



## 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 8 August 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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principle 5	BIIAB Qualifications Limited must ensure that its providers have a register which confirms that all invigilators have received an induction to the role of invigilator and its policies and procedures, which must be signed by the invigilator to confirm that they have received this induction, as stipulated in	Low	<p><b>Action:</b> BIIAB Qualifications Limited will send an email to Providers delivering security qualifications, reminding them that they must have a register which confirms that all invigilators have undergone an induction upon recruitment.</p> <p>EQAs will be reminded to monitor this during planned visits/audits.</p> <p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Copy of email sent to Providers delivering security qualifications</li> </ul>	18/12/2024	

<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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	the <i>Security Centre Delivery and Awarding Manual (V1.22–23)</i> .		<ul style="list-style-type: none"> <li>Copy of email sent to EQAs asking them to monitor this during planned security qualifications visits/audits.</li> </ul>		
2. Principles 5 and 9	BIIAB Qualifications Limited must ensure that its providers have a conflict-of-interest policy, and that they comply with BIIAB Qualifications Limited's <i>Centre Conflict of Interest (21–22)</i> , and ensure that if any conflicts of interest occur, its providers follow this policy.	High	<p><b>Action:</b> BIIAB Qualifications Limited will send an email to Providers reminding them that they must have a conflict of interest policy and that if any conflicts of interest occur they must comply with BIIAB Qualifications Limited's Conflict of Interest policy.</p> <p>EQAs will be reminded to monitor this during planned visits/audits.</p> <p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copy of emails sent to Providers.</li> <li>Copy of email sent to EQAs asking them to monitor this during planned visits/audits.</li> </ul>	18/12/2024	
3. Principles 5 and 9	BIIAB Qualifications Limited must ensure that it provides clear information on its procedures, products and services and ensures that	Medium	<p><b>Action:</b> BIIAB Qualifications Limited to provide a plan for its Product Development team and Security and Protective Services team to review and amend inaccuracies in the following documentation:</p>	18/12/2024	

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	these are accurate and appropriate to accredited qualifications and Security Industry Authority (SIA) <i>Get Training Requirements for awarding organisations and training centres delivering SIA licence to practice qualifications First published February 2021   Last updated July 2023.</i>		<ul style="list-style-type: none"> <li>• Qualification Guidance: BIIAB Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF level 6 (Version 3.1, January 2024)</li> <li>• Qualification Specification BIIAB Award for Door Supervisors in the Private Security Industry (Top up), (Version 3, August 2021)</li> <li>• Security Centre Delivery and Awarding Manual, (V1, 22–23)</li> <li>• Centre Manual for the Administration of BIIAB Qualifications within the Security Portfolio (v48 09-08-2021)</li> </ul> <p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Copy of plan by BIIAB Qualifications Limited to review and amend inaccuracies.</li> </ul>		
4. Principle 9	BIIAB Qualifications Limited must review its providers' data protection policies to ensure they comply with current data protection legislation.	Low	<p><b>Action:</b> BIIAB Qualifications Limited will send an email to Providers reminding them that they must ensure that their data protection policies comply with current data protection legislation.</p> <p>EQAs will be reminded to monitor this during planned visits/audits.</p>	18/12/2024	

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			<p>This will be Included as an agenda item at the EQA conference.</p> <p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Copy of email to Providers.</li> <li>• Copy of email to EQAs asking them to monitor this during planned visits/audits.</li> <li>• Copy of agenda and minutes from EQA conference.</li> </ul>		
5. Principles 9 and 13	BIIAB Qualifications Limited must ensure that its providers' training, delivery and assessment for both the BIIAB Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF level 6 qualification and BIIAB Award for Door Supervisors in the Private Security Industry Top Up qualification does not exceed eight hours a day and that its providers	Medium	<p><b>Action:</b> BIIAB Qualifications Limited will send an email to Providers delivering security qualifications reminding them that they must ensure that training, delivery and assessment does not exceed eight hours a day and that they must complete detailed registers, signed daily by its learners.</p> <p>EQAs will be reminded to monitor this during planned visits/audits.</p> <p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Copy of email to Providers delivering security qualifications.</li> </ul>	18/12/2024	

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	complete detailed registers, signed daily by its learners.		<ul style="list-style-type: none"> <li>Copy of email to EQAs asking them to monitor this during planned visits/audits.</li> </ul>		
6. Principle 13	BIIAB Qualifications Limited must ensure that its providers comply with requirements for trainer / assessors delivering licence-linked qualifications, as stipulated in the <i>Get Training Requirements for awarding organisations and training centres delivering SIA licence to practice qualifications. First published February 2021   Last updated July 2023.</i>	Medium	<p><b>Action:</b>                      BIIAB Qualifications Limited will send an email to Providers delivering security qualifications reminding them that they are responsible for keeping CPD information and that they must retain evidence to confirm compliance with the requirements for trainers and assessors delivering licence-linked qualifications, as stipulated in the <i>Get Training Requirements for awarding organisations and training centres delivering SIA licence to practice qualifications. First published February 2021   Last updated July 2023</i></p> <p>EQAs will be reminded to monitor this during planned visits/audits.</p> <p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copy of email to Providers delivering security qualifications.</li> <li>Copy of email to EQAs asking them to monitor this during planned visits/audits.</li> </ul>	18/12/2024	

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7. Principle 15	BIIAB Qualifications Limited must ensure that it results and certificates its learners within the timescales stipulated in the <i>Centre Manual for the Administration of BIIAB Qualifications within the Security Portfolio</i> .	Medium	<p><b>Action:</b> BIIAB Qualifications Limited to keep under review the timescales for production and release of learner certificates in line with the volume of assessments received for processing and ensure staffing is maintained so that learners are not disadvantaged.</p> <p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Report highlighting the issues faced from December 2023 – March 2024 and explaining how these were resolved.</li> </ul>	18/12/2024	
8. Principles 9 and 16	BIIAB Qualifications Limited must ensure that its providers' complaints policies reference how and when its learners can escalate a complaint to the appropriate awarding body and appropriate regulator.	Low	<p><b>Action:</b> BIIAB Qualifications Limited will send an email to Providers reminding them that their complaints policies must reference how and when its learners can escalate a complaint to the appropriate awarding body and appropriate regulator.</p> <p>EQAs will be reminded to monitor this during planned visits/audits.</p> <p>This will be Included as an agenda item at the EQA conference.</p>	18/12/2024	

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			<p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Copy of email to Providers.</li> <li>• Copy of email to EQAs asking them to monitor this during planned visits/audits.</li> <li>• Copy of agenda and minutes from EQA conference.</li> </ul>		
9. Principles 9 and 17	BIIAB Qualifications Limited must ensure that its providers' appeals policies make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.	Low	<p><b>Action:</b> BIIAB Qualifications Limited will send an email to Providers reminding them that they must ensure that their appeals policies make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.</p> <p>EQAs will be reminded to monitor this during planned visits/audits.</p> <p>This will be Included as an agenda item at the EQA conference.</p> <p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Copy of email to Providers.</li> <li>• Copy of email to EQAs asking them to monitor this during planned visits/audits.</li> </ul>	18/12/2024	

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			<ul style="list-style-type: none"> <li>Copy of agenda and minutes from EQA conference.</li> </ul>		
10. Principles 9 and 18	BIIAB Qualifications Limited must ensure that their providers' procedures have a route for reporting all cases of actual or suspected malpractice to them so that these can be reported to SQA Accreditation and that they inform SQA Accreditation when any actual or suspected cases of malpractice or maladministration are identified.	High	<p><b>Action:</b> BIIAB Qualifications Limited will send an email to Providers reminding them that they must ensure that their providers' procedures have a route for reporting all cases of actual or suspected malpractice to them so that these can be reported to SQA Accreditation</p> <p>EQAs will be reminded to monitor this during planned visits/audits.</p> <p>This will be Included as an agenda item at the EQA conference.</p> <p><b>Evidence to be submitted to SQA Accreditation:</b></p> <ul style="list-style-type: none"> <li>Copy of email to Providers.</li> <li>Copy of email to EQAs asking them to monitor this during planned visits/audits.</li> <li>Copy of agenda and minutes from EQA conference.</li> </ul>	18/12/2024	

Action Plan approved by ACG on Wednesday 14 August 2024