

Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 18 September 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 3	There was no evidence to demonstrate that the awarding body is actively reviewing their business strategy in relation to meeting objectives. Also, the diminishing number of providers suggests that these objectives are not being met, therefore it is not apparent that awarding body's management are demonstrating their	Medium	<p>We would dispute that a "diminishing number of providers" is evidence of failing to fulfill this regulatory principle or a lack of commitment from management to SQA accredited qualifications. If the SQA-regulated qualifications we offer, even if to a limited number of customers, remain fit-for-purpose and are meeting learner needs, we believe we are meeting our obligations.</p> <p>However, in the light of SQA Accreditation observations, we can confirm that Pearson will bring our annual review of SQA accredited qualification strategy in-line with our other business strategy reviews. Recent restructuring will ensure that our approach to SQA accredited qualifications will be</p>	22/11/2019	16/1/2020

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.

	commitment to SQA accredited qualifications.		aligned with our strategy reviews for other parts of the UK in the future. Our strategy reviews take place in Q4. Pearson will provide SQA Accreditation with a written strategy for SQA accredited Qualifications. Evidence to be provided to SQA Accreditation: SQA accredited Qualifications strategy		
2. Principle 4	The Accreditation Auditors identified a gap within their internal incident process, in terms of there not being a specified process to enable ad hoc issues to route formally into the lessons learned stage.	Low	Pearson can confirm that ad hoc issues are routed into Lessons Learned activities through Operational Meetings where they are tracked through to resolution. Evidence to be provided to SQA Accreditation: Lessons Learned Process document - confirming process for ad hoc issues.	18/09/2019	16/1/2020
3. Principle 15	The awarding body does not collect the basic of candidate contact details.	Medium	We acknowledge that on rare occasions there could be benefit in Pearson holding the contact details of individual learners, however, we believe there are a number of reasons that it may not be appropriate to collect these details. Pearson will review the feasibility and legal implications of collecting learner contact information, and of implementing this process within our systems, before providing the outcome of this review to SQA Accreditation by 18/11/2019.	06/12/2019	19/1/2020

			Evidence: Written statement on Learner/Candidate contact info Report on feasibility options for collecting data.		
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Action Plan approved by ACG on 09 October 2019