the candidate had been registered previously with STA for other qualifications. This delayed certification.</p> <p>STA must review <i>STA Online</i> and make any modifications necessary in order that candidates with existing STA records, can be registered and certificated successfully for subsequent qualifications.</p>	High	<p>STA Online has recently gone through a vast overhaul, with the latest update going live on 18th October:</p> <p>The ability for candidates to register and be certificated for more than one qualification – a comprehensive link has been made between existing and new records on our database enabling a seamless link between all candidate data. Our matching process has also being upgraded to match postcode, DOB and surname in conjunction with candidate number.</p> <p>There is the ability for STA to easily navigate to a candidate's invitation so we can assist them if they are having issues.</p>	18/10/2013

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	<p>At Provider 3, <i>Course Acceptance Forms</i> showed that candidates had been registered for qualifications with QCF titles. The Auditor found further discrepancies in qualification titling within <i>STA Online</i> and the STA website.</p> <p>STA must ensure that the correct regulator has been selected when processing paper based <i>Course Acceptance Forms</i> and that qualification titling discrepancies are corrected on STA Online and the STA website.</p>		<p>Modifications to titling have been completed and simplified on the website -</p> <p>We now refer to qualification by their category and title i.e. Lifesaving – Pool Lifeguard, when selecting this link a data table appears which contains the full SQA Title, credit value, unit title, prerequisites and further links to Course Data Sheets please see here for example: http://www.sta.co.uk/sta-award-for-pool-lifeguard.</p> <p>The STA Course Registration department has been made aware of the issue of selecting the correct regulator when processing paper based courses during the September team meeting.</p> <p>CLOSED OUT 5/11/13</p>	

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Principle 3	<p>Requirement 2</p> <p>Across the Providers sampled, Course Organisers did not consistently retain Course Registration Forms, conduct candidate identity checks or return examination papers by recorded delivery, as required by <i>STA Course Administration Procedures</i>.</p> <p>STA must remind Course Organisers about the importance of adhering to the Procedures relevant to the retention of CREG forms, undertaking identity checks and the use of recorded delivery.</p>	High	<p>The following information was sent via the August and September issues of the Swim & Save e-Zine, the official online magazine of STA sent to all members, Course Organisers, Tutors and Examiners:</p> <p>Notice to Course Organisers, Tutors and Examiners To maintain STA Awarding Body status all Course Organisers, Tutors and Examiners must comply with the following:</p> <p>All approved Course Organisers, Tutors and Examiners must fully support the quality assurance activities of the Qualification Regulator; STA will take the appropriate action against those Course Organisers, Tutors and Examiners whose actions leave the awarding body in a non-compliant position. This will initially be suspension of status until a full review has taken place and the Trustees have made a judgement. Possible outcomes are:</p> <ul style="list-style-type: none"> - Return to full status - Re-training required - Suspension of status - Permanent exclusion 	Sept 2013

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			<p>An email has also been sent to all Course Organisers, Tutors and Examiners reminding them of the information above and specifically, instructing them to familiarise themselves and comply with the STA Course Administration Procedures and to ensure retention of Course Registration Forms, conduct identity checks and return examination papers by recorded delivery.</p> <p>CLOSED OUT 5/11/13</p>	
Principles 6 and 7	<p>Requirement 3</p> <p>The Tutor/Examiner in Provider 3 could not recall being moderated as a Tutor in recent years and hence did not have any Tutor Moderation Forms to validate this activity.</p> <p>STA must ensure that the moderation cycle is adhered to strictly for both tutoring and examining and that Tutors/ Examiners retain this documentation for regulatory</p>	High	<p>The STA Registration Department produces a reminder for the requirement for moderation 6 months, 3 months and 1 month in advance of the required daModeration forms are available to download from STA Online, a copy to be returned to STA</p> <p>November 2012 issue of the Swim & Save e-Zine, included important changes to STA procedures including a reminder that moderation of Tutor status will be the responsibility of the Tutors in accordance with the laid down policies</p> <p>Two emails and letters are sent, with clear instructions and outlining the consequences. Moderations are recorded on our computer system, if it is not completed within the time frame the individual is suspended and would be unable to register a course both off or online. Therefore if action is not taken by an individual, suspension will automatically be activated.</p>	November 2013

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	purposes.		<p>An email has also been sent to all Course Organisers, Tutors and Examiners reminding them to retain Moderation forms for regulatory purposes.</p> <p>STA will provide a copy of the moderation schedule showing when Tutors and Examiners were moderated in the last 3 years.</p> <p>CLOSED OUT 5/11/13</p>	
Principles 3 and 12	<p>Requirement 4</p> <p>Course Organisers at Providers 1 and 2 had retained copies of examination papers which contravenes instructions in the <i>STA Course Administration Procedures</i> and the <i>STA Tutor Manual Foundation Unit</i>.</p> <p>STA recently issued a 'Notice to Course Organisers, Tutors and Examiners August 2013' with regard to the retention of</p>	High	<p>The following information was sent via email and via the August and September issues of the Swim & Save e-Zine, the official online magazine of STA sent to all members, Course Organisers, Tutors and Examiners:</p> <p>2. All Course Organisers, Tutors and Examiners must be clear on the unacceptability of copying examination papers, and must identify those who have done so and conduct checks to ensure that any examination activity has not been compromised through such activity. Under the Awarding Body External Verification role STA will be sampling course paperwork and examination papers and conducting spot checks through unannounced visits. Those suspected of copying examination papers may be suspended pending a full</p>	January 2014

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	examination papers. STA must now monitor compliance with this Notice across Course Organisers, Tutors and Examiners.		<p>investigation and the Trustees have made a judgement. Possible outcomes are:</p> <ul style="list-style-type: none"> - Return to full status - Re-training required - Suspension of status - Permanent exclusion <p>STA have now started External Verification of Courses by a computer generated sampling system that requests all the information to be returned to STA for checking and arranging unannounced visits to courses. This was announced at this year's October National Tutor Conference as part of the session on Standards.</p> <p>Unannounced visits will specifically check that examination papers are not being retained to ensure compliance with STA procedures as indicated in section 2 of the emailed e-Zine above.</p> <p>STA will provide a record of unannounced visits.</p> <p>CLOSED OUT 15/1/14</p>	