

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 27 February 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 6	The provider was unable to evidence that a potential conflict of interest had been reported to the awarding body and was logged as such.	Medium	<p>Highfield has numerous policies and procedures in place relating to Conflicts of Interest (“Col”) both internally and externally. Furthermore, Highfield makes it very clear the circumstances which may give rise to a Col and the contractual obligation applicable to all Highfield Centres to ensure that they are addressed as soon as possible.</p> <p>Further, details of Col’s are reviewed during EQS monitoring activities.</p> <p>In light of the finding by SQA Accreditation, Highfield has strengthened its existing and robust processes by updating its external visit report</p>	28 February 2019	13/3/2019

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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			<p>("EVR"). The EVR now includes further specified guidance and declarations aimed at visiting officers and Centres.</p> <p>Highfield has also made additions to its internal policies dealing with Col.</p> <p>Furthermore, and supplementary to the improvement action set above, Highfield will be adding "Col" as an agenda item at our next, free to enroll' administration support event, aimed at Scottish Credit and Qualifications Framework ("SCQF") delivering Centres, which has been scheduled for Wednesday 24 April 2019.</p> <p>Evidence Included: Highfield Conflict of Interest Policy Highfield EVR</p>		
2. Principle 5	The provider began to offer Regulated Qualifications Framework (RQF) versions of qualifications ahead of	Medium	Following this action point, Highfield undertook analysis on the Highfield website and was unable to verify where our online system was allegedly " <i>promoting</i> " the RQF versions of our qualifications over the SCQF versions as outlined by SQA	28 February 2019	13/3/2019

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	<p>Scottish Credit and Qualifications Framework (SCQF) qualifications due to the differences between the two not being communicated by the awarding body.</p>		<p>Following a discussion with SQA Accreditation on 5 February 2019, it was confirmed that the provider in question had referenced an e-mail sent by Highfield (to all Highfield QCF (at the time) delivering Centres) which outlined the launch of new RQF provision. Having reviewed the e-mails in question, they do not provide any narrative regarding the SCQF.</p> <p>Evidence to be provided -</p> <p>In light of the comments by SQA Accreditation, Highfield is preparing a communication for its SCQF delivering Centres and will remind the Centres of the difference between the RQF and SCQF Frameworks.</p>		