



# **Provider Monitoring Report**

**First Aid Awards Ltd**

**11 August 2023**

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# 1 Background

One provider was remotely monitored on 11 August 2023.

## 1.1 Scope

SQA Accreditation carries out quality assurance activity in line with its *Quality Assurance of Approved Awarding Bodies Policy*. This involves monitoring a sample of the awarding body's approved providers or assessment sites. Provider monitoring visits will be conducted in a consistent manner within and between providers.

The aim of monitoring is to:

- ◆ ensure the awarding body's compliance with SQA Accreditation's regulatory requirements
- ◆ confirm that quality assurance arrangements are being conducted by the awarding body in accordance with its prescribed arrangements
- ◆ ensure that quality assurance arrangements are being conducted in a consistent manner, within and between providers
- ◆ ensure that providers are receiving the appropriate guidance, support and documentation from the awarding body in order to facilitate a high standard of qualification delivery
- ◆ inform future audit and monitoring activity for the awarding body

All Principles may be included within the scope of the provider monitoring activity.

Awarding body documentation considered for review includes all documents banked on the awarding body's SharePoint Place at the time of provider monitoring and information supplied by providers to support provider monitoring activity. Restricted or commercially sensitive information gathered during SQA Accreditation's quality assurance activities is treated in the strictest confidence.

SQA Accreditation provider monitoring reports are written by exception focusing only on those areas where corrective action is required or recommended.

## 1.2 Provider Monitoring Report Timescales

First Aid Awards Ltd provider monitoring date:	11 August 2023
Provider Monitoring Report approved by Accreditation Co-ordination Group on:	20 September 2023
Provider Monitoring Report to be signed by First Aid Awards Ltd:	2 November 2023
Action Plan to be emailed to <a href="mailto:regulation@sqa.org.uk">regulation@sqa.org.uk</a> by First Aid Awards Ltd	2 November 2023

The process will apply in relation to the timescales specified above:

- ◆ The awarding body will be sent a copy of the Provider Monitoring Report by email.
- ◆ The awarding body must sign the copy of the Provider Monitoring Report and return by email to SQA Accreditation in accordance with the timescale specified above.
- ◆ The awarding body will also be emailed a copy of the Action Plan.
- ◆ The awarding body must complete and return the Action Plan in accordance with the timescale specified above and email this in Microsoft Word format to [regulation@sqa.org.uk](mailto:regulation@sqa.org.uk).
- ◆ SQA Accreditation will confirm when the Action Plan is appropriate to address the Issues and present it to Accreditation Co-ordination Group (ACG) for approval.
- ◆ Following approval by ACG, the awarding body will be sent a signed copy of the approved Action Plan by email.
- ◆ The awarding body must sign the Action Plan and return by email to SQA Accreditation.

The findings of this Provider Monitoring Report and the associated Action Plan will be published on SQA Accreditation's website following signed agreement.

SQA Accreditation will continually monitor progress towards completion of the proposed actions identified in the Action Plan and update the awarding body's Quality Enhancement Rating as appropriate.

### 1.3 Summary of Provider Monitoring Issues

An Issue has been recorded where evidence shows that the awarding body is not compliant with SQA Accreditation’s regulatory requirements. The awarding body must address the Issues and specify corrective and preventative measures to address them through its Action Plan.

The Action Plan is e-mailed to First Aid Awards Ltd as a separate document to the Provider Monitoring Report and must be submitted to SQA Accreditation in accordance with the timescale specified in 1.2.

As a result of the provider monitoring activity, two Issues have been recorded.

Issue	Detail of Issue recorded	Risk rating
1. Principle 9	First Aid Awards Ltd must ensure that its provider’s Data Protection policy reflects the update to the Data Protection Act in 2018, moving from compliance with eight to seven principles.	Low
2. Principles 9 & 17	First Aid Awards Ltd must ensure that its appeals policy makes it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.	Low

## 1.4 Risk Rating of Issues

SQA Accreditation assigns a rating to each Issue recorded depending on the impact on or risk to the awarding body's operations, its SQA accredited qualifications and/or the learner.

Issues recorded during provider monitoring will count towards First Aid Awards Ltd Quality Enhancement Rating which will, in turn, contribute towards future quality assurance activity. Further detail on how the Quality Enhancement Rating is calculated can be found on the [SQA Accreditation website](#).

## 2 Good Practice and Issues

The following sections detail:

- ◆ good practice noted by providers
- ◆ Issues recorded and Recommendations noted against SQA Accreditation's regulatory requirements

### 2.1 Good Practice

The following areas of good practice were noted by providers:

Provider 1 highlighted:

- ◆ looking forward to standardisation of mental health course paperwork
- ◆ clear and concise guidance
- ◆ FAA Newsletter
- ◆ quick response to any questions or queries by FAA

### 2.2 Issues

**Regulatory Principle 9. The awarding body and its providers must maintain accurate documents, records and data.**

On reviewing the provider-devised Data Protection policy dated 15 February 2021 for provider 1, the Accreditation Auditor noted that it had not been updated to reflect the update to the Data Protection Act in 2018, moving from compliance with eight to seven principles.

First Aid Awards Ltd must ensure that its provider's Data Protection policy reflects the update to the Data Protection Act in 2018, moving from compliance with eight to seven principles.

This has been recorded as **Issue 1**.

**Regulatory Principle 9. The awarding body and its providers must maintain accurate documents, records and data.**

**Regulatory Principle 17. The awarding body and its providers must have clear, fair and equitable systems, policies and procedures to manage appeals.**

At the time of the provider monitoring activity the Accreditation Auditor noted that FAA Appeals policy (March 2021: V2.0) uploaded to SharePoint does not make it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.

First Aid Awards Ltd must ensure that its appeals policy makes it clear that SQA Accreditation is unable to overturn assessment decisions or academic judgements.

This has been recorded as **Issue 2**.

### **3 Acceptance of Provider Monitoring Findings**