



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 No. 5	VTCT provided SQA Accreditation with a list of approved centres on Quickr. It was noted by the audit team that this document did not comply with the format specified in correspondence to the awarding body, dated 9 March 2012. The correspondence in question also specified a requirement to update the list of approved centres as of 30 September 2012 which also did not happen.	Low	<p>This information was uploaded to Quickr on 5th June 2013 and will be updated again in September. A copy of the spreadsheet is also attached for your reference.</p> <p>Closed out 5 June 2013</p>	31 July 2013

Areas of Concern	Issue	Risk rating	Proposed action	Target date for completion
Principle No. 6	The audit team were unable to see evidence of a review of qualifications with no registrations and candidates in line with the qualification review cycle as specified within VTCT's <i>Strategy and Procedures for Qualification Development (Scotland), Version 3.2</i> .	Medium	<p>VTCT has planned to review all qualifications made available in Scotland at its next Qualification Development Committee (QDC) on 6 June 2013. On this date, a decision will be made as to whether qualifications will continue to be offered or withdrawn. The outcomes of these discussions will be provided in writing to SQA Accreditation no later than the 31 July 2013.</p> <p>Qualifications with low (less than 100) or zero registrations will in the future be reviewed on an annual basis.</p> <p>Closed out 15 August 2013.</p>	31 July 2013
Principle No. 18	A review of VTCT's <i>Complaints Policy and Procedure, Version 2, February 2013</i> , indicated that there is no reference to the process for complainant's escalating concerns to SQA Accreditation.	Low	<p>VTCT will amend the VTCT centre handbook, , the Complaints policy and Procedure, Version 2, February 2012 and the VTCT learner handbook to reflect the role of SQA Accreditation and the Scottish Public Service Ombudsman (SPSO) in the complaints process . All amendments will be included in the revised versions of this documentation by July 2013.</p> <p>Extended to 31 August 2013. Extended to 31 October 2013. Closed out 16 October 2013.</p>	31 July 2013