

Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 11 February 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. Principle 9	The awarding body appears not to have given consideration to SQA Accreditation's 'Accredited Zero Uptake Policy'. The 'Qualification Review and Evaluation' policy reviewed did not provide a detailed process or procedure for conducting interim or full reviews of qualifications. Additionally, there was no auditable evidence of an	Low	Prior to the audit visit, we had already conducted a huge piece of work on our qualification validity cycle and review process. The Product Development Team had completed a full review of every qualification. Falling out of this full review and our recent SQA Accreditation audit, our qualification process has been amended within our Qualification Development Manual to ensure that our future review is aligned with our quarterly data reviews/returns, where the Product Development team will monitor learner registrations. In the case of SQA Accredited qualifications, this internal quarterly review will allow us to monitor inline with the Zero Uptake Policy and then notify SQA	30/04/2019	4/6/2019

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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	interim review having taken place, which would have informed a rationale for supporting qualifications with zero uptake.		<p>Accreditation in cases of where a Zero uptake has occurred within a two-year period and of our intentions to address this, be it withdrawal or redesign of the qualification etc. We recently informed SQA Accreditation on 14th January 2019 by email of a number of qualifications that triggered zero uptake as a means of testing our new process.</p> <p><u>Evidence:</u></p> <ol style="list-style-type: none"> 1. Revised Product Development Manual (Qualification Review Section) 2. Revised Product Development Manual (Data Returns Section) 3. Email notification (14th January 2019) to SQA Accreditation on zero uptake 		
2. Principle 14	The awarding body 'Malpractice and Maladministration Policy — Sept 2017' was reviewed and considered	Medium	<p>Amend our existing Sanctions policy to address the following:</p> <ul style="list-style-type: none"> • That all cases (inc suspected) of malpractice & maladministration of SQA 	30/04/2019	4/6/2019

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	insufficient as it did not state that the awarding body should contact the regulator where there were suspected cases. Additionally, a case that was determined as malpractice was not reported to SQA Accreditation as it was determined that it did not fall within the list of those cases requiring to be reported.		<p>accredited qualifications are reported to SQA Accreditation</p> <ul style="list-style-type: none"> • To amend the current tracker to record the above and to improve trend analysis reporting • To clarify the retention of records period by Providers (Centres) • To clarify Level 1 Action Plan is a form of intervention within the Sanction Policy by the Awarding Body and how this will be monitored, closed or escalated. <p><u>Evidence:</u></p> <ol style="list-style-type: none"> 1. Revised Sanctions Policy 2. Revised Malpractice & Maladministration Policy 3. Minutes from Senior Management Team showing revised policy approval 		
3. Principle 15	The awarding body does not capture candidate contact details.	Medium	To amend our learner registration CSV file process to capture learner contact details.	30/04/2019	4/6/2019

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			<p><u>Evidence:</u></p> <ol style="list-style-type: none"> 1. Revised CSV file 2. Newsletter notification to all Providers (Centers) 3. Minutes of Senior Management Team meeting where this action was discussed 		