



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 13 October 2022

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 16	The complaints policy stated that a complainant can refer appeals to SQA Accreditation, which is incorrect. The correct wording for amendment is that a complaint can be submitted to SQA Accreditation regarding an appeal.	Low	The amendments have been made to the complaints and appeals policies and ATC manual pg.10 & pg.54, as recommended during the remote audit. The documents state the complainant may submit a complaint to SQA Accreditation in relation to an appeal. The revised documents are now live on the Safety Training Awards website and have been added to Share Point.	1 September 2022	14 September 2022

Action Plan approved by ACG on Wednesday 14 September 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.