

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 28 August 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 6	<p>Reviewing the course material documentations available on the website for Provider 1, the Accreditation Auditor noted that the qualification title used in these documents is incorrect.</p> <p>In addition, the Accreditation Auditor noted that not all of the</p>	Low	<p>Work on this was started in July 2019 and is in hand. Changes to the Prospectus have been made and are progressing with respect to other pages e.g. 'Courses'.</p> <p>EduQual has asked that a version control process is implemented on all relevant documentation related to the delivery and assessment of SQA accredited and SCQF credit rated qualifications.</p> <p>Evidence to be provided will include:</p> <ul style="list-style-type: none"> • Communications made to Provider re changes required including any guidance issued 	30 September 2019 Extended to 30 November 2019	14/11/2019

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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	policy/procedure documentation given to Accreditation Auditor for Provider 1 showed evidence of version control — for example the provider-devised <i>complaints policy</i> .		<ul style="list-style-type: none"> Links to the pages where appropriate change has been made to the provider website 		
2. Principles 6 & 12	The provider-devised <i>Complaints Policy</i> given to the Accreditation Auditor by Provider 1 does not inform candidates that, if they are not satisfied with the outcome of a complaint, they have the right to escalate the complaint to the awarding body, and if still not satisfied with the outcome of the complaint from the awarding body then they would have the right to further escalate	Low	Guidance has been issued to the Provider. Changes to be made as appropriate to issue Evidence to be provided will include: <ul style="list-style-type: none"> Link to revised document 	31 October 2019 Extension to 30 November 2019	14/11/2019

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	the complaint to SQA Accreditation as the qualification regulator.				
3. Principles 6 & 13	The provider-devised <i>Appeals Procedure</i> for Provider 1 reviewed by the Accreditation Auditor did not inform candidates, if still not satisfied with the outcome of an appeal to the awarding body, they have the right to escalate a complaint to SQA Accreditation as the qualification regulator.	Low	Guidance has been provided to the provider and it has been agreed that changes will be made as appropriate to the Issue raised. Evidence to be provided will include: Link to revised document	31 October 2019 Extension to 30 November 2019	15/11/2019

Action Plan approved by ACG on 04/09/2019