

**ITC First**

**P9  
Record Retention Policy 2019 [1.2]**

**February 2020**

## ITC First

Trading name for  
ITC First Aid Ltd  
Registered in England  
Company Number 5750596  
VAT Number 928 7798 51

### Postal Address

ITC First  
The White House  
4 Church Square  
Hartlepool  
TS24 7EQ

**Telephone**            0345 370 7610 (local rate from anywhere in UK)

### Ask for

ITC Chief Executive Officer for all queries regarding ITC operations.

**E-mail**                    [mail@itcfirst.org.uk](mailto:mail@itcfirst.org.uk)

**Website**                 [www.itcfirst.org.uk](http://www.itcfirst.org.uk)

### Website Access

For all policy statements and downloadable documents,

Upload to:

Ofqual Portal	SQA Accreditation SharePoint	ITC WebOffice Support Resources	ITC Public Website	ITC Server
x	✓	✓	✓	✓

## Record Retention Policy

### 1. Overview

1.1 The General Conditions of Recognition for Ofqual (B4 and subsections within) and Regulatory Principles of SQA Accreditation (Regulatory Principle 6), require awarding organisations/bodies to provide details of the data collected for Centres/providers, learners 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 quality assurance (including 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 quality assurance (including verification) records to allow for the review of assessment over time. For first aid qualifications all assessment evidence is reviewed and evaluated by ITC.

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

1.5 Senior Officers of ITC and the Policy Review Committee will review this policy as required.

### 2. Learner Registration

2.1 The design, content and data collection by learner registration documents will be reviewed by Senior Officers of ITC and submitted to the Policy Review Committee for further review and approval as required.

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

2.3 Learner details are stored physically and digitally, initially by ITC (for approximately 3 months) and then digitally only, up until 5 years have passed.

- a) Registration documents for each learner are **required** to be sent to ITC by Centres and are kept for 5 years centrally, unless an alternative arrangement is agreed between the Centre and ITC.
- b) Digital information is required to produce qualification certificates and is stored according to the requirements of the General Data Protection Regulation.

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

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

2.5 Registration information is analysed for evidence of potential discrimination by ITC office staff when checking learner evidence and course administration, and any incidents or trends that emerge are reviewed by the Policy Review Committee at a minimum of annual review. This summary evidence is produced as part of the ITC Annual Self-evaluation process within the Equality & Diversity Report with aspects embedded within the Qualifications and Awarding Reports.

### **3. Learner Assessment**

3.1 The design, content and assessment evidence collection documents will be reviewed by the Qualifications Manager and also by the Assessment Standards Team with reports submitted to the Policy Review Committee as required.

3.2 All assessment evidence, electronic and physical, (unless an alternative arrangement is agreed between the centre and ITC) 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) Assessor and learner original signatures.

#### **3.3 Assessment Quality Assurance**

The internal quality assurance records and activities for assessors and learners are to be maintained according to the agreed internal quality assurance plan of a Centre and made available to ITC and regulators upon request.

#### **3.4 Review of Assessment Over Time**

- a) The ITC Office team review learners' assessment information and evaluation documents (03) whilst verifying the correct completion of qualification assessment coursework by assessors. The Finance and Quality Assurance Manager oversees and quality assures these processes to enable awards to be made and certificates issued.
- b) 100% of candidate multiple choice questions are remarked by the ITC Office team for external moderation purposes.
- c) All portfolio evidence is sampled and externally moderated by an External Quality Assurer who reports to the Awards Manager to enable the qualification to then be awarded for a cohort, and who also reports to the Chief Verifier regarding risk of a Centre in regard to delivering such portfolio qualifications.
- d) ITC databases can be interrogated for every Centre, assessor, qualification, learner, venue, and in a separate database, the assessment data for each learner including the percentage of multiple choice questions correctly answered.
- e) The strategic review of assessment over time is part of the terms of reference of the Policy Review Committee and is mainly undertaken by the Assessments Standard Team, a sub-committee of Policy Review Committee (CG1).

### **4. Learner Evaluation**

4.1 The design, content and data collection by learner evaluation documents (03) will be reviewed by Senior Officers and subsequently the Policy Review Committee as required.

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

4.3 Learner details are stored physically and digitally as detailed in section 2.3 of this document.

- c) Physical and/or electronic evaluation documents for each learner 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 for internal analysis and is stored according to the requirements of the General Data Protection Regulation (2018).

Example of a typical First Aid evaluation form. Learner details are stored from evaluation documents

*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 learners 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 considerations (C7) will be archived for annual analysis within the Equality & Diversity Report reviewed by the Policy Review Committee.

## **6. Summary of Record Retention**

6.1 ITC collects registration, assessment, quality assurance (verification) and evaluation evidence from learners and qualifications for analysis to inform compliance with current equality legislation and to aid future development of qualifications.

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 Review Committee.

6.4 All evidence for qualifications is to be forwarded to ITC in either physical or electronic form who will archive for a minimum of 5 years in line with former HSE requirements. Centres are to maintain an electronic or physical record of registers and completed assessment plans to allow the awarding of a qualification in the event of postage problems.

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 learner data as this function is undertaken by ITC for qualifications.

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

6.7 All data is stored in line with the General Data Protection Regulation, in force since May 2018.