

## 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 16 June 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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principle 3	RSL Awards should amend the <i>RSL Awards Ltd, Business plan, Prepared for SQA, September 2020</i> document to formally record the specifics of its growth strategy for Scotland, including SQA accredited provision, reflecting the positive nature of the discussions around this area that took place during the audit.	Low	RSL will provide SQA Accreditation with a plan for business development in Scotland.	Sent 06/04/2021	28/7/2021

<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.

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2. Principles 12 and 13	Whilst SQA Accreditation is content for RSL Awards to use a composite policy in respect of complaints and appeals, it must be revised to incorporate relevant references to the role of the Scottish Public Sector Ombudsman (SPSO), as well as noting the limited role of the qualification regulator in respect of academic judgements.	Low	<p>RSL Awards will amend its complaints and appeals policy to incorporate relevant references to the Scottish Public Sector Ombudsman (SPSO), as well as noting the specific role of the qualification regulator in respect of academic judgments.</p> <p>The amended policy is available on the website, and we will provide SQA Accreditation with a link to the document.</p>	<p>23/04/2021</p> <p><b>Extension to 30/09/2021</b></p>	11/08/2021
3. Principles 15 and 6	Given the contradictions that exist between the available data, the awarding body's understanding of the situation regarding the uptake of SQA accredited qualifications during the pandemic, as well as the possibility that said data	Low	<p>Scottish learners undertook Ofqual recognized Graded Music Examinations across 2020/21 Based on the geographical location, our certification system erroneously identified them as undertaking SQA accredited qualifications and processed certificates accordingly.</p> <p>RSL will correct the registration/certification data and provide to SQA Accreditation.</p>	14/05/2021	28/7/2021

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	may be erroneous, RSL Awards should review the accuracy of the quarterly data returns for 2020/2021 submitted to SQA Accreditation.				

Action Plan approved by ACG on Wednesday 28 July 2021