

Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 10 May 2019.



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. Principles 6, 7, 15 and Regulatory Principles Directive 2	SQA Accreditation has noted 'late' registrations, as well as requests for late certification, throughout 2018. A number of these notifications and certification requests were considered unnecessary or erroneous, as a consequence of candidate re-registration, suggesting that there remained a lack of understanding of the qualification regulator's	Medium	Document the different interpretations of what a late registration means for SQA Accreditation and City & Guilds and detail SQA requirements in terms of notification regarding late registrations and certifications. Evidence to be submitted to include details of how this is communicated internally to key personnel involved in the management of late registrations and certifications.	31 May 2019 Extension to 31 August 2019	28/8/2019

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>requirements for both processes.</p> <p>SQA Accreditation also noted concerns regarding ongoing communication with City & Guilds regarding the management of individual registration and certification scenarios.</p>				
2. Principles 7 and 15	<p>City & Guilds failed to effectively manage the process for late certification requests over 2018 in line with <i>SQA Accreditation's Regulatory Principles Directive Note – Principle 15, Requesting certification for Expired Qualifications, June 2017.</i></p>	Medium	<p>Review the current process for notifying SQA Accreditation of late registrations and certifications, produce training material, and train those involved in the process.</p> <p>Evidence to be submitted to include process for managing late registrations and certifications, training materials and details of who and when colleagues received training.</p>	31 May 2019 Extension to 31 August 2019	28/8/2019

Approved at ACG on 29 May 2019