

## 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 25 March 2020.



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. Principle 12	The provider's complaints policy makes no mention of the candidate's right to complain to the regulator.	Low	Prince's Trust Qualifications will write individually to Centres to ask them to check that their complaints policy clearly states that a candidate has the right to complain to the regulator once The Prince's Trust Complaints Policy and Procedures have been exhausted. We will ask Centres to confirm in writing to us that their complaints policy clearly stipulates this. In normal circumstances we would aim to receive and chase responses from all Centres between now and the end of the Summer Term 2020 but due to current exceptional circumstances with the COVID-19 situation, we intend to email Centres during April 2020 but will extend the period of time for responses to include the Autumn Term 2020 as	15/12/2020 Extension to 31 January 2021. Extension to 10 September 2021. Extension to <b>30 September 2021</b>	29/9/2021

<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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			schools, colleges and educational institutions in Scotland are currently closed. We will keep a record of responses and share this data with SQA Accreditation by 15 <sup>th</sup> December 2020.		

Action Plan approved by ACG on 01 April 2020