

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 10 July 2019

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 1, 14	The awarding body did not contact SQA Accreditation after discovering potential maladministration.	High	Investigate failure to notify SQA Accreditation of potential maladministration Evidence to be provided - report and supporting documentation based on actions taken as a result of investigation findings, detailing why SQA Accreditation was not notified and detailing the outcome of the investigation into maladministration.	30 Aug 2019	28/8/2019
2. Principle 12	The providers' complaints policy did not adequately reference SQA Accreditation.	Low	Remind centres and EQAs that centre complaints policies must reference that learners can escalate a complaint to the relevant qualification regulators	30 Aug 2019	28/8/2019

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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			Evidence to be provided – copies of communications to both centres and EQAs		
3. Principle 14	At more than one provider, the malpractice and maladministration policies fail to make any mention of maladministration.	Low	Remind centres and EQAs that City & Guilds' definition of malpractice includes maladministration and this should be clear in centre documentation Evidence to be provided – copies of communications to both centres and EQAs	30 Aug 2019	28/8/2019

Action Plan approved by ACG on 10 July 2019