



## Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to [regulation@sqa.org.uk](mailto:regulation@sqa.org.uk) by 31 August 2022.

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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principles 9 & 14	The provider-devised equality and diversity policy for Provider 1 incorrectly refers to the Equality Act 2017, which is equality legislation for the Isle of Man.	Low	<p>Lantra will contact all providers and request that equality and diversity policies are reviewed and updated where necessary. Providers will also be reminded of the need to regularly review policies and ensure they are always up to date with reference to current (and correct) legislation. Providers will be required to submit amended policies to Lantra</p> <p>Evidence to be provided:</p> <ul style="list-style-type: none"> <li>• Copy of communication sent to providers</li> <li>• Updated policies from providers</li> </ul>	<p>31/10/2022 <b>Extension to 30/11/2022</b></p> <p><b>Extension given to 28/02/2023</b></p>	28/02/2023

<sup>1</sup> 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.

<sup>2</sup> 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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2. Principles 9 & 16	<p>Lantra Awards SCQF Forestry and Arboriculture Qualification Suite, Qualification Specification, Version 1, and the provider-devised complaints policy for Provider 1 both contain incorrect email links to a competitor awarding body, not SQA Accreditation, as the qualification regulator.</p> <p>Nor does the provider-devised complaints policy refer to SQA Accreditation's online complaints form, which can be found at:  <a href="https://accreditation.sqa.org.uk/accreditation/AboutUs/Complaint">https://accreditation.sqa.org.uk/accreditation/AboutUs/Complaint</a></p>	Low	<p>Lantra will update the qualification specification which is available on the Lantra website to ensure that the correct web address to SQA Accreditation is linked.</p> <p>Lantra will contact all providers and request that complaints policies are reviewed and updated where necessary to contain the correct information regarding escalation of complaints to SQA Accreditation. Providers will be required to submit the updated policies to Lantra,</p> <p>Evidence to be provided:</p> <ul style="list-style-type: none"> <li>• Updated qualification specification</li> <li>• Copy of communication to providers</li> <li>• Updated policies from providers</li> </ul>	<p>31/10/2022  <b>Extension to 30/11/2022</b></p> <p><b>Extension given to 28/02/2023</b></p>	27/02/2023

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3. Principle 12	At the time of provider monitoring activity, no observation of assessment had been undertaken by the internal verifier (IV) for Provider 1.	Medium	<p>Lantra will contact providers and ensure that they are reminded of the role requirements of Internal Verifiers.</p> <p>Lantra will request that providers submit a plan for IV monitoring, which indicates when the IV intends to observe the assessors undertaking the assessment of learners.</p> <p>Evidence to be provided:</p> <ul style="list-style-type: none"> <li>• Copy of communication to providers</li> <li>• Providers internal verification (IV) monitoring plans</li> </ul>	<p>31/10/2022 <b>Extension to 30/11/2022</b></p> <p><b>Extension given to 28/02/2023</b></p>	28/02/2023

Action Plan Approved by ACG on Wednesday 17 August 2022