

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 15 October 2015.

Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence <small>(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.)</small>	Target date for completion	Date Issue closed out (SQA use)
1. Principle 13	The provider-devised appeals policy and procedures given to the Accreditation Auditor by Providers 1 and 2 did not inform candidates that where a referral is made to SQA Accreditation we may undertake activities to assess the effectiveness of the awarding body and/or the provider's appeals process to ensure they are in line with regulatory requirements. Where SQA Accreditation raises any concerns, the awarding body and/or provider must take appropriate, preventative and/or	Low	1. ILM appeals policy to be amended to include a statement to the effect that SQA may not overturn assessment decisions or academic judgements following a referral, but that activities may be undertaken to assess the effectiveness of the policy. Copy of amended ILM appeals policy to be uploaded to Quicr. 2. Communication to go to ILM centres delivering SQA qualifications to advise that their own appeals policies must include information on possible further scrutiny of either the AB or centre policies and procedures in the case of an appeal. Copy of communication sent to ILM centres delivering SQA accredited qualifications advising them that their own appeals policies must include information on	24/12/2015 24/12/2015	1/2/2016

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	corrective action to prevent re-occurrence. The awarding body and its providers should ensure that their documentation is clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.		<p>possible further scrutiny of either the AB or centre policies and procedures in the case of an appeal to be uploaded to Quicr.</p> <p>3. Communication to go to all EVs currently verifying SQA qualifications to ensure that they are aware of this requirement and are checking appeals procedures within centres accordingly.</p> <p>Copy of communication to all EVs currently verifying SQA qualifications to ensure that they are aware of this requirement and are checking appeals procedures within centres accordingly to be uploaded to Quicr.</p>	24/12/2015	