Action Plan

This Action Plan must be completed electronically and submitted in Microsoft Word format to regulation@qualifications.gov.scot by 30 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 5 and 12	Staff at provider 2 were not aware of the awarding body assessor and internal quality assurance competency profiles. Additionally, the competency profiles did not give sufficient information about	Medium	**Action:** King's Trust Qualifications (KTQ) will update our Centre Handbook to include enhanced guidance on assessor and internal quality assurance		

[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.

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]
	what assessor and internal quality assurance qualifications are acceptable as desirable competencies, or where staff could access these qualifications.		profiles; this will include recommended competences. The 'essential' and 'desirable' competencies will be removed and replaced with a list of recommendations. Please note that these will be recommendations and not requirements. All Approved Qualification Centres will be notified of the changes accordingly. Where specific qualifications require essential competencies, this will be reflected within the Qualification Specification.	Documents will be updated and published by 31/01/27	

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]
			Currently, KTQ has no qualifications in Scotland that require this. **Evidence to be submitted to Qualifications Scotland Accreditation:** • Updated Centre Handbook • A copy of the communication sent to Approved Qualification Centres.		
2. Principle 9	The provider list uploaded to SharePoint has the awarding body's own coding and not the accredited qualification code. Additionally, some of the contacts in the list are incorrect and need to be	Low	**Action:** KTQ will add Qualifications Scotland Accreditation codes to the provider list.		23/09/2026

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]**
	reviewed to ensure the details are current		In line with our policies and agreements, it is the centre's responsibility to ensure that all their contact details are correct on our system. All providers are required to notify us of any changes to their staff teams and their contact details. All provider details are checked and updates requested during Quality Assurance Review (QAR) engagements. In addition to this KTQ will send out a reminder to all providers to ensure that their contact details are kept up to date and accurate.	Updated report with the required Qualifications Scotland Accreditation code by 30/09/26 Remainder communication to be sent to providers by 30/09/26	

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]
			Provider List reporting has been moved to a different team and the data provided is under review. Therefore, the required Qualifications Scotland Accreditation code will now be provided on the report. **Evidence to be submitted to Qualifications Scotland Accreditation:** Reminder communications to providers to ensure that their contact details are up to date on our QualsHub system. Updated Provider lists with the most recent person to log into our QualsHub system captured		

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]**
			to ensure that the contact records are as up to date as possible, and the required Qualifications Scotland Accreditation code.		
3. Principles 14 and 7	Staff at provider 1 were unaware that some reasonable adjustments needed to be referred to the awarding body for approval, in accordance with the table of delegated information in the awarding body documentation. The provider policy therefore did not reflect this information for reasonable adjustments.	Low	**Action:** When providers sign the KTQ Centre Agreement, they confirm that they will follow all KTQ policies and processes. Providers are responsible for familiarising themselves with the KTQ Centre Handbook and adhering to these policies. KTQ are in the process of updating the Reasonable Adjustment (RA) Policy, these	Documents will be updated and published by 31/01/27	

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]
			updates will reflect updates on which (if any) Reasonable Adjustments may and may not be centre delegated; once updated and confirmed, the new RA Policy will be reissued to providers. **Evidence to be submitted to Qualifications Scotland Accreditation:** • Updated Reasonable Adjustment Policy • A copy of the communication sent to Approved Qualification Centres.		

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]**
4. Principle 18	The malpractice and maladministration policy at provider 1 did not state that all suspected and actual cases of malpractice and maladministration would be reported immediately to the awarding body.	Low	**Action**: By signing the KTQ Centre Agreement, providers are confirming that they will comply with all KTQ policies and procedures. The Centre Agreement explicitly states that the centre will promptly notify The King's Trust of any actual or suspected incidents of malpractice or maladministration in relation to King's Trust qualifications and units, usually within 5 working days. KTQ will also communicate to all centres to confirm that they must ensure that their malpractice and	Comms to centres and Documents will be updated and published by 31/01/27	

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]
			maladministration policy states that the centre will promptly notify King's Trust Qualifications of any actual or suspected incidents of malpractice or maladministration in relation to King's Trust qualifications immediately. The Centre Handbook also gives in-depth guidance on malpractice and maladministration requirements. The Centre Policy list will be updated to include the statement 'This policy must include reporting any instance of suspected/actual		

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]
			malpractice to the relevant Awarding Organisation (such as King's Trust Qualifications).' Evidence to be submitted to Qualifications Scotland Accreditation: Updated Policy List to include statement regarding reporting maladministration and malpractice Updated Centre Handbook with new guidance relating to malpractice and maladministration Comms to centres to confirm the requirements for their		

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]**
			Malpractice and Maladministration policies.		

Action Plan approved by ACG on 23/09/2026