



## 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 16 May 2022.

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 9	Provider 1 had no version control eg <i>Reasonable Adjustments</i> policy.	Low	<p>BIIAB will send an email to all Providers regarding a number of the issues outlined in this Action plan. This will be sent via MailChimp, allowing BIIAB to track which Providers have (and have not) opened the email and when. This can later be used as evidence should a Provider claim they had not received (or had not read) the email.</p> <p>This email will include reference that Providers must ensure version control practices are in place for all of their Policies.</p> <p><b>Evidenced to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Copy of email sent to all Providers.</li> </ul>	<p>1<sup>st</sup> July 2023</p> <p>(to ensure all Providers monitored)</p>	16/07/2023

<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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			<p>Providers' compliance with the above requirements will be specifically checked at each Provider's next EQA visit following 1<sup>st</sup> July 2022.</p> <p><b>Evidenced to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copies of External Quality Assurance (EQA) reports.</li> </ul>		
2. Principle 12	When reviewing the three videos of learners undertaking a BIIAB online exam for the Scottish Certificate of Personal Licence Holders qualifications. The Accreditation Auditor noticed that the one of the three learners showed their driving licence as ID to the invigilator after the video recording had started, whereas the ID for the other two learners was shown off-camera to the invigilator.	Medium	<p>BIIAB has a proctoring solution, which was made available on 1<sup>st</sup> April 2022. This Proctoring Solution requires ID to be shown on screen and this is captured by BIIAB. We will therefore update our guidance to ensure that any Provider-invigilated assessments are recorded in the same way – i.e. that the ID is captured as a part of the recording.</p> <p><b>Evidenced to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copy of updated guidance.</li> </ul> <p>From 1<sup>st</sup> August 2022, we will require Providers to use the BIIAB Proctoring solution, or to have their own system approved by BIIAB.</p> <p><b>Evidenced to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copy of communication sent to BIIAB Providers.</li> </ul>	31 <sup>st</sup> August 2022	07/09/2022

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			Minimum requirements for any Provider devised remote invigilation methods will be published and an approval process put in place. <b>Evidenced to be provided to SQA Accreditation:</b> <ul style="list-style-type: none"> <li>Copy of updated documentation.</li> </ul>		
3. Principle 13	In reviewing both e-learning courses undertaken by learners from Providers 1 and 2, the Accreditation Auditor was unable to evidence how either of the e-learning courses were able to draw out the sharing of positive working practices and discussion—as stipulated in the Training Delivery and Assessment Strategy for Scottish Personal Licence Holder Qualifications (October 2019 — Approved by	Medium	BIIAB will update the wording in qualification guides for SQA Accredited qualifications making it clear that all learning outcomes, assessment criteria and any other requirements of the training, delivery and assessment strategy must be covered throughout the delivery of the qualification, regardless of delivery method. <b>(Evidenced to be provided to SQA Accreditation:</b> <ul style="list-style-type: none"> <li>Copies of updated Qualification Guides.</li> </ul> <p>As a part of the previously mentioned email, BIIAB will make it clear that Providers must cover the entirety of assessment plans regardless of the delivery method.</p> <b>Evidenced to be provided to SQA Accreditation:</b> <ul style="list-style-type: none"> <li>Copy of email sent to Providers.</li> </ul>	1 <sup>st</sup> July 2023  (to ensure all Providers monitored)  <b>Extension given to 30/09/2023</b>	21/09/2023

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	ACG on 11 December 2019).		<p>Providers' compliance with the above requirements will be specifically checked at each Provider's next EQA visit following 1<sup>st</sup> July 2022.</p> <p><b>Evidenced to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copies of EQA Reports.</li> </ul> <p>We will review all distance learning materials for SCPLH qualifications. All Providers will be required to submit their materials for review no later than 1<sup>st</sup> July 2022, after which an EQA will ensure the materials meet BIIAB's requirements.</p> <p><b>Evidenced to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copy of communication to Providers.</li> <li>Copies of responses to requests for approval.</li> </ul>		
4. Principles 9 & 16	The contact details provided by both Providers 1 and 2 in their complaints policy are for a competitor awarding body and not the contact details of SQA Accreditation, the qualifications regulator.	Low	<p>Also included in the aforementioned email, will be a reminder that all Complaints policies must contain the details of SQA Accreditation. We will also make clear that whilst we do not require explicit reference to BIIAB, we do require that policies do not mislead learners through reference to any other Awarding Body.</p> <p><b>Evidenced to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copy of email sent to Providers.</li> </ul>	1 <sup>st</sup> July 2023  (to ensure all Providers monitored)	16/07/2023

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>
			EQAs will check the Complaints Policy at each Provider's next EQA visit following 1 <sup>st</sup> May 2022. <b>Evidenced to be provided to SQA Accreditation:</b> <ul style="list-style-type: none"> <li>Copies of EQA Reports.</li> </ul>		
5. Principles 9 & 17	<p>The provider-devised appeals policy for Provider 1 does not make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.</p> <p>Neither does it inform candidates that, if dissatisfied with the outcome of an appeal to BIIAB Qualifications Limited that they have the right to submit a complaint to SQA Accreditation, as the qualifications regulator.</p>	Low	<p>Also included in the aforementioned email, will be a reminder that all Provider appeals policies must contain the details of SQA Accreditation and that learners may appeal to SQA Accreditation where they remain dissatisfied following an appeal to BIIAB. Also it will be included that policies must make clear that SQA Accreditation cannot overturn any decisions related to academic judgement or assessment decisions.</p> <p><b>Evidenced to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copy of email sent to providers</li> </ul> <p>EQAs will check the Appeals Policy at each Provider's next EQA visit following 1<sup>st</sup> May 2022. <b>Evidenced to be provided to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copies of EQA Reports.</li> </ul>	<p>1<sup>st</sup> July 2023</p> <p>(to ensure all Providers monitored)</p>	16/07/2023

Action Plan approved by ACG on Wednesday 29 June 2022