

External Quality Assurance Report Form

This report enables Quasafe Awards to record and share information from the External Quality Assurance visit with the relevant Centre in order to further improve quality assurance and compliance



Visit Details					
Centre Name	Centre Number	Visit Date	Visit Duration	Last Visit Date	Customer Relationship Executive
HS First Aid Training	905197	03/03/2017	4 Hrs.		Paul Leightley

Centre Address	Visit Address	Responsible Person and Contact Number
110 Little Breach Chichester West Sussex PO19 5TZ	1&2 St. Pancras Chichester West Sussex PO19 7SJ	Helen Harrison 08006129029 07884255594

Visit Type	<input checked="" type="checkbox"/> Training	<input type="checkbox"/> Non Training	<input type="checkbox"/> Investigation	<input type="checkbox"/> Other (please specify)
Direct Claims Status	<input checked="" type="checkbox"/> Active	<input type="checkbox"/> Revoked	<input type="checkbox"/> Not granted	<input type="checkbox"/> Other (please specify)

Personnel Present for EQA Visit	Role
LAWRENCE KENNEDY	EQA
HELEN HARRISON	RESPONSIBLE PERSON
STEVEN CLOSE	TRAINER / ASSESSOR

Qualification Suite	Qualification and Unit	Assessments Observed
FIRST AID	QA Level 2 EFAW	Recovery Position

Details of previous EQA Action Plans and Completion Rationales (<i>if applicable</i>)

Conflict of Interest		Yes/No	Outcome
Indicating 'Yes' may result in a strong recommendation or action plan			
COI 1	Does the Trainer and Assessor have a conflict of interest with any Learners	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	
COI 2	Does the IQA have a conflict of interest with the Trainer and Assessor	<input type="checkbox"/> Y <input type="checkbox"/> N	
COI 3	Does the EQA have a conflict of interest with the Centre	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	

Comment:

Qualification Approval Requirements and Administration Indicating 'No' may result in a strong recommendation or action plan		Yes/No	Outcome
QARA 1	There are sufficient, competent and qualified Trainers/Assessors – as specified within the overarching delivery/assessment strategy for the sector	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
QARA 2	There are sufficient, competent and qualified Internal Quality Assurers – as specified within the overarching quality assurance strategy for the sector	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
QARA 3	The resource and equipment requirements for the effective delivery and assessment of the qualification are sufficient and accessible to all learners	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
QARA 4	The venue is sufficient and fit for the purpose of delivering training and assessment sessions	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
QARA 5	Training and assessment paperwork is stored securely and available for internal or external auditing – in line with Qualsafe Awards requirements	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
QARA 6	Requests are complied with for access to premises, records, information, learners and staff for the purpose of external quality assurance	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
QARA 7	A system of continual professional development and standardisation is maintained for all Trainers/Assessors and Internal Quality Assurers	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
QARA 8	Current Qualsafe Awards policies and procedure implemented effectively	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
QARA 9	Centre's internal policies and procedures implemented effectively	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	

Comment:

The Centre currently has 2 approved Trainer/Assessors. A further 2 Trainer/Assessors are lapsed and 1 other has been suspended. These 3 Trainer/Assessors have been removed from the Centre's Training/Assessors register, this was done by telephone to the Centre CRE by the EQA on the day of the visit.

The Centre also has 2 approved IQA's plus 1 other IQA who has lapsed, this IQA was removed from the Centre's IQA register by telephone on the day of the visit. The Centre's number of Trainer/Assessors and IQA's remain within the Qualification Specification. Helen stated that a Trainer/Assessor who will also be a Centre IQA will shortly be registered with Quallsafe Awards bringing the total of Trainer/Assessors and IQA's to 3 of each.

The training resources, equipment and facilities were more than adequate for the safe and effective delivery of First Aid and its associated assessments. These included Resuscitation Mannequins, Choking Vests and Training AED's and an abundance of dressings and bandages for use later in the course.

The training venue being used was a large room with adequate floor space for practical aspects of the course including the assessments. The venue was in line with all other Training Venue & Equipment Requirements.

All training and assessment paperwork is downloaded and secured in Helen's private residence which is also the Centre's registered address until required by the Trainer/Assessor. The MCQ Theory Question papers are sealed in an envelope which is opened only when the assessment is to be conducted thereby retaining the integrity of the assessment. Course paperwork is collected by hand and returned by hand from and to the Centre address. All requested course paperwork was available on request and all questions relating to these were answered with appropriate evidence supplied. This paperwork was presented in excellent condition and had been completed clearly and correctly.

Helen stated that all course paperwork was retained for a minimum of 3 years.

Helen stated that as Steven and herself both work for the Ambulance Service they are constantly meeting each other, and consequentially the Centre and courses are discussed. Helen in her role as the Centre's Responsible Person monitors QA's web pages as well as the customer portal on a regular basis, any changes or updates to policies /procedures are communicated to Steve, when the new member of staff (also Ambulance Service) commences employment with the Centre all relevant and appropriate information will be cascaded down to him.

Delivery and Support Indicating 'No' may result in a strong recommendation or action plan		Yes/No	Outcome
DS 1	There is a documented complaints process which meets Qualsafe Awards requirements and which is explained to learners	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
DS 2	Individual assessment requirements of learners are identified and met where possible, in line with access to assessment requirements	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
DS 3	Learners receive regular, ongoing guidance with support and feedback to suit their needs	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
DS 4	Suitable reference books that cover lesson plans and learning outcomes for the qualification are provided for each learner	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
DS 5	Qualsafe Awards lesson plans used or an approved delivery plan created to show all learning outcomes and contact hours are met	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
DS 6	Learning outcomes delivered are within nationally accepted guidelines or supported by a body of medical opinion	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
DS 7	A wide range of learning methods/resources are used to support delivery	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
DS 8	To maintain the quality of teaching and assessing, class ratios are within those stipulated by Qualsafe Awards	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	

Comment:

The Training Commitment document was introduced to the learners by means of a laminated copy being read out by the Trainer/Assessor. The learners were informed that the document would be at the front of the training room if they wished to refer to it.

Details of the course objectives and the practical and theory assessment criteria were explained to the learners and they were given the opportunity to discuss with the Trainer/Assessor any special requirements that they may have to enable them to undertake the course including the practical and theory assessments. They were also informed that the Trainer/Assessor would be available at any time if they wished to discuss these requirements confidentially.

Steven's extensive knowledge of the subject matter was very evident. The course was delivered in a relaxed manner which immediately put the learners at ease. Steven used plain language to explain the different aspects of the course injecting humour and comedy into the delivery where and when appropriate. Steven's "on the job" experiences were also used to enhance and support the subject matter. The use of syndicate work enabled the learners to participate in the given exercises in a relaxed manner and everyone seemed to be enjoying the experience.

Steven's explanations and practical demonstrations were excellent and the learners were given plenty of time for practice with constant guidance by Steven ably assisted by Helen.

Qualsafe Awards lesson plans are used by the Centre and the training manual "Emergency First Aid Made Easy" was given to all learners at the beginning of the course, this manual is supported by a body of medical opinion. The outcomes of the course were fully in line with the current qualification specification.

The use of PowerPoint slides, Flip Charts, Syndicate work and extensive Q & A sessions were used to enhance and support the delivery of the course.

Helen stated that the Centre very often delivers courses to groups of learners exceeding 12, on these occasions there are always 2 Trainer/Assessors delivering the course.

Assessment and Quality Assurance Indicating 'No' may result in a strong recommendation or action plan		Yes/No	Outcome
AQA 1	Reasonable Adjustments or Special Considerations are implemented appropriately if required, with recording of rationale forwarded to Qualsafe Awards	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
AQA 2	Delivery of assessment sessions are valid, reliable, fair and conducted in line with Qualsafe Awards policies, procedures and guidelines	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
AQA 3	Assessment paperwork used to capture evidence of competency is authentic, valid and in-line with Qualsafe Awards requirements	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
AQA 4	Assessment judgments are made using all mechanisms stipulated for the specific qualification (or suite of qualifications)	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
AQA 5	Systems implemented to determine specified frequency of Internal Quality Assurance activity	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
AQA 6	Records of Internal Quality Assurance activity are maintained in line with Qualsafe Awards requirements	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
AQA 7	The Internal Quality Assurance process is used pro-actively to improve assessment practice through comments/feedback and/or action plans	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
AQA 8	Training and development is carried out to address identified needs of Trainers, Assessors and Internal Quality Assurers	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
AQA 9	Centre understands the referral process in line with Qualsafe Awards requirements	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	

AQA 10	A mechanism is established to ensure that actions identified by External Quality Assurance visits are disseminated to appropriate staff and corrective measures are implemented	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
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Comment:

Helen stated that all Centre staff are familiar with Qualsafe Awards policies and procedures regarding the implementation of Special Considerations and Reasonable Adjustments.

All witnessed assessments were conducted in line with Qualsafe Awards policies and guidelines with all learners aware that they were being assessed during the practical sessions. The assessment paperwork used to record the outcome of the assessments was completed contemporaneously by the Trainer/Assessor.

The Centre's Quality Assurance Overview shows that all Trainer/Assessors are fully compliant with the Qualsafe Awards Internal Quality Assurance requirements. Helen was informed that if a Trainer/Assessor is taking part in the delivery/training of a course then that Trainer/Assessor is not allowed to conduct a Training Observation or Desk Based Review on the other Trainer/Assessor delivering that course.

Helen as the Centre Responsible Person scrutinises all IQA reports and ensures that all relevant or appropriate Action Points or recommendations are communicated to the relevant staff.

Helen in her role as the Responsible Person stated that all Centre training staff understand Qualsafe Awards referral process.

Helen stated that all relevant outcomes of EQA visits will be cascaded to all training staff.

Learner Records Sample Number 1			
Course ID	Trainer/Assessor	Course start date	Qualification
207344	Helen Harrison	17/01/2017	QA LEVEL 2 AWARD IN EMERGENCY FIRST AID AT WORK(QCF)
<p>Comment:</p> <p>No marking errors were found on the MCQ answer pages.</p> <p>No comments were left by the learners however feedback forms showed consistently high numeric grades as to the Trainer/Assessors knowledge and delivery of the course.</p> <p>All learners indicated that they had seen the Training Commitment.</p>			

Learner Records Sample Number 2			
Course ID	Trainer/Assessor	Course start date	Qualification
207762	Steven Close	20/01/2017	QA LEVEL 2 AWARD IN EMERGENCY FIRST AID AT WORK(QCF)
<p>Comment:</p> <p>No marking errors were found on the MCQ answer papers.</p> <p>Only one comment was left by a learner however the feedback forms showed consistently high numeric grades as to the Trainer/Assessors knowledge and delivery of the course.</p> <p>All learners indicated that they had seen the Training Commitment.</p>			

Learner Record Sampling		Yes/No	Outcome
Indicating 'No' may result in a strong recommendation or action plan			
LRS 1	Learner records from sample number 1 meet Qualsafe Awards requirements	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
LRS 2	Learner records from sample number 2 meet Qualsafe Awards requirements	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	

Recommendations

Reference	Details

Action Plans

Reference	Details	Target Date	Person Responsible

Learner Feedback: General Feedback

The following is a sample of the comments left by the learners on the two courses audited;

20/01/17

“I enjoyed the course a lot”

Centre Feedback: Does the Qualification Suite Meet the Purposes/Objectives of End Users

Currently meets all learner requirements.

**Centre Feedback: Details of Future Qualifications Required to meet User Demands
(including estimated learner numbers per annum)**

None at the moment

Centre Feedback: Are Current Assessment Mechanisms Authentic and Cost Effective

Yes

Centre Feedback: Do Current Assessment Mechanisms Accurately Reflect the Abilities of Learners

Helen stated that some questions on the theory paper were ambiguous. And that in her opinion the answer to the “Tetanus question” is wrong.

Centre Feedback: Comments Regarding Qualsafe Awards Staff, Systems or Documentation

Helen said that in her opinion the QA staff are helpful and friendly, they have always “rang her back”
Helen said that her CRE was fine.

The customer Portal is OK and easy to use.

The course paperwork is simple and easy to use.

Final EQA Comments

A very well administered Centre with very experienced and knowledgeable staff.
The instruction witnessed was of the highest standard and was enjoyable to watch. The Centre is fully up to date with their IQA responsibilities and I am confident the high standard will be maintained in the future.
Thank you Helen for a very positive visit, please give my thanks to Steven for a very entertaining experience.