



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 21 September 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 ¹	Date Issue closed out by SQA Accreditation ²
1. Principles 9 and 16	The provider-devised complaints policy for provider 1 refers to a competitor awarding body, and not SQA Accreditation, as the qualification regulator, and contains an incorrect hyperlink for SQA Accreditation – Complaints Handling Procedure.	Low	<ul style="list-style-type: none"> - Communication with provider staff to confirm and locate errors within documentation. - Request amendments to be made by provider with updated copies sent to MP Awards as evidence as soon as possible - Updated documents forwarded to SQA Accreditation to close out action plan 	30/09/2022	6/10/2022

Action Plan approved by ACG on Wednesday 21 September 2022

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.