

Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 6 March 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 ¹	Date Issue closed out by SQA Accreditation ²
1. Principle 7	ACCA has misunderstood what constitutes a provider of SQA accredited qualifications. ACCA had omitted to include providers that delivered the qualifications online as outlined in SQA Accreditation's regulatory requirements.	Medium	<p>Action: ACCA will provide an up-to-date list of all Learning Partners that are approved to provide tuition and exam provision.</p> <p>Evidence to be submitted to SQA Accreditation:</p> <p>ACCA will notify the Regulation Manager when all relevant provider information is banked on SharePoint.</p>	31 Aug 2024	5/6/2024

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>ACCA will conduct a review of Approved Learning Partners to clarify the difference between a traditional provider and what is solely a tuition provider, providing SQA Accreditation with sufficient information on all aspects of the working relationship between Learning Providers and ACCA. This will allow the regulator to make an informed decision on an appropriate methodology for future provider monitoring activity.</p> <p>Evidence to be submitted to SQA Accreditation:</p> <p>ACCA will provide a report outlining how Learning Providers are monitored and communicated with regarding all aspects of ACCA's requirements including documentation and quality assurance. The information should also include the total numbers of Learning Providers that may be delivering training to learners that intend to sit SQA Accreditation regulated exams with ACCA.</p>		

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2. Principle 7 and 9	ACCA is not following its own processes for document control, with some documents in SharePoint uncontrolled and/or out of date. Some Principles in SharePoint do not have correct documentation assigned to them.	Low	<p>Action: ACCA will review the documents held on SharePoint and address the points raised.</p> <p>Evidence to be submitted to SQA Accreditation:</p> <p>ACCA will confirm in writing when this activity has concluded, and the updated documentation will be available to SQA Accreditation on SharePoint.</p>	21 June 2024	
3. Principle 16	A copy of the Complaint Policy was not available on SharePoint at time of audit.	Low	<p>Action: ACCA has uploaded the complaints policy documentation to SharePoint.</p> <p>Evidence to be submitted to SQA Accreditation:</p> <p>The complaints policy documentation is banked on SharePoint.</p>	13 December 2023	21/3/2024

Action Plan Approved at ACG on Thursday 21 March 2024