



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 20 November 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 ¹	Date Issue closed out by SQA Accreditation ²
1. Principle 5	Firstly, one of the exams in the session attended was 3 hours long, while the other exam was 3 hours 15 minutes long. However, the information as published in ACCA documentation and as read by the invigilator in the exam session only referenced the first exam.	Low	<p>Action:</p> <p>Candidate announcements have been updated to reflect both the 3 and the 3 hours 15 min exams.</p> <p>A degree of discretion is afforded to the experienced exam centre staff to manage the candidate exit process as discretely and efficiently as possible depending on the particular set up at the venue.</p>	12/11/2024	20/11/2024

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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	<p>ACCA needs to review the published information relevant to announcements made by invigilators to learners to ensure accuracy.</p> <p>Secondly, the Accreditation Auditor observed that as learners finished their exams, they signalled to the invigilators and were allowed to leave. The ACCA documented instruction concerning the end of exam process could be interpreted in this way or could be interpreted that all learners had to stay in the room to the end of all exams.</p> <p>ACCA needs to clarify the process for the dismissal of learners at the end of exams.</p>		<p>Additional wording added to the Conducting Session CBE Booklet to clarify.</p> <p>Evidence to be submitted to SQA Accreditation:</p> <p>Updated Conducting Session CBE booklet attached and added to SharePoint.</p>		

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2. Principle 12	<p>The venue used for the exam session monitored was in a city centre. The Accreditation Auditor found there to be a lot of noise, especially in the form of street buskers and bagpipes. Following the exam session, a number of learners in passing commented to the invigilators and the Accreditation Auditor about the noise and the bagpipes in particular.</p> <p>The Accreditation Auditor would contend that this venue has very obvious sources of noise likely to disrupt learners and therefore does not meet the ACCA requirements in this regard, as stated in documentation.</p>	Medium	<p>Action:</p> <p>ACCA strives to provide the best possible environment for students when taking their exams, which involves balancing a number of factors. In this case, whilst the city centre venue is a real positive for students in terms of location, there is the potential for external noise disruption. Ear plugs have been provided in the past but in order to further address any noise concerns, noise cancelling headphones have been purchased by the venue and will be available for all candidates from the next exam session. Noise cancelling headphones have proven to be successful in other locations in the past, whilst still retaining the convenient city centre location. Headphones to be available from the December 2024 exams.</p>	12/11/2024	20/11/2024

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			Evidence to be submitted to SQA Accreditation: Email from the British Council confirming purchase of noise cancelling headphones attached.		

Action Plan approved by ACG on 20/11/2024