

## Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to [regulation@sqa.org.uk](mailto:regulation@sqa.org.uk) by 21 February 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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principles 7 & 18	EAL must ensure that it informs SQA Accreditation when any actual or suspected cases of malpractice and/or maladministration are identified.	High	<p><b>Action:</b></p> <p>A desktop review has been completed to establish if any (maladministration/malpractice instances logged on our system) require escalation to the regulators. 2 instances of learner malpractice have been identified and reported to our Regulation Manager.</p> <p>EAL has reviewed our Compliance Team's working instructions for logging, reporting, and escalating all reportable events/instances to our regulators.</p> <p>EAL's Quality &amp; Compliance Manager has conducted further and refresher training with all Compliance</p>	14/02/2024	14/2/2024

<sup>1</sup> 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.

<sup>2</sup> 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>Officers on what is reportable and the process to follow for reporting instances of any actual or suspected cases of malpractice and/or maladministration to our regulators. (in line with their working instructions)</p> <p>EAL has developed a reporting form (template) specific to reportable instances to provide to our regulators.</p> <p>EAL will utilise the quarterly keep in touch (KIT) meetings with our Regulation Manager to discuss instances, actions taken and mitigations in place for suspected / actual Maladministration / Malpractice</p> <p><b>Evidence to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Updated version of Compliance Case Working Instructions.</li> <li>• SQA Accreditation Maladministration or Malpractice Notification Form.</li> <li>• SQA Accreditation Incident Notification Form.</li> </ul>		

Action Plan approved by ACG on Wednesday 14 February 2024