

Provider Monitoring Report

First Aid Awards Limited

20 April 2026

Contents

1	Background	2
1.1	Scope	2
1.2	Provider Monitoring Report Timescales	3
1.3	Summary of Provider Monitoring Issues and Recommendations	4
1.4	Risk Rating of Issues	6
2	Good Practice, Issues and Recommendations	7
2.1	Good Practice	7
2.2	Issues	7
2.3	Recommendations	10
3	Acceptance of Provider Monitoring Findings	Error! Bookmark not defined.

1 Background

One provider was remotely monitored on 20 April 2026.

1.1 Scope

Qualifications Scotland 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 Qualifications Scotland 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 Qualifications Scotland Accreditation's quality assurance activities is treated in the strictest confidence.

Qualifications Scotland 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 Limited provider monitoring date: 20 April 2026

Provider Monitoring Report approved by
Accreditation Co-ordination Group on: 30 May 2026

Provider Monitoring Report to be signed by First Aid Awards Limited: 26 June 2026

Action Plan to be emailed to
regulation@qualifications.gov.scot by First Aid Awards Limited: 26 June 2026

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 Qualifications Scotland 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@qualifications.gov.scot.
- Qualifications Scotland 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 Qualifications Scotland Accreditation.

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

Qualifications Scotland 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 Qualifications Scotland 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 First Aid Awards Limited as a separate document to the Provider Monitoring Report and must be submitted to Qualifications Scotland Accreditation in accordance with the timescale specified in 1.2.

As a result of the provider monitoring activity, three Issues have been recorded and one Recommendation has been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principle 9	The protected characteristics list in the provider's Equal Opportunities policy is inaccurate.	Low
2. Principle 9	Version numbers on provider documentation do not reflect the updates that have been made to them.	Low
3. Principles 5,16, 17	Provider's enquiries and appeals policy makes no mention of when a learner can escalate a complaint to Qualifications Scotland Accreditation as the regulatory body responsible for accredited qualifications.	Low

A Recommendation has been noted where Qualifications Scotland 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. Principle 5	Incorrect reference to SQA.

1.4 Risk Rating of Issues

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

Issues recorded during provider monitoring will count towards First Aid Awards Limited'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 [Qualifications Scotland Accreditation website](#).

2 Good Practice, Issues and Recommendations

The following sections detail:

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

2.1 Good Practice

The following areas of good practice were noted by providers:

Provider 1 highlighted the level of professionalism and support available from the awarding body.

2.2 Issues

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

When reviewing the provider's documentation, the Accreditation Auditor noted that the *Equal Opportunities policy Version 1 Feb 2018* states that the provider 'complies with the Equality Act 2010' and goes on to list protected characteristics. However, the policy includes 'Having or not having dependents', which is not a protected characteristic and omits 'sex' which is.

The *First Aid Awards (FAA) Centre Manual February 2026 – V2.11* states 'A centre is required to undertake the delivery and assessment of FAA qualifications in accordance with current equalities law and must have an equal opportunities policy ensuring that all learners have equal opportunity to access FAA qualifications as far as possible.'

If the provider chooses to list all of the protected characteristics in its policies, it must ensure that they are listed accurately.

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

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

The Accreditation Auditor noted that a number of the provider's policies have changes listed and dated. Despite this, the version number of the policies has not been updated in accordance with these. Some examples include:

- The *Equal Opportunities policy Feb 2018 Version 1* lists the dates when it was reviewed and any changes made. 'Add pregnancy and maternity bullet points' is listed as a change from the 25/08/2022 review. However, the document is still showing as version 1 and dated 2018.
- The *Enquiries and Appeals policy Feb 2018 Version 1* also lists the dates when it was reviewed and any changes made. 'Amended retention period' is noted for 14/07/2024. However, the document is still showing as version 1 and dated 2018.
- The *Malpractice and Maladministration policy Feb 2018 Version 1* also lists the dates when it was reviewed (25/03/2019, 29/06/2024 and 14/07/2024) with changes made on these dates. However, the document is still showing as version 1 and dated 2018.

The *First Aid Awards (FAA) Centre Manual February 2026 – V2.11* states 'Review and update policies as necessary, showing a review date/version'.

When changes are made to policies and procedures, the document version should be changed to reflect this. The awarding body must ensure that its providers update their documents accurately.

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

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 16. The awarding body and its providers must have open and transparent systems, policies and procedures to manage complaints.

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

The Accreditation Auditor noted that the provider's *Enquiries and Appeals policy Feb 2018 Version 1* makes no reference to Qualifications Scotland Accreditation as the regulatory body responsible for accredited qualifications. It does not mention when in the process enquiries and appeals can be escalated to Qualifications Scotland Accreditation as a complaint.

The *First Aid Awards (FAA) Centre Manual February 2026 – V2.11* states 'A centre must be aware of the contents of all FAA policies and the additional requirements as below'.

First Aid Awards (FAA) Complaints and Enquiries Policy March 2021 – V2.0 states 'If you are dissatisfied with the outcome of your complaint you can refer the matter to the regulatory body. The regulatory body would expect you to have initially complained to FAA giving us the opportunity to resolve your complaint.'

As there is no mention of any regulatory body with regard to complaints, candidates could be unaware of their right to escalate these to Qualifications Scotland Accreditation when appropriate.

The awarding body must ensure that its providers make learners aware of Qualifications Scotland Accreditation when undertaking accredited qualifications and their right to escalate complaints to the regulatory body.

This has been recorded as **Issue 3**.

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.

The Accreditation Auditor noted that the *First Aid Awards (FAA) Centre Manual February 2026 – V2.11* states 'Qualifications Scotland Accreditation is part of the Scottish Qualifications Authority (SQA) and quality assure qualifications offered in Scotland by approving awarding bodies and accrediting their qualifications.'

This reference to 'Scottish Qualifications Authority (SQA)' is inaccurate.

While the Accreditation Auditor appreciates that this document has been reviewed recently, the awarding body may wish to correct the reference above to read 'Qualifications Scotland'.

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