Provider Monitoring Report

Safety Training Awards

21 September 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 5
2 Good Practice, Issues and Recommendations 6
2.1 Good Practice 6
2.2 Issues 6
2.3 Recommendations 8
3 Acceptance of Provider Monitoring Findings Error! Bookmark not defined.

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1 Background

One provider was monitored remotely for Safety Training Awards (STA) on 21 September 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

STA provider monitoring date:	21 September 2026
Provider Monitoring Report approved by Accreditation Co-ordination Group on:	14 October 2026
Provider Monitoring Report to be signed by STA:	25 November 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 findings of this Provider Monitoring Report will be published on Qualifications Scotland Accreditation's website following signed agreement.

1.3 Summary of Provider Monitoring Issues and Recommendations

As a result of the provider monitoring activity, no Issues have been recorded and four Recommendations have been noted.

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. Principles 5 and 6	STA should consider stipulating a recommended numbers of continuing professional development hours and explore the possibility of modifying the STA Online system to allow the recording of these hours.
2. Principle 6	Staff discussed how some STA processes have become more provider-led in recent years and that these changes have caused some activities to be more time consuming and perhaps less standardised than previously. STA should review relevant processes to ensure they are effective.
3. Principles 6 and 12	Staff discussed the theory assessment regime for the qualifications being offered. These are paper-based assessments and involve staff downloading and printing papers for each cohort of learners. STA should consider whether it would be feasible to develop a digital platform for theory assessments.
4. Principles 6 and 13	In advance of STA external quality assurance activity, staff download relevant documents from the STA Online system and send these to the STA external quality assurer. Staff commented that it would be better if the STA external quality assurer could just access all relevant documentation on the STA Online system for each provider. STA should consider improving the process of external quality assurers accessing information in advance of external quality assurance activity.

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 the awarding body'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 the provider:

Provider 1 highlighted the:

- customer service team who are very responsive to queries
- STA Online system which is easy to navigate and holds all necessary records
- qualification presentations which are of a high standard
- digital manuals which give learners a choice in how to access information and are very cost effective for providers
- very good awarding body to work with generally

2.2 Issues

No Issues were recorded.

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 6. The awarding body must continually review the effectiveness of its services, systems, policies and processes.

Staff at provider 1 discussed how it would be helpful if STA specified a recommended numbers of continuing professional development hours within the information in the *STA Approved Training Centre Manual.*

Additionally, staff commented that it would be an excellent addition to the STA Online system if it allowed the recording of continuing professional development activities.

STA should consider stipulating a recommended numbers of continuing professional development hours and explore the possibility of modifying the STA Online system to allow the recording of these hours.

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

Regulatory Principle 6. The awarding body must continually review the effectiveness of its services, systems, policies and processes.

Staff discussed how some STA processes have changed in recent years and that these changes have caused some activities to be more time consuming and perhaps less standardised than previously. Specifically, the tutor/assessor agreement and the internal quality assurer agreement used to be provided as templates but now providers have to create these.

STA should review relevant processes to ensure they are effective.

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

Regulatory Principle 6. The awarding body must continually review the effectiveness of its services, systems, policies and processes.

Regulatory Principle 12. The awarding body and its providers must ensure that they have the necessary arrangements and resources required to manage and administer qualification delivery and assessment.

Staff discussed the theory assessment regime for the qualifications being offered. These are paper-based assessments and involve staff downloading and printing papers for each cohort of learners. They suggested that online assessments could perhaps be conducted in person at the end of each course delivery, where learners accessed relevant tests, as this would remove marking time and give instant results.

Staff acknowledged that the development and implementation of this system would potentially be very time consuming for the awarding body but would yield great benefits to providers and learners. They suggested that this system could perhaps be piloted

with the Emergency First Aid at Work qualification as this only consists of five questions.

STA should consider whether it would be feasible to develop a digital platform for theory assessments.

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

Regulatory Principle 6. The awarding body must continually review the effectiveness of its services, systems, policies and processes.

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.

Staff stated that in advance of STA external quality assurance activity, they had to download relevant documents from the STA Online system and send to these to the STA external quality assurer. This task can be quite time consuming.

They commented that it would be better if the STA external quality assurer could just access all relevant documentation on the STA Online system for each STA Approved Training Centre.

STA should consider the process of external quality assurers accessing information in advance of external quality assurance activity.

This has been noted as **Recommendation 4.**