



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 9	The protected characteristics list in the provider's Equal Opportunities policy is inaccurate.	Low	Action: FAA will send a newsletter following this monitoring activity and ask all providers to review their Equal Opportunities Policies with a specific emphasis on the list of protected characteristics and will provide the accepted list to providers in this newsletter. FAA will ask the providers to forward their policy once reviewed for FAA to check accuracy.	01/09/2026	

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 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 to be submitted to Qualifications Scotland Accreditation: FAA will send a confirmation email to Qualifications Scotland Accreditation once all provider's policies have been checked to be accurate.		
2. Principle 9	Version numbers on provider documentation do not reflect the updates that have been made to them.	Low	Action: FAA will ask all providers in a newsletter to review their versioning procedure and ensure that correct versioning is used. FAA will check versioning during its provider monitoring activity over the next 12 months. Evidence to be submitted to Qualifications Scotland Accreditation: A copy of the newsletter to be forwarded to Qualifications Scotland Accreditation.	01/09/2026	
3. Principles 5,16, 17	Provider's enquiries and appeals policy makes no mention of when a learner can escalate a complaint to Qualifications Scotland Accreditation as the	Low	Action: FAA will send a newsletter following this monitoring activity and ask all providers to review their Complaints Policies with a specific emphasis on the learner's ability to escalate their complaint to the relevant Regulatory Body. FAA will ask the providers to forward their policy once reviewed for FAA to check accuracy.	01/09/2026	

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	regulatory body responsible for accredited qualifications.		Evidence to be submitted to Qualifications Scotland Accreditation: FAA will send a confirmation email to Qualifications Scotland Accreditation once all provider's policies have been checked to be accurate.		

Action Plan approved by ACG on 08/07/2026