

## 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 9 August 2018.



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 4	Lantra must review its <i>Data Protection Policy</i> to ensure it makes appropriate reference to Regulation (EU) 2016/679 and the Data Protection Act 2018 which came into force in May 2018.	Low	Data Protection Policy is scheduled for review at the October 2018 AQC meeting. The revised policy will be uploaded to SharePoint and the Lantra website following approval by committee.	31/10/18 Extension to 30/11/2018 <b>Extension to 29/02/2019</b>	6/3/2019

<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.

2. Principle 5	Lantra must carry out a review of its policies and public-facing documentation, including those online, to ensure that SQA Accreditation is referred to appropriately and to remove any remaining references to SVQs.	Low	Lantra will update all references to SQA so that it reads SQA Accreditation. References to SVQs will be removed from materials. A report will be provided to the Regulation Manager which will outline the approach taken and provide examples of where changes have been made and which documents have been updated.	31/07/18	15/8/2018
3. Principle 13	Lantra must review its <i>Appeals Policy</i> and <i>Customer Service &amp; Feedback Policy</i> to make it clear that learners cannot appeal to SQA Accreditation. Lantra must also review the multiple references to SQA within both the above policies, review the titles and jurisdictions of other regulators to ensure they are correct, and should note that the Scottish Public Services Ombudsman only deals with complaints in the first instance and not appeals.	Low	The review of these policies will be brought forward to the October 2018 AQC meeting. The guidance will be provided to the document owner to include as part of the review and sign-off by the AQC. The revised policies will be uploaded to SharePoint and the Lantra website following approval by committee.	31/10/18	31/10/2018

Action Plan approved by ACG on 15 August 2018