Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@qualifications.gov.scot by 9 April 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 and 9	Safety Training Awards (STA) Equal Opportunities Policy V25.1 states an incorrect list for protected characteristics as per the Equality Act 2010.	Low	**Action:** Update the STA equal opportunities policy to reference the Equality Act 2010 legislation generically rather than listing the protected characteristics specifically. **Evidence to be submitted to Qualifications Scotland Accreditation:** • Updated STA equal opportunities policy	25.09.26	25/09/2026

[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 t 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 5, 7, 9 and 13	The process for monitoring the status and closure of External Quality Assurance (EQA) activity is not effective.	High	**Action:** Review process for monitoring and recording actions arising from EQA visits **Evidence to be submitted to Qualifications Scotland Accreditation:** • Updated EQA visit document.	25.09.26	29/09/2026
3. Principles 7, 9 and 18	Malpractice and Maladministration Policy V25.1 does not reference that all cases of suspected or actual malpractice or maladministration should be reported to Qualifications Scotland Accreditation.	Low	**Action:** Review Malpractice and Maladministration Policy V25.1, so that it references all cases of suspected or actual malpractice or maladministration **Evidence to be submitted to Qualifications Scotland Accreditation:** • Updated Malpractice and Maladministration Policy	25.09.26	29/09/2026
4. Principles 7 and 9	Documentation within STA's SharePoint site has out of date and incorrect information.	Low	**Action:** Amend the following policies to reflect feedback from SQA:	25.09.26 Extension to 9.10.2026	5/10/2026

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			• Complaints Policy V25.1- amend signposting of complaints to Qualifications Scotland Accreditation rather than Qualifications Scotland awarding body . • Procedure for the Reporting and Management of Incidents V25.1- amend reference to Qualifications Scotland Accreditation Regulatory Principles (2014) to Qualifications Scotland Accreditation Regulatory Principles (2021). • Compliance Advisory Board Terms of Reference V25.1- ensure present Accountable Officer is referenced instead of the previous one. **Evidence to be submitted to Qualifications Scotland Accreditation:** • Amended: o Complaints Policy o Procedure for the Reporting and Management of Incidents o Compliance Advisory Board Terms of Reference		

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5. Principles 7 and 9	STA's SharePoint site does not contain appropriate documentation to confirm compliance with Regulatory Principles. Documentation held is also out of date with historical versions not being removed.	Medium	**Action:** • Remove out of date documentation • Amend and upload key regulatory principal documents **Evidence to be submitted to Qualifications Scotland Accreditation:** • up to date risk register • business plan • business continuity plan • organisational chart • job descriptions	25.09.26	25/09/2026

Action Plan approved by ACG on 22/04/2026

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