

## 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) by 6 April 2022.

| 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 15 | City & Guilds must ensure that the Customer Service team adheres to the guidance provided in the awarding body's own <i>SQA Closed Qualification Process</i> , as well as SQA Accreditation's <i>Guidance on Submitting Data to SQA Accreditation</i> , Version 7, 06 November 2019, which notes: | Medium      | New training plan to be created (SQA closed qualifications process) with amends/changes highlighted<br><br>Evidence:<br>Updated training and list/dates who attended to be uploaded to SQA SharePoint                        | 15/5/2022<br><b>Extension to 31/7/2022</b>               | 28/7/2022   |

<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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|--------------|--|-------------|--|--|---|
|              | <p>“If the awarding body has received approval to process certificates for expired qualifications by their Regulation Manager, this information must be included with the data submission.”</p> <p>To offset delays in SQA Accreditation’s Information Assistant being able to process such data, this must now include the date of approval by the Regulation Manager. Late certifications that do not have this information available should not be included in a quarterly data submission.</p> |             | <p>Additional column to be added to the quarterly data submission to confirm date of approval by the SQA Regulation Manager</p> <p>Evidence:<br/>Next quarterly return<br/>Quarter 4 = 1 January–31 March or<br/>Quarter 1 = 1 April–30 June</p> |  |   |

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|-----------------|--|-------------|---|--|---|
|                 | Also, given the evidence of requests for the re-registration of candidates, the awarding body must also review all late registrations undertaken, against SQA accredited provision, from 1 January 2020 to ensure that these do not constitute an actual re-registration of candidates, resulting in inaccurate registration data. |             | <p>Confirm that all the late registrations from January 2020 do not include candidate re-registrations.</p> <p>Evidence:<br/>Report listing all late registrations for SQA accredited qualifications for January 2020 onwards, highlighting if any of these are also re-registrations</p> |  |   |
| 2. Principle 15 | A review of documentation noted that the document titled, <i>Closed Qualifications</i>   | Very low    | <p>Confirm latest version of Closed Qualifications <i>Work Flow SQA Requests</i></p> <p>Evidence:</p>   |  | 12/5/2022   |

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|--------------|--|-------------|--|--|---|
|              | <p><i>Work Flow (SQA Requests), Version 4.2, 10 May 2016, was still present on SharePoint, despite previously being updated.</i></p> <p>City &amp; Guilds must ensure that the most current version is available on SharePoint and available to staff responsible for processing late certification claims of SQA accredited qualifications.</p> |             | Upload latest version of Closed Qualifications <i>Work Flow SQA Requests</i> to SQA SharePoint   | 1 <sup>st</sup> May                                      |   |

Action Plan approved by ACG on Wednesday 20 April 2022