



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@qualifications.gov.scot by 2 July 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. Principles 7,9 and 14	AOP015 RASC Policy V5 and GQA410-2025 Reasonable Adjustment and Special Considerations Procedure V2 do not contain adequate information on	Low	Action: AOP015 RASC Policy and GQA410-2025 updated Evidence to be submitted to Qualifications Scotland Accreditation: Updated documents to be uploaded to SharePoint	17/07/2026	

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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	how special considerations are handled and recorded.				
2. Principles 5, 7, 9 and 13	No clear overview of the EQA (External Quality Assurance) process for centres or guidance for EQAs (this was previously available).	Medium	Action: GQAGN 28 EQA Handbook has been reviewed and updated. GQAGN16 A Centre Coordinators' guide to GQA has also been updated and includes details on the EQA process for Centres Evidence to be submitted to Qualifications Scotland Accreditation: Updated documents to be uploaded to SharePoint	17/07/2026	
3. Principles 7, 9 and 18	AOP-007 Malpractice and Maladministration Policy V6, GQA415-2025 Malpractice and Maladministration Procedure V2 and AOP-008 Centre Sanctions Policy V4 contain contradicting information	Low	Action: The following documents have all been updated: AOP007, AOP008, GQA415-2025 are now aligned. Evidence to be submitted to Qualifications Scotland Accreditation: Updated documents to be uploaded to SharePoint	17/07/2026	

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	on how malpractice issues are handled. AOP008 Centre Sanctions Policy V4 does not state there is a right to appeal decisions or provide signposting on how to do this. GQA415-2025 Malpractice and Maladministration Procedure V2 does not state that all suspected or actual cases of malpractice or maladministration should be reported to Qualifications Scotland Accreditation.				
4. Principles 7 and 9	Documentation within GQA's SharePoint site has incorrect information.	Low	Action: The following documents have all been updated AOP007, AOP008, AOP040, GQAGN13, GQAGN15, GQA8-2025	17/07/2026	

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			Evidence to be submitted to Qualifications Scotland Accreditation: Updated documents to be uploaded to SharePoint		
5. Principles 7, 9 and 16	AOP-010 Complaints Policy V4 and GQA414 Complaints Procedure V2 contain conflicting information on the timescales for handling complaints. AOP-010 Complaints Policy V4 states complaints should be made via email but there is no email address.	Low	Action: The following documents have been updated and are now aligned: GQA414-2025, AOP010 Evidence to be submitted to Qualifications Scotland Accreditation: Updated documents to be uploaded to SharePoint	17/07/2026	
6. Principles 7, 9 and 17	It was noted that GQA412 Appeals Procedure V2 does not state that individuals may escalate an appeal to Qualifications Scotland Accreditation. It	Low	Action: The GQA412-2025 document has been updated Evidence to be submitted to Qualifications Scotland Accreditation:	17/07/2026	

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	also does not explain that Qualifications Scotland Accreditation is unable to overturn assessment decisions or academic judgements.		Updated documents to be uploaded to SharePoint		

Action Plan approved by ACG on 01/07/2026