

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 12 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. Principle 12	Neither provider makes reference to escalation of complaints to the awarding body or the regulator in their complaints policies.	Low	FAA have sent a newsletter to all Centres outlining the requirements for their complaints policies to contain the following information: <ul style="list-style-type: none"> • Complaints policies must state that learners can escalate their complaint to FAA and ultimately SQA Accreditation. • Where a complaint is upheld the Centre will take action to correct the issue and prevent the issue from recurring wherever possible. • Complaints policies must state that learners in Scotland, who have undertaken qualifications with public service bodies, can escalate their 	31/01/2018 Extension to 9/2/2018	9/2/2018

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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			<p>complaint to the Scottish Public Service Ombudsman (SPSO).</p> <p>FAA have requested, from FAA Centres, copies of their current complaints policy to be sent in by no later than the 12th January 2018. FAA will review all policies to ensure that they are compliant and will advise Centres accordingly.</p> <p>As evidence of completion FAA will send to SQA Accreditation written confirmation that all complaints policies have been checked by FAA and are compliant with SQA Accreditation's Regulatory Principles.</p>		
2. Principle 13	Provider 2 did not make candidates aware of the circumstances in which they can contact the awarding body and SQA Accreditation after exhausting the provider's appeals process. Provider 1 makes reference to SQA rather than SQA	Low	<p>FAA have sent a newsletter to all Centres outlining the requirements for their appeals policies to contain the following information:</p> <ul style="list-style-type: none"> • Appeals policies must state that learners can escalate their appeal to FAA and ultimately the Regulatory Bodies once the Centres appeals process has been exhausted. • Reference to the Regulator in Scotland must state SQA Accreditation and not simply SQA. 	31/01/2018 Extension to 9/2/2018	9/2/2018

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	Accreditation in its appeals procedure		<p>FAA have explained the difference between SQA and SQA Accreditation within the newsletter.</p> <p>FAA have requested, from FAA Centres, copies of their current appeals policy to be sent in by no later than the 12th January 2018. FAA will review all policies to ensure that they are compliant and will advise Centres accordingly.</p> <p>As evidence of completion FAA will send to SQA Accreditation written confirmation that all appeals policies have been checked by FAA and are compliant with SQA Accreditation's Regulatory Principles.</p>		
3. Principle 6	The provider address details submitted to SQA Accreditation via SQA Info Centre were incorrect.	Low	<p>FAA have sent a newsletter asking approved Centres to ensure that the address they provide to FAA is up to date and to highlight to FAA any specific instructions for the purposes of SQA Accreditation provider monitoring.</p> <p>FAA have updated the spreadsheet on SharePoint stating the correct current addresses.</p>	31/01/2018 Extension to 9/2/2018	9/2/2018

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			FAA will confirm each Centre's address, for the purposes of provider monitoring, and will provide SQA Accreditation written confirmation that the addresses stated on SharePoint are accurate.		

Action Plan approved at ACG: 13 December 2017