Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 23 January 2024

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. Principles 7,9	VTCT must ensure there are procedures in place to confirm the accuracy of information held on provider lists uploaded to SharePoint.	Low	**Action:** VTCT have regular contact with our centres through our EQA contacts. Through this process the EQAs have contacted centres in Scotland to update details. **Evidence to be submitted to SQA Accreditation:** The most recent provider list provided to SQA in January contains the updated details.	23/01/2024	31/1/2024

[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 t 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. Principles 7,16	VTCT Complaints Policy and Procedures, 5P0AD10, August 2023, version 15.0 omits that awarding body staff, providers and learners must be made aware of how and when they can complain to SQA Accreditation and, where appropriate, the Scottish Public Services Ombudsman (SPSO).	Low	**Action:** The policy has been updated accordingly **Evidence to be submitted to SQA Accreditation:** New complaints policy and procedure has been uploaded to the SharePoint and appropriate areas for VTCT centres	23/01/2024 **Extension to 6/2/2024**	6/2/2024
3. Principles 7,17	VTCT's Enquiries and Appeals Policy and Procedures, 5P0AD3, January 2023, version 12.0 omits that a referral can be made to SQA Accreditation, however SQA Accreditation is unable to overturn	Low	**Action:** The policy has been updated accordingly **Evidence to be submitted to SQA Accreditation:** New enquiries and appeals policy has been uploaded to the SharePoint and appropriate areas for VTCT centres	23/01/2024	31/1/2024

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	assessment decisions or academic judgements.				
4. Principle 7	VTCT's website does not make appropriate reference to SQA Accreditation and accredited qualifications.	Low	**Action:** A page for SVQs and Workplace Core Skills has been added to the navigation menu on the webpage. As discussed, VTCT are currently redesigning our website for publication this year, and will consider this point in the development of the site. **Evidence to be submitted to SQA Accreditation:** The new webpage is available under the "qualifications" menu on the navigation bar	23/01/2024	31/1/2024
5. Principles 3,7	VTCT must carry out a review of documentation to ensure they follow their own processes for documentation control. They must also, where	Low	**Action:** VTCT have conducted an internal review to ensure documents follow the document management processes and a cleanse of the SQA SharePoint. Documents, such as	23/01/2024	31/1/2024

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	appropriate, ensure reference is made to SQA Accreditation.		the complaints and enquiries and appeal policy, updated to reference SQA and relevant specific processes. Other documents, such as Assessment Incident Management Procedure, updated to reference "the appropriate regulator" rather than Ofqual alone. **Evidence to be submitted to SQA Accreditation:** The documents on the SharePoint have been reviewed and updated where appropriate.		

Action Plan approved by ACG on Wednesday 31 January 2024