

## 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 7 May 2024.



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 7 and 9	The Prince's Trust is not following its own processes for document control, with some uncontrolled documents on Prince's Trust SharePoint site and website. There are errors in some documents, which include broken links and incorrect references	Low	<p><b>Action:</b></p> <p>The Prince's Trust is in the process of undertaking a full review and update of all qualifications related documentation and as such has set up a full review schedule.</p> <p>This review will include all documentation, policies, and processes. This is a big piece of work to undertake and as such a schedule of 12 months has been created for the team to work to. At the end of the review cycle all documents will be up to date, accurate and carry the correct version numbers, references, and document links.</p>	28 February 2025	

<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 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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			<p>Following the review cycle, we will continue to review all documentation on an annual basis and will log this within the document control register accordingly.</p> <p><b>Evidence:</b></p> <p>All documents up to date and accurate with effective links and version numbers. These will be uploaded to the SQA Portal as they are reviewed.</p>		
2. Principle 15 and Regulatory Principles Directive (RPDIR) – 3	The statement detailing the credit rating body of the qualification was missing from the awarding body's certificates.	Low	<p><b>Action:</b></p> <p>The Prince's Trust has added the credit rating body back into the certificate template to correct this error. Additionally, a series of 'spot checks' has been implemented within each certificate run, to check for any issues or concerns and to prevent this issue from reoccurring.</p> <p><b>Evidence:</b></p> <p>Updated certificate with correct information showing.</p>	<b>30 April 2024</b>	10/4/2024

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3. Principles 7, 9 and 16	A review of The Prince's Trust's Complaint Policy noted no appropriate reference of how and when a complainant can escalate their complaint to the Scottish Public Services Ombudsman (SPSO).	Low	<p><b>Action:</b></p> <p>The Prince's Trust will update the policy to include the escalation to SPCO and recirculate accordingly.</p> <p><b>Evidence:</b></p> <p>Updated Prince's Trust Complaints Policy to be uploaded to the SQA Portal.</p>	<b>31 May 2024 Extension to 30 June 2024.</b>	27/6/2024

**Action Plan approved by ACG on Wednesday 10 April 2024**