



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 15 November 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. Principles 5 & 14	City and Guilds must ensure that its providers' Reasonable Adjustment policy includes Special Considerations.	Low	<p>Action: Contact all providers to:</p> <ul style="list-style-type: none"> • remind them that their Reasonable adjustments policies must include reference to Special Consideration • draft appropriate wording providers can use in their policies • check the Reasonable Adjustments policies of all providers to ensure they meet this requirement <p>Evidence to be submitted to SQA Accreditation:</p>	29 Feb 2024	28/02/2024

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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			Confirmation that all provider policies have been checked and that they contain reference to Special Consideration.		
2. Principles 8 & 9	City and Guilds must ensure that the most up-to-date versions of its documents are uploaded to its SharePoint site.	Low	<p>Action: Review all documents that have been uploaded to SharePoint, refresh out of date documents and upload any new documents that may have been produced.</p> <p>Evidence to be submitted to SQA Accreditation: List of refreshed and archived documents</p>	31 Jan 2024	31/01/2024
3. Principle 9	City and Guilds must ensure that its providers' Data Protection policy reflects the update to the Data Protection Act in 2018, moving from compliance with eight to seven principles.	Low	<p>Action: Contact all providers to:</p> <ul style="list-style-type: none"> • remind them that their Data Protection policies must reflect the update to the Data Protection Act 2018, moving from compliance with eight to seven principles • draft appropriate wording providers can use in their policies • check the Data Protection policies of all providers to ensure they meet this requirement 	29 Feb 2024	28/02/2024

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			<p>Evidence to be submitted to SQA Accreditation: Confirmation that all provider policies have been checked and they reflect the update to the Data Protection Act 2018, moving from compliance with eight to seven principles</p>		
4. Principles 9 & 17	City and Guilds must ensure that its providers' appeals policies reference appropriate escalation for its SQA accredited qualifications to the awarding body and SQA Accreditation, as the qualification regulator, and make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.	Low	<p>Action: Contact all providers to:</p> <ul style="list-style-type: none"> • remind them that their appeals policies reference appropriate escalation for its SQA accredited qualifications to the awarding body and SQA Accreditation, and make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements • check the appeals policies of all providers to ensure they meet this requirement <p>Evidence to be submitted to SQA Accreditation: Confirmation that all provider policies have been checked and they contain appropriate escalation for its SQA accredited qualifications to the awarding body and SQA Accreditation, and make it clear that</p>	29 Feb 2024	20/02/2024

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			SQA Accreditation is unable to overturn assessment decisions or academic judgements		
5. Principles 9 & 18	City and Guilds must ensure that its providers have clearly defined processes to deal with malpractice and maladministration. This policy must have a process for the Head of Centre to notify City and Guilds's Investigation and Compliance team of all allegations or incidents of malpractice, actual or suspected within 10 working days of it being reported to them and prior to the commencement of any internal investigation activity, so that these can	Medium	<p>Action: Contact all providers to:</p> <ul style="list-style-type: none"> remind them that their malpractice and maladministration policies must contain a process for the Head of Centre to notify City & Guilds Investigation and Compliance team of all allegations or incidents of malpractice, actual or suspected, within 10 working days of it being reported to them and prior to the commencement of any internal investigation activity, so that these can be reported to SQA Accreditation check the malpractice policies of all providers to ensure they meet these requirements <p>Evidence to be submitted to SQA Accreditation: Confirmation that all provider policies have been checked and they contain appropriate escalation processes</p>	29 Feb 2024	28/02/2024

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	be reported to SQA Accreditation.				

Action Plan approved by ACG on Wednesday 06 December 2023