



Provider Monitoring Report

ITC First

8 December 2023 to 15 December 2023

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1 Background

Two providers were remotely monitored between 8 December 2023 and 15 December 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

ITC First provider monitoring dates:	8 December 2023 to 15 December 2023
Provider Monitoring Report approved by Accreditation Co-ordination Group on:	28 February 2024
Provider Monitoring Report to be signed by ITC First:	23 May 2024
Action Plan to be emailed to regulation@sqa.org.uk by ITC First	23 May 2024

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

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, two Issues have been recorded.

Issue	Detail of Issue recorded	Risk rating
1. Principle 5	ITC First must ensure that its providers' websites accurately reflects how its courses are delivered and assessed and pre-course information accurately informs learners undertaking the ITC Certificate in First Aid for Sport, Exercise & Fitness at SCQF level 6, that this course is assessed by demonstration of practical performance.	Low
2. Principles 5, 9 and 13	ITC First must 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 of these SCQF level 6 qualifications: the ITC Certificate in Emergency First Aid at Work and ITC Certificate in First Aid at Work.	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 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 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:

- ◆ The administrative support provided is excellent and ITC First is very quick to respond.
- ◆ ITC First provides template policy documents.
- ◆ ITC First is open and receptive to any opportunities for improvement from its providers.
- ◆ Resources are freely available and the support mechanism is fantastic.

Provider 2 highlighted:

- ◆ ITC First is very supportive.
- ◆ ITC First is extremely quick at responding to queries, even on a Sunday.

2.2 Issues

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.

A review of provider 2's website found that it did not accurately identify SQA accredited qualifications by using the correct titles and relevant qualification codes approved by Accreditation Committee Group (ACG). In the majority of cases, the website does provide correct descriptions of course content for the qualifications, based upon information provided by ITC First, with the exception being the ITC Certificate in First Aid for Sports, Exercise and Fitness at SCQF level 6.

In respect of this particular qualification, provider 2 has added a paragraph stating that it is a recognised first aid supplier for the Scottish Youth Football Association (SYFA) and has 'developed an 8-hour Sports First Aid course designed to meet all the criteria suggested by the Scottish Football Association (SFA) Medical Committee', with a 'small amount of additional pre-course work' to be undertaken by learners.' The Accreditation Auditor believes that there is insufficient clarity around the bespoke nature of this additional content and its relationship with regulated qualification.

A review of pre-course information sent to learners undertaking the ITC Certificate in First Aid for Sport, Exercise and Fitness at SCQF level 6 at provider 2 (for a course being held on 28 November and 5 December 2023), noted that the 'course is assessed by tutor observation and by a multiple-choice question (MCQ) paper.'

This appeared to be at odds with the assessment criteria for the ITC Certificate in First Aid for Sports, Exercise and Fitness at SCQF level 6 qualification which is assessed by demonstration of practical performance.

'Section 2.5: Qualification Assessment' of the Qualification Specification Guidance for Centres, ITC Certificate in First Aid for Sport, Exercise & Fitness at SCQF level 6 (Qualification Number: R767 04) states on page 7 that 'The assessment criteria for this course, and hence learning outcomes, are assessed by demonstration of practical performance.'

Discussions with the provider, and a review of available course materials, confirmed that the bespoke element of the course consisted of additional information added to the teaching plans to meet SYFA requirements. The provider accepted that the joining letter was incorrect and no additional assessment criteria, such as the use of an MCQ, has been applied.

There appears to be no changes to the assessment criteria and the learners are registered and certificated for the ITC Certificate in First Aid for Sports, Exercise and Fitness at SCQF level 6 qualification.

However, ITC First must ensure that its providers' websites accurately reflects how its courses are delivered and assessed and pre-course information accurately informs its learners undertaking the ITC Certificate in First Aid for Sport, Exercise & Fitness at SCQF level 6, that this course is assessed by demonstration of practical performance.

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

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's website at time of provider monitoring activity 2023–2024, 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 of these SCQF level 6 qualifications: the ITC Certificate in Emergency First Aid at Work and ITC Certificate in First Aid at Work.

The updated Assessment Principles for Regulated First Aid Qualifications (Version 7, 1 April 2022) were approved by ACG on 30 March 2022.

The only change made to the updated Assessment Principles was the addition of other acceptable training or assessing qualifications added to Appendix 2. Therefore, the

Accreditation Auditor raised this as a Recommendation and not an Issue in the ITC First Provider Monitoring Report 2022–2023.

However, as ITC First's website has still not been updated with the current Assessment Principles for Regulated First Aid Qualifications (Version 7, 1 April 2022), which were approved by ACG on 30 March 2022, the Accreditation Auditor has raised this from a Recommendation to an Issue.

ITC First must 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 of these SCQF level 6 qualifications: the ITC Certificate in Emergency First Aid at Work and ITC Certificate in First Aid at Work.

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

3 Acceptance of Provider Monitoring Findings