



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 19 October 2023.

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 & 14	GQA Qualifications Limited must ensure that its provider's Reasonable Adjustment policy includes Special Consideration.	Low	<p>Action: Review of all SVQ providers Reasonable Adjustment (RA) documentation by Ops Manager for review and recommendation of amendment.</p> <p>Evidence to be submitted to SQA Accreditation: Communication with providers on the issue, and amended RA policies.</p>	11/01/24	
2. Principle 9	On reviewing the provider-devised documentation for provider 1, the Accreditation Auditor	Low	<p>Action: External Quality Assurers (EQAs) to follow up with providers on managing documents.</p> <p>Evidence to be submitted to SQA Accreditation:</p>	11/01/24	24/01/2024

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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	noted that several of the documents had no version control.		EQA reports for each SVQ provider referencing the issue of version control.		
3. Principles 9 & 13	Provider 1 was unable to provide the Accreditation Auditor with Continuing Professional Development (CPD) records for its Assessor or Internal Verifier. Therefore, the Accreditation Auditor was unable to confirm that they had met the CPD requirements stipulated in the <i>GQA Qualification Implementation Guidance Requirements covering Centre Approval, Candidate Assessment and ongoing Quality Assurance</i> document.	Medium	<p>Action: This is a required field on EQA Monitoring reports and will be followed up on with EQAs to ensure that providers comply.</p> <p>Evidence to be submitted to SQA Accreditation: EQA Monitoring reports for each provider delivering SVQs.</p>	11/01/24	24/01/2024

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4. Principles 9 & 17	GQA Qualifications Limited must ensure that its provider's appeals policies reference appropriate escalation to SQA Accreditation, as the qualification regulator, and make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.	Low	<p>Action: EQAs to feed this back to providers and apply actions appropriately.</p> <p>Evidence to be submitted to SQA Accreditation: EQA monitoring reports for all providers delivering SVQs.</p>	11/01/24	
5. Principles 9 & 18	GQA Qualifications Limited must ensure that its provider's Malpractice and Maladministration policies reference appropriate escalation to the awarding body.	Low	<p>Action: EQAs to feed this back to providers and apply actions appropriately.</p> <p>Evidence to be submitted to SQA Accreditation: EQA monitoring reports referencing malpractice and maladministration policy review for all SVQ providers.</p>	11/01/24	24/01/2024

Action Plan approved by ACG on Wednesday 18 October 2023