



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 7 May 2021.

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 15 and RPDIR - 3	The copy of an e-certificate supplied by Highfield Qualifications did not meet requirements as it was found to be missing a statement acknowledging SQA Accreditation as the credit rating body, and did not contain the Scottish Credit and Qualifications Framework logo.	Low	<p>Following an immediate review, we confirmed the omission and commissioned our internal IT team to add the SCQF logo together with wording "This qualification has been SCQF credit rated by SQA Accreditation."</p> <p>Correct logo and text were live on our secure LMS on 4th March 2021; as an over-print for hard-copy certs and part of the template for e-certs.</p> <p>An amendment was made to add the word Accreditation after SQA which was implemented on 8th March. Evidence submitted – amended certificates.</p>	8 March 2021	20/4/2021

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.

Action Plan approved by ACG on Wednesday 14 April 2021