



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 12 July 2023

Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence to be provided (Failure to include a description of your intended methodology AND details of the evidence that you will provide could result in your Action Plan not being approved by ACG.)	Target date for completion by awarding body ¹	Date Issue closed out by SQA Accreditation ²
1. Principle 3, 9	Some documents were identified as being out of date and inaccurate.	Low	CIH to set up a version control log on Monarch IT system. This will allow the monitoring of all documents. Actions can and will be set to remind team members to review and update policies and procedures. We will submit as evidence: The version control log, in the form of an excel spreadsheet (exported from Monarch). This will list all of our documents, the review date, version and details of changes made.	29 March 2024	20/3/2024

¹ If the awarding body believes it has completed the action prior to approval of the Action Plan by ACG, insert the considered date of completion. The date will be subject to review depending on the quality of the evidence supplied.

² Issues can only be closed out once the evidence to complete the action has been quality reviewed and the Action Plan has been approved by ACG. The period of time between ACG approval and the date the Issue is closed out is not necessarily reflective of any quality issues.

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2. Principle 10, 11	Qualification accreditation dates were found to be incomplete in the sample evidence to the accreditation auditors.	Low	<p>CIH to apply qualification accreditation end dates to the CRM.</p> <p>CIH to carry this action across to the Parnassus IT system once it is implemented later in 2023.</p> <p>We will submit as evidence, a screen shot from the CRM to demonstrate that the end dates have now been uploaded to the database.</p>	29 December 2023	19/9/2023
3. Principle 16	An incorrect link was identified in the escalation process in the awarding body's complaints policy.	Low	<p>CIH to correct the link in the AO complaints policy.</p> <p>We will submit as evidence, the revised complaints policy, with the correct link.</p>	29 September 2023	19/9/2023

Action Plan approved by ACG on Wednesday 05 July 2023