



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 7 December 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 16	The Provider makes no mention of SQA Accreditation as the regulator in its <i>Complaints Policy and Procedure</i> .	Low	Action: AAT to receive a confirmation from its providers in Scotland that: <ul style="list-style-type: none"> • reference is made to SQA Accreditation as the regulator in <i>Complaints Policy and Procedure</i> by the providers. • evidence is captured by the providers of continuous professional development (CPD) or standardisation for its staff. 	15/12/2023	18/1/2024

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 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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			<p>Evidence to be submitted to SQA Accreditation:</p> <p>AAT to provide the following evidence:</p> <ul style="list-style-type: none"> • Communication sent to the providers in Scotland and to External Quality Assurer (EQA) team about the action. • Confirmation to SQA that AAT has received a confirmation regarding the action from its providers in Scotland. 		

Action Plan approved by ACG on Wednesday 10 January 2024