

Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 16 May 2023.



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. Principle 16	The complaints process at provider 1 made no reference to the escalation route, either to the awarding body or to SQA Accreditation as the regulator.	Low	Proposed action to be taken: Pearson will write to all centres with active learners undertaking SQA accredited qualifications, to remind them that their complaints process must include reference to the escalation route to the awarding body or to SQA Accreditation as the regulator	31/08/23 Extension to 31/09/2023 Extension to 30/10/2023	19/10/2023

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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			<p>and that they are required to send in a copy of their complaints process for Pearson (Centre Management team) to review.</p> <p>Pearson will review the centre complaints processes for all providers delivering SQA accredited qualifications and confirm they are compliant.</p> <p>Evidence to be provided:</p> <ul style="list-style-type: none"> - The communication sent to centres will be shared with SQA Accreditation (16/06/23). - Copies of the centre complaints processes will be shared SQA Accreditation (31/08/23). 	Letter received 15/6/23	

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2. Principle 18	The training malpractice policy at provider 1 did not state that all suspected or actual cases of malpractice and maladministration would be reported immediately to the awarding body.	Low	<p>Proposed action to be taken:</p> <p>Pearson will write to all centres with active learners undertaking SQA accredited qualifications, to remind them that their malpractice policy must state that all suspected or actual cases of malpractice and maladministration will be reported to the awarding body immediately and that they are required to send in a copy of their malpractice policy for Pearson (Centre Management team) to review.</p> <p>Pearson will review the centre malpractice policies for all providers delivering SQA accredited qualifications and confirm they are compliant.</p>	<p>31/08/2023</p> <p>Extension to 30/9/2023</p> <p>Extension to 31/10/2023</p>	19/10/2023

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			Evidence to be provided: - The communication sent to centres will be shared with SQA Accreditation (16/06/23). - Copies of the centre malpractice policies will be shared SQA Accreditation (31/08/23).	Letter received 15/6/23	

Action Plan approved by ACG on Wednesday 7 June 2023

