

Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 28 February 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. Principles 9 & 16	The provider-devised complaints procedure does not inform candidates that, if dissatisfied with the outcome of their complaint to QFI, they can escalate a complaint to SQA Accreditation as the qualification regulator, as stipulated in the <i>QFI Centre Handbook</i> (V5, March 2021).	Low	<p>Proposed action: QFI will require the provider to revise its complaints procedure so that it meets the requirements stipulated in QFI's Centre Handbook (V5 March 2021). The revised procedure must include that if dissatisfied with the outcome of their complaint to QFI, candidates can escalate a complaint to SQA Accreditation as the qualification regulator.</p> <p>Evidence: A revised complaints procedure will be provided as evidence that this action has been met.</p>	15 th March 2023	15/3/2023

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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2. Principles 9 & 17	<p>The provider-devised candidate/learner appeals procedure (version 5) does not state that SQA Accreditation is unable to overturn assessment decisions or academic judgements, as stipulated in the <i>QFI Centre Handbook</i> (V5, March 2021).</p> <p>In addition, the section on the contact details for the Regulatory Body does not include contact details for SQA Accreditation as the qualification regulator.</p>	Low	<p>Proposed action: QFI will require the provider to revise its candidate appeals procedure (version 5) so that it meets the requirements stipulated in QFI's Centre Handbook (V5 March 2021). The revised procedure must state that SQA Accreditation is unable to overturn assessment decisions or academic judgements. Additionally, the contact details for the Regulatory Body must include contact details for SQA Accreditation as the qualification regulator.</p> <p>Evidence: A revised candidate appeals procedure will be provided as evidence that this action has been met.</p>	15 th March 2023	15/3/2023

Action Plan approved by ACG on Wednesday 22 February 2023

