

## 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)

| Issue number         | Detail of Issue recorded  | Risk rating | Proposed action and evidence to be provided<br>(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. Principle 3       | The awarding body's Risk Management Policy did not match the Risk Register January 2020. The awarding body Risk Management Policy needs updated to reflect the implementation of a new system to manage risk. | Medium      | The Risk Management Policy will be updated to reflect the requirements of the new on-line Risk Register.<br><br>The revised policy will be adopted and submitted to SharePoint by 31/08/2021.   | 31/08/2021   | 31/08/2021  |
| 2. Principle 3 and 9 | The Qualifications Plan for Scotland has not followed the stages in the awarding bodies own Qualification Development and Review Policy.  | Medium      | As discussed at the audit – the accreditation plan is a draft, and is a working document. A range of documents (including those mentioned in the audit report) are currently being worked on. We are confident that once this accreditation plan has been confirmed | 17/12/2021   |   |

<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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|----------------------|---|-------------|---|--|---|
|                      |   |             | and implemented - we will be following our own policy.<br><br>The final accreditation plan will be submitted to SharePoint following completion of this work by 17/12/2021.   |  |   |
| 3. Principle 5       | The website will need to be reviewed and updated in terms of referencing international venues.  | Low         | The sentence in question has been removed from the website.<br><br><a href="https://www.bhsq.co.uk/about-us">https://www.bhsq.co.uk/about-us</a>  | Completed on the 17/05/2021                              | 9/6/2021  |
| 4. Principle 5 and 6 | The awarding body's SharePoint site needs reviewed and updated. A number of documents refer back to the old company name of 'EQL' and some of the documents do not match the versions available on the organisation's website. The Document Mapping document will need to be updated to reflect this. | Low         | A review of SharePoint will be carried out to also include a review of content and mapping to the revised Regulatory Principles.<br><br>All remaining EQL documents will be re-branded and replaced as part of this review.<br><br>The work to update SharePoint will be completed by 17/12/2021. | 17/12/2021   |   |

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|------------------------|---|-------------|--|--|---|
| 5. Principle 10        | The awarding body should ensure that all unit titles match those approved by ACG to ensure that there can be no ambiguity by the centre or candidate about expected outcomes. | Medium      | A check on unit titles has been completed. We can confirm there was only the one typing error.<br><br>The document in question has been revised and replaced both on SharePoint, the BHSQ website and sent to the Centre.                                | Completed on the 24/03/2021                              | 9/6/2021  |
| 6. Principle 12 and 13 | The Complaints and Appeals Policy needs to make it clear how a user of the policy can escalate their concerns through the various stages.                                     | Medium      | The Complaints and Appeals policies have been updated. We consider it is clear how a user of the policy can escalate their concerns through the various stages.<br><br>These were adopted on the 16/03/2021 and uploaded to SharePoint on the same date. | Completed on the 16/03/2021                              | 9/6/2021  |
| 7. Principle 15 and 5  | The application for replacement certificates should cover all available accredited qualifications.  | Low         | The application for replacement certificates has been revised and replaced both on SharePoint and the website.   | Completed on the 16/03/2021                              | 9/6/2021  |

Action Plan approved by ACG on Wednesday 09 June 2021