



Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@qualifications.gov.scot by 19 May 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 5, 9, 13, 14 and 18 | GQA Qualifications Limited needs to ensure that its providers' policies are compliant and meet GQA Qualifications Limited specific policy requirements. | Medium | Action: Following the issue of the Provider Monitoring Report dated 17 February 2026, GQA Qualifications Limited, through its Head of Operations and the two External Quality Assurers (EQAs) responsible for Scottish providers, implemented follow-up activity to address the findings identified. Providers were required to submit evidence of any corrective action required in relation to all three findings. That evidence was | 29/05/2026 | 27/5/2026 |

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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|------------------------|---|-------------|--|--|---|
| | | | <p>reviewed by the EQAs, and a summary of the outcome produced.</p> <p>Evidence to be submitted to Qualifications Scotland Accreditation:</p> <ul style="list-style-type: none"> • Email correspondence sent to providers • Summary report produced confirming that our EQAs discussed issues with providers, checked their policies, and reviewed meeting minutes. | | |
| 2. Principles 9 and 14 | GQA Qualifications Limited must ensure where specific data protection legislation is mentioned in its providers' policies that it references current data protection legislation. | Low | <p>Action:</p> <p>Following the issue of the Provider Monitoring Report dated 17 February 2026, GQA Qualifications Limited, through its Head of Operations and the two EQAs responsible for Scottish providers, implemented follow-up activity to address the findings identified. Providers were required to submit evidence of any corrective action required in relation to all three findings. That evidence was reviewed by the EQAs, and a summary of the outcome produced.</p> | 29/05/2026 | 27/5/2026 |

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| | | | Evidence to be submitted to Qualifications Scotland Accreditation: <ul style="list-style-type: none"> Email correspondence sent to providers Summary report produced confirming that our EQAs discussed issues with providers, checked their policies, and reviewed meeting minutes. | | |
| 3. Principle 13 | Provider 1 was unable to provide the Accreditation Auditor with a minimum of annual standardisation meeting minutes as stipulated in the provider's Internal Verification Policy, Reviewed July 2025 version 6. | Low | Action: Following the issue of the Provider Monitoring Report dated 17 February 2026, GQA Qualifications Limited, through its Head of Operations and the two EQAs responsible for Scottish providers, implemented follow-up activity to address the findings identified. Providers were required to submit evidence of any corrective action required in relation to all three findings. That evidence was reviewed by the EQAs, and a summary of the outcome produced. | 29/05/2026 | 27/5/2026 |

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Action Plan approved by ACG on 27/05/2026