

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 6 December 2017.

Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence to be provided <small>(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.)</small>	Target date for completion by awarding body ¹	Date Issue closed out by SQA Accreditation ²
1. Principle 1	The Prince's Trust does not have a robust system for recording and updating conflicts of interest. The current process relies on staff or associates disclosing information and is not led by the awarding body, leaving it exposed to risk.	Medium	<p>Process set-up to actively update all conflict of interest forms every year by requesting all interested parties complete a new declaration. Outlook calendar reminder made for the team to ensure process is completed. Copies of latest declaration to be saved on file and recorded on spreadsheet. Copies of the updated documentation will be provided as evidence.</p> <p>Conflict of Interest Policy will be updated to ensure it is clear on the process and clearly highlights the Prince's Trust's responsibility to</p>	31 st January 2018	23/1/2018

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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			actively request new forms annually. Copies of the updated documentation will be provided as evidence and updated on Sharepoint.		

<p>2. Principle 5, 12 and 13</p>	<p>The awarding body is required to:</p> <ul style="list-style-type: none"> ◆ review the status of its documentation to determine which is awarding body policy and where this requires to be retitled ◆ review the articulation of its complaints documentation to ensure users are clear on which policy/process should be followed ◆ review the content of the <i>Centre Handbook</i> and <i>Support Packs</i> for consistency, accuracy and consider where relevant information should reside ◆ amend the wording within <i>Enquiries and Appeals</i> documentation to describe the correct stages of escalation to SQA Accreditation. 	<p>Medium</p>	<p>A review of all processes and policies will be undertaken to ensure the titles clearly reflect the content. Copies of the updated documentation will be provided as evidence.</p> <p>A review of the Complaints Policy and process will be undertaken to ensure further clarity. Copies of the updated documentation will be provided as evidence and will be updated on Sharepoint.</p> <p>A review of the Centre Handbooks and Support Packs will be undertaken as part of the review of policies and procedures – considerations will be made as to where information is best located. Copies of the updated documentation will be provided as evidence and will be updated on Sharepoint.</p> <p>The wording of the Enquiries and Appeal documentation will be amended to ensure clarity of the stages of escalation to SQA Accreditation. A copy of the updated documentation will be provided as evidence and will be updated on Sharepoint.</p>	<p>31st March 2018</p>	<p>23/3/2018</p>
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3. Principle 10	The competency profiles do not adequately describe the specific qualifications which must be held by those involved in the assessment of qualifications.	Medium	The competency profiles will be updated to reflect relevant qualifications suitable for the positions. A copy of the updated competency profiles will be provided as evidence and will be updated on Sharepoint.	31 st March 2018	31/1/2018
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Action Plan approved by ACG on 13 December 2017