



## 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 10 May 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 <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principle 9	Provider 1 had no version control, eg the Malpractice and Maladministration policy.	Low	<p>SFEDI Awards met with the Centre on 21/4/2021 to discuss the findings of this report. The Centre were able to confirm that a version-controlled policy does exist and showed SFEDI Awards where this appears in their main Policies and Procedures Manual on their central drive. The Accreditation Auditor had been given access to the policy via a SharePoint link where the policy does not appear as a controlled document.</p> <p>Evidence to be provided to SQA Accreditation:</p> <ul style="list-style-type: none"> <li>• Copy of malpractice and maladministration policy from their main Policies and Procedures Manual.</li> </ul>	20/05/2022	20/5/2022

<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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2. Principles 9 and 16	The provider-devised complaints procedure does not inform candidates that, if dissatisfied with the outcome of their complaint to SFEDI Awards, they can escalate a complaint to SQA Accreditation, as the qualifications regulator.	Low	SFEDI Awards met with the Centre on 21/4/2021 to discuss the findings of this report. The Centre agreed to update their complaints procedure to reflect the fact candidates can escalate their complaint to SQA Accreditation.  Evidence to be provided to SQA Accreditation: <ul style="list-style-type: none"> <li>• Copy of centre complaints procedure</li> </ul>	20/05//2022	29/06/2022
3. Principles 9 and 17	The provider-devised appeals policy does not make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.  Neither does it inform candidates that, if dissatisfied with the outcome of an appeal to SFEDI Awards that they	Low	SFEDI Awards met with the Centre on 21/4/2021 to discuss the findings of this report. The Centre agreed to update their appeals policy to confirm that SQA Accreditation is unable to overturn assessment decisions or academic judgements and to confirm the fact that if candidates are dissatisfied with the outcome of an appeal to SFEDI Awards that they have the right to submit a complaint to SQA Accreditation.  Evidence to be submitted to SQA Accreditation: <ul style="list-style-type: none"> <li>• Copy of centre appeals policy.</li> </ul>	20/05/2022	29/06/2021

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