



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 14 September 2022.

Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence to be provided <small>(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.)</small>	Target date for completion by awarding body ¹	Date Issue closed out by SQA Accreditation ²
1. Principles 5 and 6	Staff at provider 2 raised a concern about the lack of information and promotion of SQA accredited ECITB qualifications outside Scotland, specifically in England.	Medium	<p>Action 1</p> <p>We provide a full induction to each new centre in Scotland and England. We discuss the needs of the centre when they are going through the centre approval process, where we mention the availability of both SQA Accreditation and Ofqual regulated qualifications. We give a presentation to new centres using a slide deck: the presentation is the same for all centres and includes unbiased information about the Ofqual and SQA Accreditation regulated qualifications in our qualifications portfolio. We are impartial to each centre's decision to opt for SQA</p>	16 December 2022	16/11/2022

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.

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			<p>Accreditation or Ofqual regulated qualifications so we do not promote SQA Accreditation qualifications over Ofqual regulated qualifications or vice versa.</p> <p>In England, Ofqual regulated qualifications are embedded in Apprenticeship standards and attract government funding so this leads to higher take up than SQA Accreditation qualifications in England. This is not due to ECITB promoting one over the other, but to some centres opting for the funded route. Our RQF qualifications are not included in Scottish Apprenticeships.</p> <p>We will continue to give a presentation to all new centres, in which we offer both SQA Accreditation and Ofqual regulated qualifications.</p> <p>Evidence 1: We will share the presentation with SQA Accreditation.</p>		

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			<p><u>Action 2</u> When we introduce a new qualification we email a Service Bulletin to all of our centres in England and Scotland to inform them of this. We will continue to send a Service Bulletin to all our centres in Scotland and England to give them information about new qualifications.</p> <p>Evidence 2: We will share a Service Bulletin with SQA Accreditation.</p> <p><u>Action 3</u> We will check the ECITB website to ensure we have sufficient information about SQA Accreditation and Ofqual regulated qualifications in order for centres to decide which qualifications are appropriate for their learners, for example we will build in hyperlinks to the SQA Accreditation and Ofqual websites so that readers can become familiar with both regulators. We will check our website for information about all our qualifications and the regulators in Scotland and England.</p>		

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			Evidence 3: Our website will contain information about all our qualifications and links to the regulator websites.		
2. Principle 9	At provider 2, the internal quality assurance sampling record had not been maintained as an accurate account of activity and had both missing data and erroneous data.	Low	<p>Action 4 We will send a Service Bulletin to all ECITB AO centres reminding them to keep IQA records accurate and up to date.</p> <p>Evidence 4: We will share a Service Bulletin with SQA Accreditation.</p> <p>Action 5 Additionally, on an ongoing basis we will remind centres in our standardisation meetings of the importance of accurate and up to date IQA records and we will continue to sample IQA records on EQA visits and give feedback where data is missing or erroneous.</p>	31 October 2023	6/3/2023

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			<p>Evidence 5: We will share Approved Centre monitoring reports with SQA Accreditation. These reports show where IQA records have been sampled.</p>		
3. Principle 9	The Data Protection Policy at provider 1 had not been reviewed according to the specified review date.	Low	<p>Action 6 Ownership of the centre Data Protection Policy lies with the centre and they are set their own dates for review. We check policies at the centre approval stage and then our EQA monitors policies and procedures on a sampling basis and this would from time to time include the Data Protection Policy. We will send all our centres a Service Bulletin asking them to check their Data Protection Policy to ensure it is up to date with GDPR legislation.</p> <p>Evidence 6: We will share a Service Bulletin with SQA Accreditation.</p> <p>Action 7 We will continue to check Data Protection Policies in centre approval applications and as part of our ongoing sampling plan.</p>	31 October 2023	6/3/2023

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			<p>Evidence 7: We will share Approved Centre monitoring reports with SQA Accreditation. These reports show which policies and procedures we have sampled.</p>		
4. Principle 14	The relevant policy at provider 2 only referenced Reasonable Adjustments, with no mention of Special Consideration.	Low	<p>Action 8 We will send a Service Bulletin to all our centres to remind them that their Reasonable Adjustments policy must also mention Special Considerations.</p> <p>Evidence 8: We will share a Service Bulletin with SQA Accreditation.</p> <p>Action 9 We will continue to sample Reasonable Adjustments and Special Considerations policies on EQA visits on an ongoing basis.</p> <p>Evidence 9: We will share Approved Centre monitoring reports with SQA Accreditation. These reports show which policies and procedures we have sampled.</p>	31 October 2023	6/3/2023

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5. Principle 16	The Complaints Policy at provider 2 is a joint complaints/appeals policy and only details complaints/appeals about assessment decisions. Complaints policies must be worded to allow complaints to be made about anything that has impacted the learner experience.	Low	<p><u>Action 10</u> We will send a Service Bulletin to all our centres to remind them that their complaints policies must be worded to allow complaints about anything that has impacted the learner experience, and not just about assessment decisions.</p> <p>Evidence 10: We will share a Service Bulletin with SQA Accreditation.</p> <p><u>Action 11</u> We will continue to sample complaints policies on EQA visits on an ongoing basis.</p>	31 October 2023	6/3/2023

Action Plan approved by ACG on Wednesday 12 October 2022