

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 21 January 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 ¹	Date Issue closed out by SQA Accreditation ²
1. Principle 5	In reviewing <i>AFS Terms and Conditions</i> (October 2019) document and several other AFS documents uploaded on SharePoint, the Accreditation Auditor noted that they currently make incorrect references to SQA, when it should be SQA Accreditation, as the qualification regulator.	Very Low	<p>Action Documentation to be amended to correct any references to 'SQA' when it should be 'SQA Accreditation'.</p> <p>Evidence Amended documentation uploaded to SharePoint.</p>	<p>28th February 2021</p> <p>Extension to 30 April 2021.</p> <p>Extension to 31 August 2021.</p>	Closed Out 27/07/2021

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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2. Principles 5 & 6	AFS is not providing accurate and consistent information in its documentation to providers in relation to how long records and files should be retained.	Low	<p>Action Amendments, updates and alignment of existing documents will form part of a major review during January 2021.</p> <p>Two weeks have already been blocked out for Deputy Chief Executive, 2 L & D Co-ordinators and Business Support Manager to review and streamline all documentation relating to providing and monitoring of training and qualifications.</p> <p>Evidence All updated documentation will be uploaded to Sharepoint.</p>	<p>28th February 2021</p> <p>Extension to 30 April 2021.</p> <p>Extension to 31 August 2021.</p>	Closed Out 16 August 2021
3. Principles 5 & 10	AFS had no documented guidance available for its providers on how the remote monitoring of external quality assurance would be undertaken by AFS, at the time of the provider monitoring activity.	High	<p>Action Documented guidance will be clarified as part of major review taking place in January 2021 as noted at Issue No 2 above.</p> <p>Evidence All updated documentation will be uploaded to Sharepoint.</p>	<p>28th February 2021</p> <p>Extension to 30 April 2021.</p> <p>Extension to 31 August 2021.</p>	Closed out 24 Augusts 2021

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				August 2021.	
4. Principles 5 & 12	The complaints procedure in <i>AFS's Terms and Conditions</i> (October 2019) document does not inform candidates that, if still not satisfied with the outcome of a complaint to the awarding body, they have the right to escalate a complaint to SQA Accreditation as the qualification regulator.	Low	<p>Action AFS's Terms and Conditions (October 2019) to be updated to include candidates have the right to escalate a complaint to SQA Accreditation.</p> <p>Evidence Updated documents will be uploaded to Sharepoint.</p>	28 th February 2021	28 April 2021
5. Principle 6	The Accreditation Auditor noted that several AFS documents, including <i>AFS Quality Assurance Policy</i> (August 2027), recorded that the next review date for that document was 1 August 2018.	Low	<p>Actions All documents to be reviewed as part of a major review taking place in January 2021 as noted at Issue No 2 above. As part of the review a new timetable of review and update will be developed and implemented. This will be embedded in team calendars.</p> <p>Evidence</p>	28 th February 2021 Extension to 30 April 2021. Extension to 31	Closed Out 27/07/2021

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	AFS had not reviewed the documentation it had uploaded on SharePoint in accordance with their review dates.		All updated documentation will be uploaded to Sharepoint.	August 2021.	
6. Principle 10	AFS has not complied with its own documented processes in relation to internal quality assurance.	Medium	<p>Action To ensure AFS complies with its own documented processes in relation to internal quality assurance.</p> <p>All documents to be reviewed as part of a major review taking place in January 2021 as noted at Issue No 2 above. This will include trigger points throughout a calendar year to ensure processes are being observed.</p> <p>Evidence Will upload to Sharepoint copies of internal quality assurance undertaken confirming compliance with AFS documented processes.</p>	<p>28th February 2021</p> <p>Extension to 30 April 2021.</p> <p>Extension to 31 August 2021.</p>	Closed out 24 August 2021

Action Plan approved by ACG on 27 January 2021