



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 9 March 2022. All evidence supporting the action plan will also be required to be submitted to regulation@sqa.org.uk

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 15 Regulatory Principles RPDIR – 3 Logos and certificate requirements for SQA Accredited qualifications	SQA Accreditation noted that the current certificate template evidenced at audit did not state the credit rating body on the certificate or the certificate transcript.	Low Risk	Lantra to update certificate template to include the phrase “This qualification has been credit rated by SQA” A copy of the template will be uploaded to SharePoint.	31/03/2022	31/03/2022

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 16 & 17	SQA Accreditation evidenced slight irregularity in the wording within the Compliments and Complaints Policy and the Appeals Policy. It was noted that it may be unclear when a learner would escalate a complaint to the Scottish Public Services Ombudsman (SPSO).	Low Risk	Lantra to amend the appeals policy and the customer service policy to include reference to learners taking qualifications via a public body as opposed to a private training provider. Updated policies to be uploaded to SharePoint.	31/03/2022	31/03/2022

Action Plan approved by ACG on Wednesday 23 March 2022