



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@qualifications.gov.scot by 25 June 2026.

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 Qualifications Scotland Accreditation ²
1. Principle 1	City and Guilds should make its revised governance structure, <i>Governance Structure April 2026</i> , available via SharePoint. Updated and newly created Terms of Reference for the revised and	Low	Action: City & Guilds has updated SharePoint with Terms of Reference for City & Guilds Boards and Committees Evidence to be submitted to Qualifications Scotland Accreditation: The following documents were uploaded to Principle 1 within SharePoint: Governance diagram	Completed on 22 April 2026.	1/9/2026

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 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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	newly created boards should also be provided for reference.		Generic terms for all ToR ToR Regulation and Compliance Board ToR EPA Compliance Board ToR Research Board ToR Qualifications Board ToR Results Board ToR Contract Steering Board ToR Awarding & Standards Board ToR Operations Board ToR Transformation and Change Board		
2. Principles 8 and 9	As part of the preparation for this audit, a review of policies, procedures and associated documentation held on SharePoint raised questions about document currency, particularly when compared with the range of documents	Medium	Action: City & Guilds will review current documentation on SharePoint and will update the relevant Regulatory Principles with latest versions of documents. Evidence to be submitted to Qualifications Scotland Accreditation: City & Guilds will provide a list of updated documents to Qualifications Scotland Accreditation, once this activity has been completed by the target date.	By 30 October 2026.	

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	available in the centre document library on the City and Guilds website.				
3. Principles 11 and 15	City and Guilds should review and rationalise the various sources of data on registrations and certifications in 2025 to ensure accurate statistics are available to Qualifications Scotland Accreditation.	Medium	Action: City & Guilds will review the logic behind the Quarterly report (provided each quarter) and the Provider report (provided bi-annually) and will investigate any discrepancy in registration/certification figures. City & Guilds will implement corrections / changes to reports so that accurate data is available to Qualifications Scotland Accreditation. Evidence to be submitted to Qualifications Scotland Accreditation: City & Guilds have reviewed the reports and have identified the reason for the discrepancies. An explanation of the review and the corrections implemented is attached along with this action plan.	Changes implemented on 20 June 2026.	

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	City and Guilds should also conduct a full data cleanse of active learners for all accredited provision, both live and withdrawn, to allow for more effective portfolio management.		Action: City & Guilds to: • review qualifications open for registrations and certifications to confirm which will be closed early/retained • check with centres to see if learners are still actively on program. • close qualifications that have no active learners or where centres confirm learners are no longer active. Evidence to be submitted to Qualifications Scotland Accreditation: Report confirming updated list of qualifications.	30 September 2026	

Action Plan approved by ACG on Wednesday 26 August 2026