

ITC First

**P9
Record Retention Policy 2017 [1]**

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ITC First

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Website Access

For all policy statements and downloadable documents,

Upload to:

RITS	QR	SR	ITC Public	ITC Server
✓	✓	✓	✓	✓

Record Retention

1. Overview

1.1 The General Conditions of Recognition (B4.2c) & Awarding Body Criteria for SQA (regulatory principles 6), requires awarding bodies to provide details of the data collected upon ITC centres, candidates and qualifications for central monitoring purposes, to the regulatory authorities upon request.

1.2 ITC requires all Centres delivering ITC qualifications to sign an undertaking (C9) to use approved ITC qualification assessment and verification documents and allow access to data by ITC and the regulators upon request.

1.3 The aim of this policy is to ensure that ITC and approved Centres retain sufficient assessment and verification records to allow for the review of assessment over time. For first aid qualifications all assessment evidence is moderated and evaluated by ITC.

1.4 ITC undertakes to forward required data to the regulatory central statistics collecting agencies (Bath Data & SQA) upon request.

1.5 Members of ITC Policy Committee will review this policy annually.

2. Candidate Registration

2.1 The design, content and data collection by candidate registration documents will be reviewed by the regular Policy Committee as required.

2.2 ITC collects the candidate data required by Bath Data and will collect any data requested by the regulatory authorities (QW, SQA, Ofqual).

2.3 Candidate details are stored physically and digitally by ITC.

- a) Physical registration documents for each candidate are **required** to be sent to ITC by Centres and are kept for 5 years centrally.
- b) Digital information is required to produce qualification certificates is stored according to the requirements of the Data Protection Act.

2.4 Candidate details stored from registration document (02) are:

- a) Prefix
- b) First Name
- c) Family (Surname) Name
- d) Date of Birth
- e) Gender
- f) Ethnicity (Groups based upon 2011 census question)
- g) Postal Address
- h) Postcode
- i) Email Address
- j) Telephone
- k) Mobile
- l) Special Needs & Reasonable Adjustment Request

- m) ULN consent
- n) ULN
- o) Undertaking Signature

Registration information is analysed for evidence of potential discrimination by ITC office staff when checking candidate evidence and course administration and the Policy Committee.

Summary evidence is produced as part of the ITC Annual Self-evaluation process.

3. Candidate Assessment

3.1 The design, content and assessment evidence collection documents will be reviewed by the regular Policy Committee as required.

3.2 All physical assessment evidence, collected by Centres is **required** to be sent to ITC, detailing:

- a) What was assessed, when and by whom
- b) The assessment methods
- c) The assessment decision
- d) Tutor and candidate original signatures

3.3 Assessment Quality Assurance

The internal quality assurance record and activity for assessors and candidates to be maintained according to agreed internal verification plan and made available to ITC and regulators upon request.

3.4 Review of Assessment Over Time

- a) The Awards Manager and Awards Managers Assistant review every candidate's assessment information and evaluation document (03) whilst verifying the correct completion of qualification assessment coursework by assessors.
- b) 100% of candidate MCQ's are remarked by ITC Office.
- c) All portfolio evidence is sample moderated by EQA who report to the Chief Verifier regarding risk.
- d) ITC databases can be interrogated for every Centre, tutor, qualification, candidate, question % correct, venue.
- e) The strategic review of assessment over time is part of the terms of reference of the Policy Review Committee.

4. Candidate Evaluation

4.1 The design, content and data collection by candidate evaluation documents (03) will be reviewed by the regular Policy Committee as required.

4.2 ITC collects the candidate data required by Bath Data and will collect any data requested by the regulatory authorities (SQA, QW, Ofqual).

4.3 Candidate details are stored physically and digitally.

- c) Physical evaluation documents for each candidate are **required** to be sent to ITC by Centres and are kept for 5 years centrally.
- d) Digital information is required to produce qualification certificates or internal analysis is stored according to the requirements of the Data Protection Act.

E.g. Typical First Aid evaluation 2016. Candidate details stored from evaluation document (03) are:

Circle all the words that best describe your experience and add any comment

Boring OK Enjoyable More confident
Irrelevant Satisfactory Informative Motivating

Queries

No	Question	Yes	No
1	The pre-course information before the event was useful		
2	The event location was easy to find		
3	The event met my statutory, regulated or NGB needs		
4	The programme was well planned for the aim of the course		
5	The length of the event was sufficient to cover the programme		
6	The course resources and equipment were sufficient		
7	The methods of instruction used by the trainer were appropriate		
8	The methods of assessment used by the course were appropriate		
9	Assessment methods were clearly explained at the beginning of the course		
10	The assessment was adapted fairly for those who required it to be adapted		
11	The complaints & appeals procedure were clearly explained at the beginning		
12	The event was free from race, disability or gender discrimination		
13	The domestic arrangements at the venue were suitable		

1 = Strongly disagree 2 = Disagree 3 = Partially agree 4 = Agree 5 = Strongly agree

No	Question	1	2	3	4	5
				☹		☺
14	Overall I would rate my experience at this event as worthwhile					
15	The event met my personal development needs					
16	The quality of instruction was high					
17	After this event I feel more confident to deal with First Aid situations					
18	I would recommend this course to other friends / colleagues					

- Do you have any general comments about the event?
- Do you have suggestions for improving this event?
- Are there any other qualifications that you wish ITC to develop?

Please add any comments here

4.4 To elicit further feedback and market intelligence from candidates and confirm evaluation authenticity an evaluation data handling process has been initiated by the ITC web database since January 2011.

Further information is requested,

- a) Further Training information request (name + address required)
- b) Email address (for reminder of qualification lapse in 3 years time)
- c) Further information of a general nature
- d) Market research (suggestions for further qualification development)

5. Special needs or reasonable adjustments

5.1 All requests for reasonable adjustments (C4) or special needs (C7) will be archived for annual analysis by the Policy Committee.

6. Summary of Record Retention

6.1 ITC collects registration, assessment, verification and evaluation evidence from candidates and qualifications for analysis to inform compliance with current equality legislation and future development.

6.2 Key information is given a numerical value to allow quantitative analysis by course / qualification, centre or time. This is summarised in the annual self-evaluation reports.

6.3 Each evaluation document is scrutinised by ITC Office staff and appropriate (negative or illustrative) comment logged for analysis by the Policy Committee.

6.4 All physical evidence for first aid qualifications is to be forwarded to ITC who will archive for a minimum of 5 years in line with HSE former requirements. Centres are to maintain a digital record (suggest mobile phone photo or digital scan) of register and completed assessment plan to allow the awarding of a first aid qualification in the event of postage problem.

6.5 All evidence agreed with ITC to be stored by the Centre will be archived for 5 years. There is no ITC requirement for Centres to store any candidate data as this function is undertaken by ITC for first aid qualifications.

6.6 If candidates request exemption or recognition of prior learning, credit transfer or a SCN/ULN then the Centre should contact ITC who will assist the Centre perform these functions.

7. Rationale for 5 year archive undertaking (first aid qualifications)

7.1 ITC qualifications are for life but the license to practice is only for 3 years. Thus if the first aid qualification is required as a unit for a larger qualification, the larger qualification will remain valid. If the qualification is required in its own right then it will have to be re-validated by attending another first aid qualification training course.

Since 1996 and the onset of ITC operation, no information has been requested for candidates or assessment decisions more than 3 years old.