National Units

Qualification Verification Summary Report 2019
Emergency First Aid

Verification group: 488

Introduction

Emergency First Aid in the Workplace (HV82 04) and Recognition and Management of Illness and Injury in the Workplace (HV83 04) came into effect on 1 October 2017. Centres have implemented the changes that these units required and SQA has provided support materials for centres. Summative assessments are available on SQA's secure site. Exemplars are available for lesson plans, CPD records, course evaluation and annual observation of trainer and/or assessor under the support materials tab on this link: https://www.sqa.org.uk/sqa/46198.html

Emergency Paediatric First Aid (HA15 04) is no longer available and has been replaced. You can find further information about current qualifications on this link: https://www.sqa.org.uk/sqa/90539.html

The following units were sampled during the external verification activity:

HV82 04   Emergency First Aid in the Workplace
HV83 04   Recognition and Management of Illness and Injury in the Workplace
HA15 04   Emergency Paediatric First Aid

Category 2: Resources

Criterion 2.1: Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.

Almost all centres have staff who are appropriately, and some highly, qualified for their role of trainer, assessor and internal verifier to deliver and assess these units. A few centres have staff members who are currently working towards an appropriate trainer, assessor and/or internal verifier award. Where this is the case, centres should have a qualified assessor and/or internal verifier reviewing and signing off the professional judgements of the assessor and/or internal verifier candidate.

In all centres the trainer, assessor and internal quality assurers hold a current and valid First Aid at Work qualification. However, a few centres had not made these available for the external verification visit and had to submit them following the visit.

Most centres have comprehensive CPD records for their staff. Some centres do not have a robust and accessible system for collating this information to meet the requirements of the assessment strategies for their SQA trainer, assessor and/or internal verifier role or for first aid vocational standards. A few centres had not included attendance at standardisation meetings on CPD records. (Please see the link to the exemplars in the introduction above).

Almost all centres had good records of the required observation of assessors.

Criterion 2.4: There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.

Almost all centres provide good evidence of review of equipment, reference materials as well as learning and assessment materials to support first aid training.

Most centres have evidence of discussion and review of first aid courses within minutes of internal verification and standardisation meetings. Some centres provide evidence of initial and ongoing reviews of assessment environments.

Some centres have processes in place that take good account of candidate evaluations in their ongoing reviews.

In some cases, the information recorded could be more robust with detailed actions, individuals responsible for implementing these should be identified, and should include dates for completion.

In a few cases, there is limited evidence of centres formally reviewing the areas required for this criterion.

Category 3: Candidate support

Criterion 3.2: Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.

The qualification and verification teams have agreed that this criterion is not applicable to these units, given the limited nature of the units/awards. It is not permissible to match prior achievements against the requirements of these units/awards.

Criterion 3.3: Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.

The qualification and verification teams have agreed that this criterion is not applicable to these units given the limited nature of the units/awards. The nature of delivery does not involve assessment planning as it takes place on a fixed occasion with the assessor present during the course.

Category 4: Internal assessment and verification

Criterion 4.2: Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.

All centres have policy documentation in relation to internal assessment and verification procedures. Evidence of the procedures is contained within centres' policy and procedures manuals.

Most centres provide clearly documented evidence of the implementation of assessment procedures.

Some centres are providing good evidence of implementation of internal verification procedures that cover the stages of internal verification in records of meetings and standardisation meeting minutes. A few centres are ensuring that assessors receive good feedback from internal verifiers. Other centres provide limited feedback.

Not all centres are providing quality evidence of how they are implementing internal verification procedures within the delivery of these qualifications.

Criterion 4.3: Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.

Most centres are using SQA-produced instruments of assessment and marking instructions that meet all the necessary requirements of the assessment criteria within the unit specifications and assessment strategies. Some centres are using centre-produced instruments of assessment and marking instructions that have been prior verified by SQA.

A few centres are using instruments of assessment and marking instructions that have not been prior verified. SQA advises centres using centre-produced instruments of assessment and marking instructions to have these prior verified by SQA to ensure validity. Information about this service is available on this link: https://www.sqa.org.uk/sqa/74665.html.

A few centres are not applying the marking instructions as required. SQA advises these centres to refer to and discuss the marking instructions in standardisation meetings, to ensure they are applying them reliably, equitably and fairly.

Criterion 4.4: Assessment evidence must be the candidate's own work, generated under SQA's required conditions.

Almost all centres have procedures in place to ensure that the work produced by candidates is their own. Understanding and application of centre malpractice and plagiarism policies, as well as the supervisory role undertaken by the assessor during summative assessment, provide evidence of this.

Almost all centres include the signature of the candidate on induction or assessment documentation, as part of a declaration that the work is their own.

Criterion 4.6: Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.

In almost all centres, the candidate evidence that was sampled, provided clear confirmation that assessors are judging candidates' work accurately and consistently against SQA's requirements for the units.

Assessors and internal verifiers demonstrated that they had a good understanding of the marking instructions and standards required.

In a few centres, assessors' interpretation of marking instructions differed and this resulted in some inconsistency in the approach to and outcome of marking. Standardisation should ensure that all assessors reach agreement on acceptable responses to knowledge questions and the standards expected in practical activities with reference to the marking instructions.

Criterion 4.7: Candidate evidence must be retained in line with SQA requirements.

All centres are retaining evidence in line with SQA requirements for internal verification and the annual external verification visit.

Criterion 4.9: Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.

All centres have policies and procedures detailing how feedback from external verifiers is to be disseminated to staff involved in the assessment and internal verification of the SQA qualifications.

Almost all centres provide evidence of the implementation of procedures in minutes of internal verification and standardisation meetings. Minutes of meetings record actions taken in response to the external verification report and specifically agreed actions, recommendations and suggestions from previous external verification visits, providing good evidence that centres meet this criterion.

A few centres did not have records of dissemination of feedback. However, it was evident from the external verification activity that staff had taken account of feedback.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2018–19:

♦ Highly qualified assessors and internal verifiers.
♦ Excellent candidate feedback on the quality of courses.
♦ Good records of CPD, consistent across all staff involved in delivery and easily accessible for updating.
♦ Clear evidence that candidate evaluation feeds into regular ongoing reviews.
♦ Useful and supportive feedback from internal verifiers to assessors.

Specific areas for development

The following areas for development were reported during session 2018–19:

♦ Attendance could be included at standardisation meetings in CPD records.
♦ Ensuring availability of assessor and verifier qualifications and up-to-date CPD records for external verification visits.
♦ Adding elements of criterion 2.4 to the standardisation agenda to ensure adequate evidence is provided of ongoing review of each element.
♦ Taking account of the stages of internal verification in documentation used to record activity (the SQA IV Toolkit HN/SVQ/SQA Advanced may be a useful tool and can be found on this link: https://www.sqa.org.uk/sqa/74679.html.
♦ Referring to marking instructions during standardisation meetings to agree acceptable candidate responses.
♦ Recording actions taken in response to external verification feedback received in reports.