

Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 05 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 17 | AAT Enquiries and Appeals Procedure September 2022 V2.0 does not direct to the correct complaints channel for SQA Accreditation. Additionally, this document does not make clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements. | Low | <p>The document has been updated to include the correct SQA Accreditation link for complaints, and a new disclaimer which states “Regulatory authorities do not have the power to overturn assessment decisions. This can only be done by the awarding organisation.”</p> <p>A copy of the updated version (2.1, dated May 2023) of the document has been uploaded to the SQA Accreditation SharePoint site and is now visible to users on the AAT website. For ease of reference, we have submitted a copy of the document with this action plan.</p> | 15/06/2023 | 12/7/2023 |

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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|----------------|--|-------------|---|--|---|
| 2. Principle 5 | Prior to the audit, SQA Accreditation Auditors utilised AAT's website to find suitable qualifications. The search returned no SQA accredited qualifications. AAT must consider raising awareness of SQA Accreditation's accredited qualifications through their website. | Very Low | <p>Arrangements will be made to ensure that the Scottish titles of the AQ16 and Q22 qualifications are shown with the titles that are regulated by Ofqual, Qualifications Wales and CCEA. Titles will be shown as per the following example:</p> <p>Level 3 Diploma in Accounting (Diploma in Accounting at SCQF Level 7)</p> <p>Other references to levels shown with information about qualifications will show the SCQF level separately, for example:</p> <ul style="list-style-type: none"> • Level 3 • SCQF Level 7 <p>Evidence will essentially comprise of the changes on the website. We will provide links and/or screen shots of relevant examples.</p> <p><i>This change requires considerable development work, so we would request that SQA Accreditation approval is given ASAP, to avoid any delays in moving this work forward and meeting the given deadline.</i></p> | 31/10/2023 | 9/11/2023 |

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|-----------------|---|-------------|---|--|---|
| 3. Principle 16 | AAT must include within the <i>Feedback, compliments, and complaints policy 09/03/23 V1.1</i> a link to SQA Accreditation complaints information. | Very Low | The 'Feedback, compliments, and complaints policy – products and services' has been updated to include the correct SQA Accreditation link for complaints. A copy of the updated version (1.2, dated 4 May 2023) of the document has been uploaded to the SQA Accreditation SharePoint site and is now visible to users on the AAT website here . | 15/06/2023 | 12/7/2023 |
| 4. Principle 15 | AAT must review the <i>Congratulations on your achievement</i> letter to ensure the qualification details match the certificate issued. | Very Low | The certificate letters have been corrected and revised versions have been uploaded to the SQA Accreditation SharePoint site. For ease of reference, sample copies all certificates (including replacement certificates) and the letters that go with them are attached as a zipped file. | 15/06/2023 | 12/7/2023 |

Action Plan approved by ACG on Wednesday 12 July 2023