

Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@sqa.org.uk by 16 January 2020.

Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence to be provided <small>(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.)</small>	Target date for completion by awarding body ¹	Date Issue closed out by SQA Accreditation ²
1. Principle 6	The Provider's data protection policy has not been updated to take account of current legislation.	Low	To address this issue, all EQAs will discuss with ATCs their requirement to adhere to GDPR and Data Protection regulations. This will also be discussed with potential new ATCs during the application stage as part of the pre-approval visit to be conducted by STA staff. Information will be published in our quarterly Train & Save newsletter regarding data protection, the next edition is March 2020.	31st March 2021	29/3/2021

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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			Evidence - Train & Save newsletter. Copy of EQA visit schedule when all visits are completed		
2. Principle 6, 10	Two of the Providers could not provide Continuous Professional Development (CPD) records for all of their staff	Medium	<p>To address this issue, all EQAs will discuss with ATCs their requirement to maintain CPD records for their staff when performing their EQA activity.</p> <p>This will also be discussed with potential new ATCs during the application stage as part of the pre-approval visit to be conducted by STA staff.</p> <p>Information will be published in our quarterly Train & Save newsletter regarding CPD's, the next edition is March 2020.</p> <p>Evidence - Train & Save newsletter. Copy of EQA visit schedule when all visits are completed</p>	31st March 2021	29/3/2021
3. Principle 13	The Awarding Body states that Providers must include escalation to SQA Accreditation	Low	As detailed in our previous action plan from the provider monitoring report we received in January 2019, to address this issue, we will communicate with the ATCs via the IT	This is complete as the deadline was 31 st	19/3/2020

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	and the Provider's Appeals Policy did not include this.		system Synergy and provide them with the correct appeals procedures that they must include within the centre policies to ensure learners are fully aware of what grounds they are able to appeal for and that they can escalate a complaint if not satisfied with the appeal process to SQA Accreditation.	October 2019 and all correspondence was sent to ATCs.	
4. Principle 14	The Provider's Malpractice and Maladministration does not meet STA's requirements	Low	As detailed in our previous action plan from the provider monitoring report we received in January 2019, to address this issue, we will communicate with the ATCs via the IT system Synergy and provide them with the correct procedures regarding how they should deal with malpractice and maladministration and that they must include the correct procedures within centre policies. We discussed these issues with our EQAs on the standardisation day which took place on 4 th September 2019.	This is complete as the deadline was 31 st October 2019 and all correspondence was sent to ATCs.	19/3/2020

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			We will continue to monitor this throughout any follow-up and future EQA monitoring and verification.		

Action Plan approved by ACG on 04 March 2020