

## 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 24 May 2019.

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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principle 8	The provider did not retain any certificate evidence of tutor qualifications and hence the Accreditation Auditor could not check relevant qualifications during provider monitoring.	Medium	ACCA's existing quality assurance process requires institutions applying for ALP status to provide the following evidence in relation to tutors teaching ACCA courses: <ul style="list-style-type: none"> <li>• Copies of tutor CVs/ summaries of tutor qualifications and experience.</li> </ul> and <ul style="list-style-type: none"> <li>• Details of internal monitoring in place (including individual tutors' pass rate performance) and any</li> </ul>	28 <sup>th</sup> June 2019	28/6/2019

<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.

Issue number	Detail of Issue recorded	Risk rating	<p><b>Proposed action and evidence to be provided</b></p> <p>(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.)</p>	<p><b>Target date for completion by awarding body<sup>1</sup></b></p>	<p><b>Date Issue closed out by SQA Accreditation<sup>2</sup></b></p>
			<p>actions taken to improve tutor performance.</p> <p>and</p> <ul style="list-style-type: none"> <li>• List of tutors and what ACCA exam each teaches.</li> </ul> <p>Further information can be found under section 2.4 of the Gold Approved Learning Partner application pack, which can be viewed here - <a href="https://www.accaglobal.com/content/dam/ACCA_Global/Learning%20Providers/ALP%20files/gold-alp-application-pack.pdf">https://www.accaglobal.com/content/dam/ACCA_Global/Learning%20Providers/ALP%20files/gold-alp-application-pack.pdf</a>.</p> <p>It is understood that SQA Accreditation would expect to see certificate evidence of tutor qualifications and, as such, propose to undertake the following actions:</p> <ol style="list-style-type: none"> <li>1. Update template approval confirmation letter stating that ALPs must retain evidence of tutor qualifications and to make these</li> </ol>		

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>
			<p>available to SQA Accreditation on request.</p> <p>2. Issue communications to existing ALPs notifying them that SQA Accreditation expect ALPs to retain copies of relevant qualification certificates held by tutors teaching ACCA Qualifications and that this information must be available on request.</p> <p><b>Evidence to be provided</b> – on conclusion of these actions, ACCA will provide a copy of the updated template approval letter and a copy of the communication issued to existing ALPs.</p>		
2. Principles 12 and 6	The complaints policy at the provider does not reference the right of candidates to escalate complaints to either ACCA as the awarding body or SQA Accreditation as the regulator.	Low	ACCA will update the complaints performance target within the ALP application pack to include a requirement that an ALP’s complaints policy must reference a candidate’s right to escalate their complaint to both ACCA and the	30 <sup>th</sup> September 2019	

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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
	<p>Similarly, the <i>ACCA Approved Learning Partner Handbook, 2018/19</i> and the <i>ACCA Approved Learning Partner Pre-approval Guide</i> do not reference the escalation of complaints to SQA Accreditation as the regulator.</p>		<p>appropriate regulator. The ACCA Approved Learning Partner Handbook, 2018/19 and ACCA Approved Learning Partner Pre-approval Guide will also be updated to include this information. These updates will be incorporated into a planned piece of work to update a number of ALP performance targets and documentation, which is scheduled for completion by the end of quarter 2. A communication will also be issued to existing ALPs advising them of this requirement.</p> <p><b>Evidence to be provided</b> – copies of each of the updated documents will be provided to SQA Accreditation, along with a copy of the communication issued to existing ALPs.</p>		

