

## 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 September 2017.

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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principle 9	The Accreditation Auditors felt that there was lack of a documented process to capture where zero uptake figures are initially flagged internally to staff, where these are recorded, and when they are subsequently considered by management for review.	Low	<p>English Speaking Board (International) Ltd. has developed a policy in relation to identifying, and reviewing at a senior management level, all accredited qualifications that have zero learners in a given quarter.</p> <p>The policy involves our Customer Experience team collating information concerning learner numbers when completing data submissions. A detailed spreadsheet has been created to track learner numbers per quarter. Qualifications that have had zero uptake in a quarter will be placed on a risk register and flagged for our Senior Management team.</p>	31 October 2017	8/11/2017

<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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			If a qualification has zero uptake over four quarters, Business Development will contact all centres in Scotland about whether that qualification meets its needs. Business Development would then present a separate report to SMT. If a qualification is deemed unnecessary, SMT can inform Product Development to withdraw.  Evidence to be supplied: <ol style="list-style-type: none"> <li>1. Qualification Zero Uptake Policy</li> <li>2. SQA Uptake Spreadsheet</li> </ol>		