

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 9 January 2018.

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. Principles 5, 12 & 13	While reviewing the provider-devised <i>Competence Assurance Procedure</i> (April 2018) for Provider 1, the Accreditation Auditor noted that both the complaints and the appeals policies referenced the contact details of another awarding body, and not SQA Accreditation, as the qualification regulator.	Low	The ECITB is to send out a Service Bulletin to its Providers advising them of the correct name of the Scottish qualifications regulator and ask they review their policies and procedures for compliance. All External Quality Assurers will be advised to review for compliance at the next scheduled visit to each Provider. Copy of service bulletin and relevant standardisation minutes page to be forwarded to SQA Accreditation as evidence.	28 February 2019	14/03/2019

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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2. Principle 14	Provider 1 did not have formal arrangements in place to inform assessment staff of ECITB procedures and timescales for dealing with malpractice and maladministration.	Low	<p>The ECITB is to send out a Service Bulletin to its Providers advising them of the ECITB requirement in relation to this procedure and ask they review their policy/procedure for compliance. All EQAs will be advised to review for compliance at the next scheduled visit to each Provider.</p> <p>Copy of service bulletin and relevant standardisation minutes page to be forwarded to SQA Accreditation as evidence.</p>	28 February 2019	14/03/2019

Action Plan approved by ACG on 6 March 2019