

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 17 April 2021.

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 6 and 11	<p>Provider-devised <i>Equal Opportunities Policy</i> document, last reviewed 1 June 2020 and given to the Accreditation Auditor by Provider 1, referred to all nine protected characteristics, but did not reference the Equality Act 2010.</p> <p>The provider-devised <i>Equality and Diversity</i></p>	Low	<p>AP1.1 ITC First will review its template policy, issued to all Providers to ensure that the policy mentions the Equality Act 2010 and the 9 protected characteristics and include guidance within which explains that these elements cannot be removed if a Provider modifies the template for their own usage.</p> <p>AP1.2 ITC First to review all SQA Accreditation-approved Provider Equal Opportunities/Equality & Diversity Policies and identify where there are inconsistencies. Providers will</p>		Closed out 20 August 2021

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.

Provider Monitoring Action Plan ITC First: 28 January to 5 February 2021

	<p><i>Policy</i> document, dated 17 July 2020 and given to the Accreditation Auditor by Provider 2 does not reference all nine protected characteristics — it is missing pregnancy and maternity.</p>		<p>be given an action plan where necessary to address the inconsistencies.</p> <p>AP1.3 The outcome of AP1.2 to be monitored and reviewed by the ITC First Policy Committee for sign off.</p> <p>Target date for completion for all components of action plan</p> <p>Evidence <i>AP1.1 ITC First’s Provider Template Equality and Equal Opportunities Policy</i> <i>AP1.2 Tracking sheet</i> <i>AP1.3 Extract from the Minutes of the July/August 2021 PC Meeting</i></p>	<p>31 August 2021</p>	
<p>2. Principles 6 and 11</p>	<p>Provider 1 does not have a policy for reasonable adjustments, nor is it completing <i>ITC First C4: Access to Training and Assessment Form Special Needs in Advance of the Course [1.1]</i> to apply for reasonable adjustments to be made by ITC First awarding body.</p>	<p>High</p>	<p>AP2.1 ITC First will reiterate that the recommended policy referring to reasonable adjustments to be used, by Providers, is the ITC First Equality & Equal Opportunities template policy plus guidance on the ITC First website. If a Provider intends to use their own policy, it must be approved by ITC First.</p> <p>AP2.2 Where ITC First approves the Provider-devised policy, ITC First will develop a guidance document for ITC First staff to ensure all required components are present including reference to applying for reasonable adjustments when required.</p>		<p>Closed Out 20 August 2021</p>

Provider Monitoring Action Plan ITC First: 28 January to 5 February 2021

			<p>AP2.3 ITC First staff will receive additional training on approving policy documents, specifically equality and equal opportunities.</p> <p>AP2.4 ITC First will conduct a thematic review, via the external quality assurance team, regarding implementation of the Equality and Equal Opportunities Provider Policies and a Provider’s understanding of their responsibilities in regard to reasonable adjustments and special considerations.</p> <p>Target date for completion for all components of action plan</p> <p><i>Evidence</i> AP2.1 <i>Newsletter to ITC First Providers and/or a Message to Members</i> AP2.2 <i>Guidance document, “Policy Approval Guidance”</i> AP2.3 <i>Evidence from a Training Event in the form of agenda and extract(s) from minutes and/or records of the event</i> AP2.4 <i>Minutes of an External Quality Assurance (EQA) team meeting to include the plan/approach</i></p>	<p>31 August 2021</p>	
<p>3. Principles 6 and 13</p>	<p>Neither the <i>P5 ITC First Appeals Policy and Procedures [2.3]</i>, February 2020 awarding body</p>	<p>Medium</p>	<p>AP3.1 ITC First will review its Appeals Policy to ensure absolute clarity in regard to the role of SQA Accreditation.</p>		<p>Closed out 20 August 2021</p>

Provider Monitoring Action Plan ITC First: 28 January to 5 February 2021

	<p>document, reviewed by the Accreditation Auditor prior to undertaking remote provider monitoring, nor the provider-devised <i>Appeals Policy and Procedure</i>, 17 July 2020, given to the Accreditation Auditor by Provider 2, makes it clear that SQA Accreditation cannot overturn assessment decisions or academic judgements.</p> <p>In addition, the contact details given to candidates in the provider-devised <i>Appeals Policy</i> by Provider 1 directs candidates to make appeals to a competitor awarding body and not SQA Accreditation, as the qualifications regulator.</p>		<p>AP3.2 ITC First will review and amend the ITC First template Appeals Policy for Providers, and communicate updates to Providers.</p> <p>AP3.3 ITC First will instruct Providers to use the revised template policy to ensure their policy is up to date.</p> <p>AP3.4 ITC First will report and monitor at the ITC First Policy Committee by August 2021.</p> <p>Target date for completion for all components of action plan</p> <p>Evidence 3.1 <i>ITC First's Appeals Policy</i> 3.2 <i>ITC First's Template Appeals Policy for Providers and a Newsletter to ITC First Providers and/or a Message to Members</i> 3.3 <i>Newsletter to ITC First Providers and/or a Message to Members</i> 3.4 <i>Extract from the Minutes of the July/August 2021 PC Meeting</i></p>	<p>31 August 2021</p>	
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