



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 20 July 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 5	Both providers 3 and 5 are not complying with the Training Delivery and Assessment Strategy for Scottish Personal Licence Holder Qualifications October 2019 - Approved by ACG 11/12/2019, or the Qualification Specifications for Scottish Certificate for Personal Licence Holders at SCQF level 6 Qualification	High	<p>Highfield will be writing to all relevant Centres, providing a summary of SQA Accreditation's provider monitoring findings together with a reminder of the requirements for compliance. Following this, Highfield is launching a Centre-led online self-evaluation/quality assurance questionnaire for 2023 exclusively for our SQA approved Centres.</p> <p>This is scheduled for circulation following attendance on an invitation only webinar to Centres that offer qualifications regulated by SQA Accreditation.</p> <p>The webinar will cover the compliance points raised during the recent provider monitoring activities</p>	31 January 2024	25/01/2024

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>Number: R654 04 and Scottish Certificate for Personal Licence Holders (Refresher) at SCQF level 6 Qualification Number: R655 04. These stipulate that a handbook is a mandatory requirement for the delivery and assessment of this qualification and learners should have access to the handbook a minimum of two days before the course commences to allow prior study of the material.</p>		<p>through SQA Accreditation and offer support and guidance on how to achieve full compliance.</p> <p>The date of the webinar has been scheduled for 13 September 2023</p> <p>Those centres that are unable to attend will be sent a link to the webinar recording and must confirm to Highfield once this has been viewed.</p> <p>This will then be followed by the SQA Accreditation questionnaire which will cover the self-evaluation of centre policy documents, this will include reference to version control, internal quality assurance and inclusion of planned observational activities and updates to centres malpractice and maladministration documents. There will also be a free text section for centres who offer SCPLH/R to confirm their position on ensuring Handbooks are circulated at least two days prior to the course taking place.</p> <p>Centres will be required to submit the completed questionnaire and supporting evidence to Highfield within a 1-month period and our target date for completion includes the necessary time and resource it will take for these to be thoroughly reviewed by our</p>		

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			<p>External Quality Support “EQS” Department. This review will help shape any forthcoming quality assurance activities at centre level, where appropriate.</p> <p>Evidence to be submitted to SQA Accreditation: A document showing the content of the Self-Evaluation Questionnaire. Summary report of outcomes by centre to be submitted by 31 January 2024. The e-mail we will circulate to Centres containing the invite and the agenda points to be covered.</p>		
2. Principles 8 and 9	The Accreditation Auditor was unable to ensure compliance with the Qualification Specification for Highfield Award for Door Supervisors in the Private Security Industry (Scotland) by confirming retention of daily registers signed by learners undertaking the Door Supervisors in the Private	Medium	<p>Highfield will be writing to all relevant Centres, providing a summary of SQA Accreditation’s provider monitoring findings together with a reminder of the requirements for compliance. Highfield is launching a Centre-led online self-evaluation/quality assurance questionnaire for 2023 exclusively for our SQA approved Centres.</p> <p>This is scheduled for circulation following attendance on an invitation only webinar to Centres that offer qualifications regulated by SQA Accreditation.</p>	31 January 2024	25/01/2024

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	<p>Security Industry (Scotland) at SCQF level 6 qualification by provider 4, as this was not provided to the Accreditation Auditor when requested.</p>		<p>The webinar will cover the compliance points raised during the recent provider monitoring activities through SQA Accreditation and offer support and guidance on how to achieve full compliance.</p> <p>The date of the webinar has been scheduled for 13 September 2023</p> <p>Those centres that are unable to attend will be sent a link to the webinar recording and must confirm to Highfield this has been viewed.</p> <p>This will then be followed by the SQA Accreditation questionnaire which will cover the self-evaluation of centre policy documents, this will include reference to version control, internal quality assurance and inclusion of planned observational activities and updates to centres malpractice and maladministration documents.</p> <p>Attendance registers will be covered during the webinar as a reminder of the requirement outlined by the Security Industry Authority.</p> <p>Further, this is regularly reviewed across all of our providers who are approved to deliver security</p>		

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			<p>qualifications via our annual engagements and our ongoing and routine quality assurance monitoring. Whilst all of our approved providers for security are required to submit an attendance register, they intend to use during our approval process, during these engagements, Centres are required to submit a completed version for a recently delivered course.</p> <p>This ensures registers are being completed correctly and meet the requirements outlined by the SIA. Any concerns are then addressed to ensure the required amendments are made.</p> <p>Centres will be required to submit the completed questionnaire and supporting evidence to Highfield within a 1-month period and our target date for completion includes the necessary time and resource it will take for these to be thoroughly reviewed by our EQS Department.</p> <p>Evidence to be submitted to SQA Accreditation: A document showing the content of the Self-Evaluation Questionnaire. Summary report of outcomes by centre to be submitted by 31 January 2024.</p>		

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			The e-mail we will circulate to Centres containing the invite and the agenda points to be covered.		
3. Principle 9	<p>Several documents given to the Accreditation Auditor by providers 1, 4 and 5 had no version control.</p> <p>In addition, the Data Protection policy at provider 4 has not been updated to reflect the update to the Data Protection Act in 2018, moving from compliance with eight to seven principles.</p> <p>The Accreditation Auditor was unable to ensure that only the most up-to-date versions of applicable</p>	Medium	<p>Highfield will be writing to all relevant Centres, providing a summary of SQA Accreditation's provider monitoring findings together with a reminder of the requirements for compliance. Highfield is launching a Centre-led online self-evaluation/quality assurance questionnaire for 2023 exclusively for our SQA approved Centres.</p> <p>This is scheduled for circulation following attendance on an invitation only webinar to Centres that offer qualifications regulated by SQA Accreditation.</p> <p>The webinar will cover the compliance points raised during the recent provider monitoring activities through SQA Accreditation and offer support and guidance on how to achieve full compliance.</p> <p>The date of the webinar has been scheduled for 13 September 2023</p>	31 January 2024	25/01/2024

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	documents are available at the point of use.		<p>Those centres that are unable to attend will be sent a link to the webinar recording and must confirm to Highfield once this has been viewed.</p> <p>This will then be followed by the SQA Accreditation questionnaire which will cover the self-evaluation of centre policy documents, this will include reference to version control, internal quality assurance and inclusion of planned observational activities and updates to centres malpractice and maladministration documents.</p> <p>This includes ensuring that version control is maintained, and that the latest version number is in circulation. In particular, the questionnaire covers the following policies:</p> <ul style="list-style-type: none"> • Complaints • Malpractice and Maladministration • Appeals • Equality and Diversity • Reasonable Adjustments and Special Considerations • Health and Safety • Data Protection 		

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			<p>The questionnaire will detail the content each centre must include within their policy documents and ask for the centre to self-evaluate and confirm compliance. In addition, the questionnaire will require the centre to upload their malpractice and maladministration document so that this can be reviewed for both content and version control. Centres will be required to submit the completed questionnaire and supporting evidence to Highfield within a 1-month period and our target date for completion includes the necessary time and resource it will take for these to be thoroughly reviewed by our EQS Department.</p> <p>Evidence to be submitted to SQA Accreditation: A document showing the content of the Self-Evaluation Questionnaire. Summary report of outcomes by centre to be submitted by 31 January 2024. The e-mail we will circulate to Centres containing the invite and the agenda points to be covered.</p>		

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4. Principle 13	<p>Provider 2 confirmed that they had not undertaken internal quality assurance of live observation, and therefore was unable to provide the Accreditation Auditor with evidence that internal quality assurance of live observation of course delivery/assessment had taken place as stipulated in the Highfield Qualifications <i>Tutor, Assessor and Internal Quality Assurance Support Pack for Highfield Award in Emergency First Aid at SCQF level 6 and the Assessment Principles for Regulated First Aid Qualifications Version 7 – 1 April 2022 Approved by ACG 30 March 2022</i></p>	Low	<p>Highfield will be writing to all relevant Centres, providing a summary of SQA Accreditation's provider monitoring findings together with a reminder of the requirements for compliance. Highfield is launching a Centre-led online self-evaluation/quality assurance questionnaire for 2023 exclusively for our SQA approved Centres.</p> <p>This is scheduled for circulation following attendance on an invitation only webinar to Centres that offer qualifications regulated by SQA Accreditation.</p> <p>The webinar will cover the compliance points raised during the recent provider monitoring activities through SQA Accreditation and offer support and guidance on how to achieve full compliance.</p> <p>The date of the webinar has been scheduled for 13 September 2023.</p> <p>Those centres that are unable to attend will be sent a link to the webinar recording and must confirm to Highfield this has been viewed.</p> <p>This will then be followed by the SQA Accreditation questionnaire which will cover the self-evaluation of</p>	31 January 2024	25/01/2024

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			<p>centre policy documents, this will include reference to version control, internal quality assurance and inclusion of planned observational activities and updates to centres malpractice and maladministration documents.</p> <p>All Centres are required to have in place a Quality Assurance Strategy which covers how their internal quality assurance team will ensure that their assessors are making valid and safe decisions prior to claiming certification, including observational sampling activity. This is requested upon approval and held on file and completed IQA reports are subsequently reviewed as part of our annual quality assurance for First Aid.</p> <p>The requirement for live observations will be covered within the self-evaluation/questionnaire and webinar.</p> <p>Centres will be required to review their Quality Assurance Strategy as part of the questionnaire to ensure it clearly states their approach to internal quality assurance and to submit a copy of this to Highfield for review. Feedback will then be provided to ensure this covers all requirements.</p>		

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			<p>Centres will be required to submit the completed questionnaire and supporting evidence to Highfield within a 1-month period and our target date for completion includes the necessary time and resource it will take for these to be thoroughly reviewed by our EQS Department.</p> <p>Evidence to be submitted to SQA Accreditation: A document showing the content of the Self-Evaluation Questionnaire. Summary report of outcomes by centre to be submitted by 31 January 2024. The e-mail we will circulate to Centres containing the invite and the agenda points to be covered.</p>		
5. Principle 13	Highfield Qualifications must ensure that its providers delivering the Scottish Certificate for Personal Licence Holders at SCQF level 6 (R654 04) and Scottish Certificate for Personal Licence Holders (Refresher) at SCQF level	Medium	Highfield will be writing to all relevant Centres, providing a summary of SQA Accreditation's provider monitoring findings together with a reminder of the requirements for compliance. Highfield is launching a Centre-led online self-evaluation/quality assurance questionnaire for 2023 exclusively for our SQA approved Centres.	31 January 2024	25/01/2024

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	6 (R655 04) complete and submit as a minimum an annual quality assurance questionnaire and receive annual scrutiny activity in the form of an online questionnaire for these qualifications.		<p>This is scheduled for circulation following attendance on an invitation only webinar to Centres that offer qualifications regulated by SQA Accreditation.</p> <p>The webinar will cover the compliance points raised during the recent provider monitoring activities through SQA Accreditation and offer support and guidance on how to achieve full compliance.</p> <p>The date of the webinar has been scheduled for 13 September 2023.</p> <p>Those centres that are unable to attend will be sent a link to the webinar recording and must confirm to Highfield this has been viewed.</p> <p>This will then be followed by the SQA Accreditation questionnaire which will cover the self-evaluation of centre policy documents, this will include reference to version control, internal quality assurance and inclusion of planned observational activities and updates to centres malpractice and maladministration documents.</p>		

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			<p>Centres will be required to submit the completed questionnaire and supporting evidence to Highfield within a 1-month period and our target date for completion includes the necessary time and resource it will take for these to be thoroughly reviewed by our EQS Department. This review will help shape any forthcoming quality assurance activities at centre level, where appropriate.</p> <p>Highfield did complete a review of our internal process for managing the questionnaire systems for SCPLH delivery Centres and found that some Centres had not returned the questionnaire content annually as planned. A new system is under development with our IT Team, the system will be moved into a new platform that enables the user to identify Centres offering qualifications that sit on the SCQF in order to ensure that they receive the questionnaire annually. Our overall timeframe for completion incorporates the completion of the new questionnaire system within our IT Development team.</p> <p>Evidence to be submitted to SQA Accreditation:</p>		

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			<p>A document showing the content of the Self-Evaluation Questionnaire.</p> <p>Summary report of outcomes by centre to be submitted by 31 January 2024.</p> <p>The e-mail we will circulate to Centres containing the invite and the agenda points to be covered.</p>		
6. Principle 18	<p>Highfield Qualifications must ensure that their providers' procedures have a route for reporting all cases of suspected malpractice to them so that these can be reported to SQA Accreditation.</p> <p>Provider 4 informed the Accreditation Auditor that they are only approved by Highfield Qualifications awarding body. However, on reviewing the Malpractice Policy for provider 4, the Accreditation Auditor</p>	Medium	<p>Highfield will be writing to all relevant Centres, providing a summary of SQA Accreditation's provider monitoring findings together with a reminder of the requirements for compliance. Highfield is launching a Centre-led online self-evaluation/quality assurance questionnaire for 2023 exclusively for our SQA approved Centres.</p> <p>This is scheduled for circulation following attendance on an invitation only webinar to Centres that offer qualifications regulated by SQA Accreditation.</p> <p>The webinar will cover the compliance points raised during the recent provider monitoring activities through SQA Accreditation and offer support and guidance on how to achieve full compliance.</p>	31 January 2024	25/01/2024

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	<p>noted erroneous references to a competitor’s procedures on the right to appeal suspected or reported malpractice by a centre or candidate including their requirements for record retention.</p> <p>In addition, the Malpractice Policy given to the Accreditation Auditor by provider 4 does not contain a definition or any examples of maladministration.</p>		<p>The date of the webinar has been scheduled for 13 September 2023.</p> <p>Those centres that are unable to attend will be sent a link to the webinar recording and must confirm to Highfield this has been viewed.</p> <p>This will then be followed by the SQA Accreditation questionnaire which will cover the self-evaluation of centre policy documents, this will include reference to version control, internal quality assurance and inclusion of planned observational activities and updates to centres malpractice and maladministration documents.</p> <p>Centres are required to ensure their malpractice and maladministration policy meets all necessary requirements and submit this for review. Any concerns can then be addressed to ensure the required amendments are made.</p> <p>Centres will be required to submit the completed questionnaire and supporting evidence to Highfield within a 1-month period and our target date for completion includes the necessary time and resource</p>		

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			<p>it will take for these to be thoroughly reviewed by our EQS Department.</p> <p>Evidence to be submitted to SQA Accreditation: A document showing the content of the Self-Evaluation Questionnaire. Summary report of outcomes by centre to be submitted by 31 January 2024. The e-mail we will circulate to Centres containing the invite and the agenda points to be covered.</p>		

Action Plan approved by ACG on Tuesday 25 July 2023