

## 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 28 August 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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principle 6,10	The provider was unable to demonstrate how it plans its internal verification activity.	Medium	<b>Actions</b> <ol style="list-style-type: none"> <li>AAT to request that all providers in Scotland confirm if they offer Recognition of Prior Learning (RPL) and if they do, ask them to provide copies of their internal verifier plans to AAT.</li> <li>AAT to carry out a review of submitted internal verifier plans and secure the agreement of providers to amend these, if required.</li> </ol>	31 January 2020  Extension to 28 February 2020	14/2/2020

<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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			3. AAT to remind EQAs to review, as appropriate, providers' RPL processes and internal verifier plans, and agree actions with them to address anomalies, if required, as part of their on-going EQA activities.  4. AAT to undertake a review of the Code of Practice and Guidance for Training Providers, to ensure that the requirements relating to RPL and the need for internal verifier plans is entirely clear and appropriate.  <b>Evidence to SQA Accreditation</b>  1. Copies of initial communication to training providers about RPL and requesting internal verifier plans.  2. Written confirmation of when internal verifier plans have been reviewed, along with the findings and any actions agreed with providers.		

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			3. Copy of communication to EQAs reminding them to keep under review RPL processes and internal verification plans, as part of their EQA activity.  4. Updated versions of the Code of Practice and Guidance for Training Providers uploaded to SQA Accreditation’s SharePoint site – SQA Accreditation notified when completed.		
2. Principle 12	The provider’s complaints policy did not adequately reference either the awarding body or SQA Accreditation.	Low	<b>Actions</b>  1. AAT to request that all providers in Scotland review their complaints policies to ensure that they: <ul style="list-style-type: none"> <li>a) relate explicitly to AAT or, if intended as generic documents, make no reference to other awarding organisations;</li> <li>b) make explicit reference to how and when student complaints can be made to SQA Accreditation, and where appropriate, the Scottish Public Services Ombudsman (SPSO);</li> </ul>	By 30 November 2019	19/11/2019

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			<p>and submit copies of the policies to AAT for scrutiny.</p> <ol style="list-style-type: none"> <li>2. AAT to carry out a review of submitted complaints policies and secure agreement of providers to amend these, if required.</li> <li>3. AAT to remind EQAs to review providers' complaints policies and to agree actions with them, if required, as part of their on-going EQA activities.</li> </ol> <p><b>Evidence to SQA Accreditation</b></p> <ol style="list-style-type: none"> <li>1. Copies of initial communication to training providers about updating and submitting their complaints policies.</li> <li>2. Written confirmation of when provider complaints policies have been reviewed, along with the findings and any actions agreed with providers.</li> </ol>		

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			3. Copy of communications to EQAs, reminding them to keep complaints policies under review and to agree actions with providers if problems are identified.		

Approved by ACG on 21 August 2019