

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 31 March 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 & 12	<p>The provider devised <i>Complaints</i> procedure given to the Accreditation Auditor by provider 2 did not reference escalation to the awarding body or SQA Accreditation, as the qualifications regulator.</p> <p>In addition, the contact details given to candidates in the provider devised <i>Complaints</i> policy (August 2020) by provider</p>	Low	<p>We will be reminding our Standard Verifiers (SVs) of the exact requirements of SQA Accreditation’s Regulatory Principles with regard to complaints policies, and we will ensure that our SVs are reviewing providers’ policies accordingly during the next standards verification activity that each provider receives.</p> <p>During SV training, we will review how we check centre complaints processes and ensure that SVs are reminded of this check. This evidence will be obtained by the providers sending a copy of their complaint procedure to the SVs.</p>	26 March 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.

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	1 directs candidates to make complaints to a competitor awarding body and not SQA Accreditation, as the qualifications regulator.		Evidence to be provided: Copy of training materials used in the SV training will be shared with SQA Accreditation, including the review of complaints processes and a copy of the communication/reminder will be shared with SQA Accreditation.		
2. Principles 6 & 13	The provider devised <i>Appeals</i> policy (July 2020) given to the Accreditation Auditor by provider 1 did not it make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements. Neither did it inform candidates, if still dissatisfied with the outcome of their appeal to Pearson Education Limited, that they have	Low	We will be reminding our SVs of the exact requirements of SQA Accreditation's Regulatory Principles with regards to appeals and complaints. Evidence to be provided: Copy of communication/reminder will be shared with SQA Accreditation.	26 March 2022	

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	the right to submit a complaint to SQA Accreditation, as the qualifications regulator.				
3. Principles 10 & 15	<p>Provider 1 had not received a standards verification visit in over 18 months.</p> <p>Delays to standards verification meant that certification results had not been released for learners causing a backlog in certification, as confirmation is required through the submission of the standards verifier report form.</p>	Medium	<p>This provider did receive a standard verification visit in early 2021 which has released learner certification.</p> <p>We are now liaising with our providers to gauge their intentions with qualifications accredited by SQA Accreditation in 2021, to ensure they do not experience any delays in certification.</p> <p>Evidence to be provided: Copy of email communication sent to providers and report produced on providers intentions on uptake of qualifications delivered in 2021 by SQA Accreditation will be shared with SQA Accreditation.</p>	26 March 2022	

Action Plan approved by ACG on 31/03/2021