



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 10 July 2024.

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 5	Highfield Qualifications must ensure that its providers have a register which confirms that all invigilators have received an induction to the role as well as the policies and procedures. The register must be signed by the invigilator to confirm that they have received this induction,	Low	Action: Highfield will be writing to all relevant Providers. This communication will provide a summary of the SQA Accreditation provider monitoring findings from 2024 and remind each Provider of the requirements for compliance in each area identified. The communication will also remind Providers where they can locate the Reasonable Adjustments, Special Consideration and Conflict of Interest Policies written by Highfield and ask all Providers to circulate these to relevant personnel.	31/01/2025	

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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	as stipulated in the Qualification Specification Highfield Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF level 6 (January 2024).		<p>The communication will also invite Providers to a free of charge webinar that will cover off the findings of the SQA Accreditation report and give Providers information on how they can achieve compliance against each point. This webinar will also provide an overview of the self-evaluation exercise for 2024. Where representatives from a Provider cannot attend, they will be sent a link to use to view the content and asked to confirm to Highfield that this has been viewed.</p> <p>This will then be followed by the Provider self-evaluation which will cover the self-evaluation of centre policy documents, this will include reference to version control, continual policy review, complaints, appeals, conflicts of interest and data protection policies, special consideration, and reasonable adjustment arrangements. The self-evaluation will provide narrative on compliance indicators for a centres data protection policy and equality and diversity policy and ask the centre to upload this for review. It will ask the Provider to confirm their commitment to ensuring compliance against Highfield’s qualification specifications for the</p>		

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			<p>purposes of ensuring ongoing compliance with any additional requirements set out within.</p> <p>For Providers offering license to practice security qualifications, additional compliance sections will be added to the self-evaluation as follows:</p> <ul style="list-style-type: none"> • Provide narrative on how they ensure training logs for invigilators are completed and held on file for quality assurance purposes • How they ensure their tutor, assessors and IQA's maintain and detail the correct hours of CPD including ACT and NaCTSO • How they have ensured that they retain records of qualifications and CPD for each tutor, assessor and IQA and ensure this is available for quality assurance purposes. • How they ensure that each tutor/assessor or invigilator details the course duration per day and ensures this is saved for ongoing quality assurance purposes. <p>Providers will be required to submit the completed self-evaluation to Highfield within a 1-month period and our target date for completion includes the necessary time and resource it will take for these to be thoroughly reviewed by our External Quality</p>		

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			<p>Support “EQS” Department. This review will help shape any forthcoming quality assurance activities at Provider level, where appropriate.</p> <p>Evidence to be submitted to SQA Accreditation: A document showing the content of the Self-Evaluation Questionnaire. Summary report of outcomes by centre to be submitted by 31 January 2025. The e-mail we will circulate to Providers containing the invite and the agenda points to be covered.</p>		
2. Principles 5 and 9	<p>The conflict of interest policies at Providers 1, 3 and 5 do not comply with Highfield Qualifications’ Conflict of Interest Policy.</p> <p>In addition, Provider 4 has had a conflict of interest occur in relation to a reasonable</p>	High	<p>Action: As per issue 1.</p> <p>Evidence to be submitted to SQA Accreditation: As per issue 1.</p>	31/01/2025	

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	adjustment request from a dyslexic learner requesting a reader. The provider permitted the reasonable adjustment, allowing the learner’s mother to read exam questions out to her son who then circled the answer. The provider did not inform Highfield Qualifications of this conflict of interest so they did not have the opportunity to discuss the situation with the Provider to determine the best approach to handle it, as stipulated in Highfield Qualifications’ Conflicts of Interest				

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	<p>Policy, therefore, Provider 4 has not complied with Highfield Qualification’s Conflict of Interest Policy.</p> <p>Highfield Qualifications must ensure that its providers’ conflict of interest policies comply with Highfield Qualifications’ Conflict of Interest Policy, and ensure that if any conflicts of interest occur, its providers follow this policy.</p>				
3. Principle 9	Highfield Qualifications must review its provider’s Data Protection policies to ensure they comply	Low	<p>Action: As per issue 1.</p> <p>Evidence to be submitted to SQA Accreditation: As per issue 1.</p>	31/01/2025	

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	with current data protection legislation.				
4. Principles 9 and 13	Highfield Qualifications must ensure that its providers' training, delivery and assessment for the Highfield Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF level 6 qualification does not exceed eight hours a day and that its providers complete detailed registers, signed daily by its learners as stipulated in the Qualification Specification Highfield Award for Door Supervisors in the	Medium	<p>Action: As per issue 1.</p> <p>Evidence to be submitted to SQA Accreditation: As per issue 1.</p>	31/01/2025	

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	Private Security Industry (Scotland) at SCQF level 6 (January 2024).				
5. Principle 13	<p>The Accreditation Auditor was unable to confirm compliance with tutor/assessor requirements as stipulated in Qualification Specification Highfield Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF level 6 (January 2024) for Providers 1, 3, 4 and 5.</p> <p>In addition, the Accreditation Auditor</p>	Medium	<p>Action: As per issue 1.</p> <p>Evidence to be submitted to SQA Accreditation: As per issue 1.</p>	31/01/2025	

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	<p>was unable to confirm compliance with internal quality assurance requirements as stipulated in Qualification Specification Highfield Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF level 6 (January 2024) for both Providers 1 and 5.</p> <p>Highfield Qualifications must ensure that its providers comply with both tutor/assessor requirements and internal quality assurance</p>				

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	requirements as stipulated in Qualification Specification Highfield Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF level 6 (January 2024).				
6. Principles 9 and 14	Provider 4 permitted a reasonable adjustment request from a dyslexic learner requesting a reader. The provider permitted the reasonable adjustment, allowing the learner's mother to read exam questions out to her son who then circled the answer. The provider did not	High	<p>Action: As per issue 1.</p> <p>Evidence to be submitted to SQA Accreditation: As per issue 1.</p>	31/01/2025	

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	<p>complete a Reasonable Adjustment Form and submit it to Highfield Qualifications at the end of the assessment together with examination materials.</p> <p>Provider 4 did not document the request for a reasonable adjustment and rationale for audit purposes or record the reasonable adjustment permitted by the provider on the learner’s assessment record.</p> <p>Highfield Qualifications must ensure that its</p>				

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	<p>providers are complying with Highfield Qualifications' Reasonable Adjustment Policy.</p> <p>In addition, Highfield Qualifications must review its providers' equal opportunities policies to ensure compliance with current legislation.</p> <p>Providers 1 and 3 do not have a special considerations policy.</p>				
7. Principles 9 and 16	Highfield Qualifications must ensure that its providers' complaints policies reference how and when its learners can escalate a complaint to	Low	<p>Action: As per issue 1.</p> <p>Evidence to be submitted to SQA Accreditation: As per issue 1.</p>	31/01/2025	

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	the appropriate awarding body and appropriate regulator.				
8. Principles 9 and 17	Highfield Qualifications must ensure that its providers' appeals policies make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.	Low	<p>Action: As per issue 1.</p> <p>Evidence to be submitted to SQA Accreditation: As per issue 1.</p>	31/01/2025	

Action Plan approved by ACG on Wednesday 17 July 2024