



Provider Monitoring Report

First Aid Awards Ltd (FAA)

15 November 2024

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1 Background

One provider was remotely monitored on 15 November 2024.

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

FAA provider monitoring date: 15 November 2024

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 11 December 2024

Provider Monitoring Report to be signed by FAA: 3 February 2025

Action Plan to be emailed
to regulation@sqa.org.uk by FAA: 3 February 2025

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 FAA 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 and one Recommendation has been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principle 9	FAA must ensure where specific data protection legislation is mentioned in its policies that it complies with current data protection legislation.	Low
2. Principle 13	FAA must ensure that its providers’ trainers and assessors meet the requirements as stipulated in its FAA Trainer/Assessor Requirements: First Aid for Mental Health.	Medium

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 9, 13 and 14	FAA may wish to remind its External Quality Assurer (EQA) to confirm at the next external quality assurance visit for provider 1 that the entry for course FAA235679 has been added to the appropriate FAA Special Requirements Log, as the provider should hold a log recording all reasonable adjustments granted.

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 FAA'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 Issues and Recommendations

The following sections detail:

- ◆ Issues recorded and Recommendations noted against SQA Accreditation's regulatory requirements

2.1 Issues

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

On reviewing a number of FAA documentation prior to provider monitoring activity, the Accreditation Auditor noted that they inaccurately referred to General Data Protection Regulation (GDPR), including the following examples:

- ◆ Page 37 of the First Aid (FAA) Centre Manual October 2023 – V2.3 states that 'A centre must comply with the requirements of current data protection legislation in relation to learner data and is responsible for having a centre data protection policy that is compliant with GDPR.'
- ◆ Page 1 of the FAA Data Protection Policy March 2021 – V2.0 states that 'First Aid Awards (FAA) is committed to protecting the personal and special category data of all individuals and organisations as required by the General Data Protection Regulation (GDPR).
As required by the GDPR, FAA is registered with the Information Commissioner's Office (ICO) as a data controller, registration number ZA198977.'
- ◆ Page 2 of the FAA Data Protection Policy March 2021 – V2.0 states under the heading 'How is data destroyed' that 'Electronic data is securely deleted from all relevant computer systems when required and all backup copies and archived copies are permanently deleted. Hard copy paperwork/documentation is shredded and destroyed onsite or by a certificated disposal company. Paperwork/documentation and computer records held by FAA's approved centres are stored in compliance with the GDPR and FAA has a signed contract with approved centres enforcing the standards of the GDPR.'
- ◆ Page 8 of the FAA Centre Application Pack November 2024 – V1.4 states under the heading 'Data Protection' that 'A centre must comply with the requirements of current data protection legislation in relation to learner data and is responsible for having a centre data protection policy that is compliant with GDPR.'
- ◆ Page 4 of the FAA Maladministration and Malpractice Policy (including whistleblowing) December 2023 – V2.1 states that 'All information including emails, will be collated and stored on password protected computers with only relevant FAA personnel having access. FAA hold and process personal data in accordance with GDPR. Please refer to the FAA Data Protection Policy.'

It is sufficient for awarding body policies to reference data protection legislation generically. However, where specific data protection legislation is mentioned in awarding body policies, the correct current references must be used: UK GDPR and the Data Protection Act (2018).

FAA must ensure where specific data protection legislation is mentioned in its policies that it complies with current data protection legislation.

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

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.

The FAA Trainer/Assessor Requirements: First Aid for Mental Health states the following:

To deliver first aid for mental health qualifications a trainer/assessor must hold:

1. *A formal/regulated teaching qualification – please follow the link for examples of accepted qualifications, but this is not a definitive list. If a trainer/assessor holds an alternative qualification it is their responsibility to map the qualification following the FAA Exemption Policy and forward to FAA for approval.*
2. *Subject knowledge evidence, for example:*
 - *FAA Award in Supervising/Leading First Aid for Mental Health*
 - *A mental health nursing qualification Non-regulated and alternative formal qualifications should be mapped following the FAA Exemption Policy and forwarded to FAA for approval.*
3. *Competency in teaching first aid for mental health*
To evidence competency in teaching first aid for mental health, a teaching log or monitoring report should be provided - please follow the link for further information.

Evidence of Competency in Teaching

To evidence competency in teaching the relevant subject, a teaching log or monitoring report should be provided. The evidence must relate to the subject that the trainer/assessor will be delivering such as health and safety or first aid for mental health.

Teaching log

An acceptable log of teaching the subject should evidence:

- *The delivery of one qualification within the last 6 months*
and
- *36 hours overall of delivering qualifications within the last 3 years*

Monitoring report

Providing an acceptable record, conducted within the last 12 months of competently delivering the qualification under the supervision of a suitably qualified trainer/assessor. The observation should be for a minimum of 6 hours for new trainer/assessors and 4 hours for experienced trainer/assessors.

Provider 1 was unable to provide the Accreditation Auditor with a teaching log or monitoring report for one out of its two trainers/assessors to evidence competency in the relevant subject area of First Aid for Mental Health.

FAA must ensure that its providers' trainers and assessors meet the requirements as stipulated in its FAA Trainer/Assessor Requirements: First Aid for Mental Health.

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

2.2 Recommendations

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.

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.

The FAA Centre Annual External Quality Assurance Course Paperwork Examination – 09/05/2024 – Interim Report completed by FAA's EQA states that:

The FAA Special Requirements logs did not contain any entries.

On course FAA235679 one learner had a scribe allowed as a reasonable adjustment following the FAA Reasonable Adjustment and Special Consideration Policy but I could not see that this had been recorded. The centre should hold a log recording all reasonable adjustments granted.

The Special Requirements Logs for 2022–2023 and 2023–2024 provided to the Accreditation Auditor at the time of provider monitoring activity still did not contain any recorded entries.

FAA may wish to remind its EQA to confirm at the next external quality assurance visit for provider 1 that the entry for course FAA235679 has been added to the appropriate FAA Special Requirements Log, as the provider should hold a log recording all reasonable adjustments granted.

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

3 Acceptance of Provider Monitoring Findings