



Provider Monitoring Report

ITC First

3 February 2023 to 16 February 2023

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1 Background

Two providers were remotely monitored between 3 February 2023 and 16 February 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.

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1.2 Provider Monitoring Report Timescales

ITC First provider monitoring dates: 3 February 2023 to 16 February 2023

Provider Monitoring Report approved by Accreditation Co-ordination Group on: 10 May 2023

Provider Monitoring Report to be signed by ITC First: 21 June 2023

Action Plan to be emailed to regulation@sqa.org.uk by ITC First 21 June 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.
- ◆ 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 and Recommendations

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 emailed to ITC First 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, one Issue has been recorded and three Recommendations have been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principles 9 and 14	Provider had not complied with their own provider-devised Access to Fair Assessments Policy which states on page 30 that 'trainer/assessors will: Complete the End of Course Details Form (06) and annotate any reasonable adjustments that have been made and return to ITC First'.	Medium

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A Recommendation has been noted where SQA Accreditation considers there is potential for enhancement. The awarding body is advised to address any Recommendations in order to reinforce ongoing continuous improvement. However, measures to correct or prevent these are not mandatory and therefore do not form part of the Action Plan.

Recommendation	Detail of Recommendation noted
1. Principles 5 and 9	ITC First may wish to consider clarifying that provider courses are approved by ITC First — an Ofqual recognised awarding organisation in England and an SQA Accreditation approved awarding body.
2. Principles 5 and 9	ITC First may wish to consider checking that provider-devised documentation is accurate and consistent when referring to the number of standardisation meetings being held annually.
3. Principles 5, 9 and 13	ITC First should update their website with the current Assessment Principles for Regulated First Aid Qualifications Version 7, 1 April 2022, Approved by ACG on 30 March 2022 for both the ITC Certificate in Emergency First Aid at Work at SCQF level 6 and the ITC Certificate in First Aid at Work at SCQF level 6 qualifications.

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 ITC First's 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, Issues and Recommendations

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 the:

- ◆ expertise and knowledge of its External Quality Assurers (EQAs)
- ◆ helpful and friendly staff
- ◆ templates of policies available for use by its providers
- ◆ the recognition of ITC First in the outdoor activity sector

Provider 2 highlighted the:

- ◆ wide range of first aid courses
- ◆ friendly and supportive staff

2.2 Issues

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

Regulatory Principle 14. The awarding body and its providers must ensure that its qualifications and their delivery and assessment are fair, inclusive and accessible to learners.

ITC First Access to Qualifications — Reasonable Adjustments and Special Considerations Policy states that 'A variety of adjustments can be made depending on the individual requirements of the learner. Common adjustments applied include an Assessor reading an exam question for a learner with difficulty reading.'

The provider has their own provider-devised Access to Fair Assessments Policy, which states on page 30 that 'trainer/assessors will: Complete the End of Course Details Form (06) and annotate any reasonable adjustments that have been made and return to ITC First.'

Provider 1 informed the Accreditation Auditor that one of their learners had required the trainer to read out the Multiple Choice Questions (MCQs) to them. However, the provider went on to explain to the Accreditation Auditor that they had not recorded the reasonable adjustment applied by the Provider on the End of Course Details Form (06) for that learner, which is returned to ITC First.

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

2.3 Recommendations

Regulatory Principle 5. The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications.

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

The Accreditation Auditor reviewed the provider-devised *First Aid Course Booking Form for Pre-Course Information/Terms of Business* email which is sent to learners prior to them starting their first aid qualification with Provider 2. It states under the heading certification that 'All our courses are accredited through ITC First and Ofqual recognised awarding organisation in England and a SQA recognised awarding body in Scotland.'

ITC First may wish to consider clarifying that provider courses are approved by ITC First — an Ofqual recognised awarding organisation in England and a SQA Accreditation approved awarding body.

This has been noted as **Recommendation 1**.

The Accreditation Auditor noted that the provider-devised *Business Overview, Policies and Procedure* (29 December 2022) Internal Quality Assurance Policy states, on page 42, under heading 'Resources Required', that 'trainers/assessors and internal quality assurers will attend a minimum of one standardisation meeting per year.'

However, in contradiction to this, in the same document, under Appendix A1 IQA Sampling Plan on page 53 it states under 'Standardisation activities that there are two standardisation meetings annually.'

Provider 1 confirmed to the Accreditation Auditor that they only have one standardisation meeting held per year.

ITC First may wish to consider checking that provider-devised documentation is accurate and consistent when referring to the number of standardisation meetings being held annually.

This has been noted as **Recommendation 2**.

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Regulatory Principle 5. The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications.

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

Regulatory Principle 13. The awarding body and its providers must ensure that they have systems and processes which ensure the effective quality assurance of accredited qualifications.

On reviewing ITC First website, the Accreditation Auditor noted that ITC First has uploaded an older version of the Assessment Principles for Regulated First Aid Qualifications 2017, version 6, for download on their website for both the ITC Certificate in Emergency First Aid at Work at SCQF level 6 and ITC Certificate in First Aid at Work at SCQF level 6 qualifications.

The updated Assessment Principles for Regulated First Aid Qualifications, version 7, 1 April 2022 were Approved by ACG on 30 March 2022.

However, as the only change made to the updated Assessment Principles was the addition of another acceptable training/assessing qualifications added to Appendix 2. The Accreditation Auditor has raised this as a Recommendation and not an Issue in this instance.

ITC First should update their website with the current Assessment Principles for Regulated First Aid Qualifications Version 7, 1 April 2022, Approved by ACG on 30 March 2022 for both the ITC Certificate in Emergency First Aid at Work at SCQF level 6 and ITC Certificate in First Aid at Work at SCQF level 6 qualifications,

This has been noted as **Recommendation 3**.

3 Acceptance of Provider Monitoring Findings