

Theme	You said...	We plan to...	Responsible person	Date to be completed	Action taken
Communication	You were unaware of who to contact within each section (Accreditation, Regulation, Administration and Information & Research)	<ul style="list-style-type: none"> <li>• Make this information more obvious on our website.</li> <li>• Add it to our newsletter</li> </ul>	AO	Dec 22  June 22	Added to Newsletter in May 2022
SQA Accreditation/SQA Awarding Body	You need clarification on the distinction between SQA Accreditation and SQA Awarding Body.	<ul style="list-style-type: none"> <li>• There is a leaflet available which will be highlighted in a future newsletter; <a href="#">An Introduction to SQA Accreditation.</a></li> </ul>	AO	June 22	Added to Newsletter in May 2022 Completed
Statistics	Our organisations are unaware of SQA Accreditation's Statistical reports nor make use of them.	<ul style="list-style-type: none"> <li>• Engage with stakeholders to ensure the statistics provided are useful to them.</li> <li>• Notify stakeholders when a new report has been published.</li> <li>• They will be included in the newsletter and shared on LinkedIn.</li> </ul>	IRM	Ongoing	
Covid-19 Pandemic	SQA Accreditation did not take control early on in the pandemic which led to Awarding Bodies taking separate approaches.	<ul style="list-style-type: none"> <li>• We carried out a lessons learned exercise following the first lock down and recognised that our approach could have been carried out better. We have identified an approach which we will use should this be required in the future.</li> </ul>	HoA	As and when required	Completed and new approach will be carried out as and when required

Query response and communication	“There are inconsistencies in time frames to respond to queries. No additional support is given if our accreditation manager is away.”	<ul style="list-style-type: none"> <li>Promote our <a href="#">customer charter</a>.</li> <li>Ensure out of office responses detail who to contact in the absence of staff members.</li> </ul>	All line managers	June 22	Customer Charter – added to Newsletter in May 2022 Out of Office responses – reminder emailed round staff Completed
SharePoint	Issues with accessing and using SharePoint.	<ul style="list-style-type: none"> <li>There is now a guidance document available on each Awarding Bodies SharePoint page.</li> </ul>	RMs	Ongoing	
Newsletter	<ol style="list-style-type: none"> <li>Lack of awareness of the content of the newsletter.</li> <li>Review the subscriber list for the newsletter and frequency of publication.</li> </ol>	<ul style="list-style-type: none"> <li>There is an option to sign up to the newsletter available on our website which can be found <a href="#">here</a>, staff members also promote this link via their email signatures. Subscribers can unsubscribe at any time.</li> <li>Email Awarding Bodies (ABs) and Standard Setting Organisations (SSOs) to remind them they can subscribe to the newsletter.</li> </ul>	AO	Dec 22	Completed email sent to ABs and SSOs on 7/6/2022
Audit Reports	Audit reports only focus on the negative, it would be useful to look at what is done well.	<ul style="list-style-type: none"> <li>This has been discussed by the Regulation team and are currently of the view that this would impact upon the reporting style which is by exception.</li> </ul>	Regulation	Not being taken forward at this stage	

Accreditation Application	It would be useful for SQA Accreditation to have an online system, less email submissions and manual input forms.	<ul style="list-style-type: none"> <li>SQA Accreditation is currently engaging with Business Systems Directorate to get an application to move most of its processes online.</li> </ul>	HoA	To be determined, currently scheduled for 2023	
Self-Assessments	<ol style="list-style-type: none"> <li>Are there common themes across all ABs?</li> <li>If there are areas for improvement, could verbal feedback be offered?</li> <li>Can ABs share their templates that they use for self-assessment to learn good practice?</li> </ol>	<ul style="list-style-type: none"> <li>There is a self-assessment project group which is currently considering these points. This project group formulated the questions which were in the stakeholders' survey.</li> </ul>	SRM	An operational deliverable for 2022/23 is to Implement the revised awarding body risk assessment strategy	
Regulatory Principles	It is difficult to gauge if the guidance for the new principles is sufficient until there is an audit. Will there be a review to see how the ABs are getting on with the principles?	<ul style="list-style-type: none"> <li>There will be a review of the guidance in financial year 2023-24.</li> </ul>	SRM	March 2024	
Online access	It would be useful to access our live QER, Licence and other documents online.	<ul style="list-style-type: none"> <li>ABs can ask for their QER score at any time and the score can be added to SharePoint.</li> <li>SQA Accreditation is investigating adding a section to ABs SharePoint so signed accreditation licenses, schedules and approved structures can be uploaded.</li> </ul>	SRM AO	Dec 2022	

Groups/Committees	It would be helpful to be aware of SQA Accreditation's role in strategic groups and committees, such as SAAB or AAG.	<ul style="list-style-type: none"> <li>There was a link in the SQA Accreditation newsletter for the Apprenticeships Approval Group (AAG), this will be a standing item in the newsletter going forward. However, other external committees that SQA Accreditation Senior Staff attend do not make the minutes publicly available but consideration will be given as to what can be disseminated.</li> </ul>	AO HoA	To be determined following discussion with external stakeholder committees	AAG - this is now a standard item in the newsletter  Discussions on going with other groups referred to in the feedback.
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AO – Accreditation Officer

HoA – Head of Accreditation

SAM – Senior Accreditation Manager

SRM – Senior Regulation Manager

RMs – Regulation Managers

IRM – Information & Research Manager