



Qualsafe Level 3 Award in
Paediatric First Aid
(Annual Refresher) (RQF)

Qualification Specification

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Key qualification information

Qualification number:	603/3153/7
Operational start date:	26 April 2018
Total Qualification Time (TQT):	4
Guided Learning Hours (GLH):	3
Number of units:	1 mandatory unit
Credit value:	1
Assessment methods:	Practical assessment – 4 completed throughout the course

Qualsafe Awards

Not only is Qualsafe Awards (QA) one of the largest Awarding Organisations (AO) in the UK, we are also the biggest AO for First Aid qualifications, making us an extremely trusted and recognisable name that employers look for when selecting a training provider.

We are recognised and regulated by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and the Northern Ireland Council for the Curriculum, Examinations and Assessment (CCEA). This means we can offer Centres an extensive range of qualification suites including First Aid; Prehospital Care; Health and Safety; Mental Health First Aid; Licensing; Food Safety; Fire Safety; Education and Training; Manual Handling and Health and Social Care.

With a specialist team of subject matter experts on hand to support our Centres, including A&E Consultants, doctors, paramedics, nurses, physiotherapists and specialists in other sectors such as mental health, you can be confident that you are truly working with the industry experts.

Qualification overview

This qualification forms part of the QA First Aid suite of qualifications. The qualification and learning outcomes are based on the recommendations of:

- Resuscitation Council (UK)
- Statutory Framework for the Early Years Foundation Stage (EYFS)
- A distinguished panel of experts in emergency medical care

This QA qualification is for people who work with or look after children, enabling them to have a basic knowledge of how to deal with paediatric first aid situations.

Learners should be able to demonstrate the practical administration of safe, prompt, effective paediatric first aid in situations which can arise when looking after children.

This qualification outlines a range of practical skills for providing first aid to infants and children. Learners will practise assessing and managing an incident and demonstrate how to treat a variety of serious conditions.

This qualification specification provides information for Centres about the delivery of the Qualsafe Level 3 Award in Paediatric First Aid (Annual Refresher) (RQF) and includes the unit information, assessment methods and quality assurance arrangements.

Objective

The objective of the qualification is to benefit Learners by preparing them to deal with a range of paediatric first aid situations. It is designed to help maintain skills and keep up to date with any changes to paediatric first aid procedures.

Structure

This qualification contains 1 mandatory unit with a Total Qualification Time (TQT) of 4 hours. Full details of this unit are in *Appendix 1*.

Learners must complete all assessments successfully within the registration period to achieve the qualification. The maximum period to achieve this qualification including any referrals is 3 weeks.

TQT is the total number of hours required for a Learner to achieve this qualification. It has 2 elements:

- Guided Learning Hours (GLH) is the time a Learner is being taught and assessed under the immediate guidance of a Trainer/Assessor, which for this qualification is 3 GLH, and

- The number of hours a Learner will reasonably be likely to spend in preparation and study as directed by but not under the immediate guidance or supervision of a Trainer, e.g. pre-course reading, which for this qualification is 1 hour

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process for recognising any learning undertaken or assessments attained by a Learner. The Learner must prove they have met some or all the learning outcomes or assessment criteria for this qualification before RPL can be considered.

Any evidence submitted as RPL must be, valid, authentic, reliable, current and specific.

In some cases, Centres may need to produce mappings against QA learning outcomes and assessment criteria to confirm comparability of qualification certificates or evidence being submitted. Mapping templates created by QA must be used for this proves. Please see the *QA Recognition of Prior Learning (RPL) Policy* for further details.

RPL is considered for this qualification. The potential outcomes could include reduction or exemption of:

- Learning outcomes or GLH
- Assessments

RPL for this qualification must approved by QA prior to implementation. Note: Charges may apply.

Entry requirements

Learners must be at least 14 years old on the first day of training and be able to perform practical tasks at floor level. There are no other formal entry requirements but we strongly recommend that Learners have a minimum of Level 1 in literacy and numeracy or equivalent.

Other course requirements

Due to the practical nature of this course, Learners should wear appropriate clothing and footwear, e.g. trousers and flat footwear.

Requalification requirements

This qualification is valid for 1 year. The Learner should retake the qualification before the certification expiry date.

The Learner should retake their primary paediatric first aid qualification before the 3-year expiry date to maintain the sequence of training recommendations issued by the EYFS (illustrated in Fig.1).

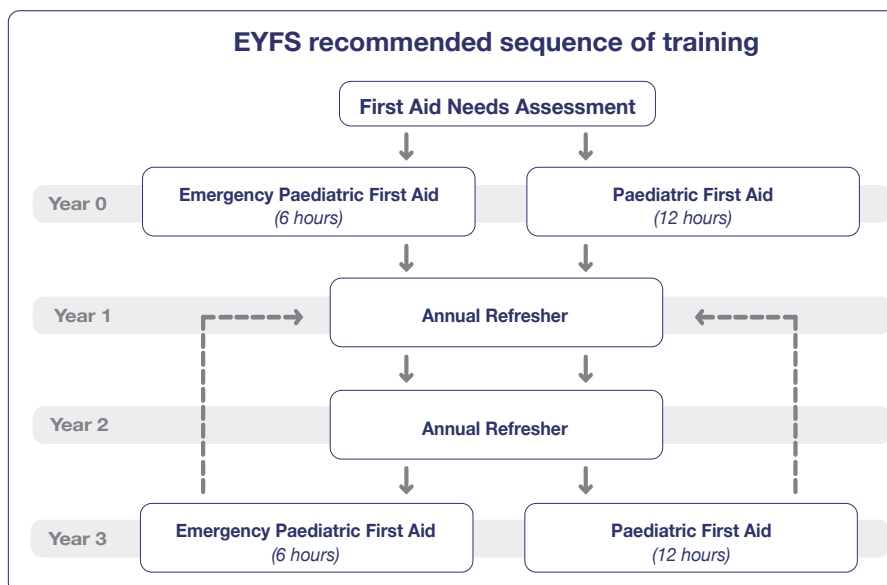


Fig. 1

Qualification approval requirements

Qualsafe Awards requires the Centre:

- To have appropriate policies, systems and procedures in place
- To appoint suitable individuals from their personnel team to train, assess and quality assure their QA qualifications
- To have suitable and adequate venues, equipment and learning resources

In order to secure and maintain approval from QA, Centres need a minimum staffing requirement for each qualification suite they deliver, which for this qualification is:

One Trainer/Assessor	Responsible for the delivery and assessment of qualifications
One Internal Quality Assurer	Responsible for quality assuring the delivery, assessment and awarding of this qualification

Qualsafe Awards requires the Centre staff to read and understand QA's key policies and procedures, and to abide by their contents.

Trainer

All Trainers should have the skills, knowledge and experience to be able to teach and demonstrate the subject. Each Trainer must be approved by Qualsafe Awards and provide evidence of:

1. A First Aid at Work qualification/medical registration as shown in *Appendix 2*
2. An acceptable teaching/training qualification as shown in *Appendix 3*
3. An acceptable log/record of teaching first aid as shown in *Appendix 2*

Trainers are expected to keep up to date with the subject area and provide evidence of continuing professional development (CPD).

Assessors

All Assessors should have the skills, knowledge and experience to be able to assess the subject. Each Assessor must be approved by Qualsafe Awards and provide evidence of:

1. A First Aid at Work qualification/medical registration as shown in *Appendix 2*
2. An acceptable assessing qualification as shown in *Appendix 3* **or** attendance at relevant CPD training with an Awarding Organisation (AO)
3. An acceptable log/record of assessing first aid as shown in *Appendix 2*

There is no requirement for a separate Assessor when delivering this qualification. Trainers can perform the role of both Trainer and Assessor providing they meet the requirements for each role.

Assessors are expected to keep up to date with the subject area and provide evidence of CPD.

Internal Quality Assurers

Internal Quality Assurers (IQAs) of this qualification must have knowledge and competency in first aid as well as knowledge and competency in internal quality assurance. Each IQA must be approved by Qualsafe Awards and provide evidence of:

1. A First Aid at Work qualification/medical registration as shown in *Appendix 2*
2. An acceptable internal quality assurance qualification as shown in *Appendix 4* **or** attendance at relevant CPD training with an Awarding Organisation (AO)

IQAs are expected to keep up to date with the subject area and provide evidence of CPD.

They must also:

- Have knowledge of the requirements of the qualification they are quality assuring at the time the assessment is taking place
- Have knowledge and understanding of the role of IQAs
- Attend training delivery and observe assessments being carried out
- Carry out other related internal quality assurance

Full details of the Centre's requirements for internal quality assurance are in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Note: IQAs cannot quality assure a course for which they were the Trainer and/or Assessor.

Venue and equipment

Quality training involves using premises conducive to learning and it is a Centre's responsibility to make sure all venues used for training and assessment purposes are suitable and adequate – whether these are hired or in-house training rooms. They must also comply with all current legislation.

In addition, it is important to use a wide range of equipment and learning resources to support delivery.

As a minimum, Centres must make sure their venues, equipment and other resources include:

Resource/area:	Requirements:
Resuscitation manikins	Provide a minimum ratio of 1 child manikin to every 4 Learners and 1 baby manikin to every 4 Learners to facilitate training and assessment of rescue breaths, chest compressions and Automated External Defibrillation (AED) pad placement.
Hygiene	Sufficient procedures to maintain hygiene when using resuscitation manikins and other training equipment.
Audio visual (AV) equipment and training aids	Sufficient AV equipment and training aids to facilitate learning using varying teaching methods.
Learning materials	Provide Learners with clear and accurate reference books/handouts covering the topics included in the qualification.
AED trainers	For qualifications including AED training, at least 1 AED trainer to every 4 Learners. If fewer AED trainers are provided, adjust learning hours/lesson plans accordingly to make sure Learners are not disadvantaged.
Choking vest/manikins	Provide Learners with suitable choking vests or manikins to facilitate training and assessment of back blows and abdominal thrusts.
Training venue	The training venue must meet acceptable health and safety standards and be conducive to learning, with sufficient: size, floor surfaces, seating, writing surfaces, toilet facilities, ventilation, lighting, heating, access, exits, cleanliness, absence of distracting noise.

Optional catastrophic bleeding practical assessment

The following resources are required for the optional catastrophic bleeding practical assessment:

- A manufactured tourniquet
- Equipment required for the application of an improvised tourniquet
- A replica wound with training equipment for wound packing (ideally)
- Imitation haemostatic dressings or other dressings

Course/Centre administration

Registering Learners

Register Learners with Qualsafe Awards in accordance with the guidance in the *QA Centre Handbook*.

Certification

After a Learner has completed an assessment, unit or qualification, whether they have passed or not, Centres must enter the details and assessment results on the QA Customer Portal at: www.qualsafeawards.org

Centres will be given login details and guidance on using the QA Customer Portal when they are approved to deliver a QA qualification.

The Learner receives a certificate on achieving this qualification.

Learners who complete the optional training and assessment for use of tourniquets and haemostatic dressings have additional text included on their certificate to acknowledge these skills.

The certificate date is the date the Learner achieves the final unit. This qualification is valid for 1 year.

Qualsafe Awards recommend Learners complete annual refreshers every year to maintain their basic skills and keep up to date with any changes to first aid procedures.

QA have developed a verification tool that means the validity of every certificate can be verified online. This verification tool can be found on the QA website.

Delivery and support

Learner to Trainer ratio

To maintain the quality of training and assessment, make sure the class ratio is no more than 12 Learners to 1 Trainer. Never allow more Learners on the course than you can cater for during the assessment.

Delivery plan

Qualsafe Awards provides Centres with a complimentary course programme and detailed lesson plans, which are carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments.

For Centres wanting to include additional skills, we have created an additional session for catastrophic bleeding, including use of tourniquets and haemostatic dressings.

Centres not using QA lesson plans, which are created and provided free on qualification approval, must submit their own delivery plan and have it approved by us **before** delivering this qualification. Note: Charges may apply. The delivery plan should:

- Include a course timetable and detailed lesson plans, clearly showing the required subjects and criteria/ learning outcomes are covered and the minimum 3 guided learning hours are met
- Be carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments
- Be emailed to: info@qualsafeawards.org
- Include a course timetable and detailed lesson plans, clearly showing the required subjects and learning outcomes/assessment criteria are covered and the minimum 3 guided learning hours are met

Learning materials

Centres must provide each Learner with suitable reference materials that covers the lesson plans and learning outcomes for this qualification. We recommend:

- *Paediatric First Aid Made Easy* by Nigel Barraclough

Centres can choose alternative books or other learning materials but these **must be approved** by Qualsafe Awards prior to use. Note: Charges may apply.

Ongoing support

Qualsafe Awards Centres should provide appropriate levels of support to Learners throughout the qualification. The purpose of the support is to:

- Assess knowledge and competence in relation to learning outcomes and the detailed assessment criteria of the units within the qualification, see *Appendix 1*
- Give Learners feedback on their progress and how they might be able to improve

Assessment

Overview

The Qualsafe Level 3 Award in Paediatric First Aid (Annual Refresher) (RQF) skills and knowledge should be taught and assessed in accordance with currently accepted first aid practice in the UK.

Methods

Qualsafe Awards has devised externally set, internally marked assessment tools to make sure Learners are assessed against the required knowledge, skills and understanding, as detailed in the learning outcomes and assessment criteria shown in *Appendix 1*. Centres should download all assessment papers from the QA Customer Portal in advance of the course. For this qualification there are:

- Practical assessments – observed by the Trainer throughout the course, with the results of each learning outcome recorded on the practical assessment paperwork, see *QA Guide to Assessing First Aid Qualifications*. There are 4 mandatory and 1 optional practical assessment for this qualification:
 - Child CPR and safe use of an AED
 - Infant CPR and safe use of an AED
 - Unconscious casualty
 - Choking casualty (paediatric)
 - Catastrophic bleeding (optional)

There are 2 possible grades available of Pass or Fail. All mandatory areas of assessment must individually meet or exceed the required pass criteria/mark for the Learner to achieve this qualification.

Note: The practical assessments are shown together on a single sheet. The uniquely numbered sheets give each Learner a unique identifier for our computer systems.

Note: Centres should download all assessment papers from the QA Customer Portal in advance of the course.

Access to assessment

Qualsafe Awards is committed to equality when designing the assessments for this qualification. Centres can make sure they do not unfairly exclude the assessment needs of a particular Learner by following the *QA Access to Assessment Policy* to determine whether it is appropriate to make a:

- Reasonable adjustment or
- Special consideration

When a reasonable adjustment is made or requested, e.g. written or theory assessment delivered verbally, Centres must complete a Reasonable Adjustment Form and send it to QA with any relevant supporting evidence. Centres should retain a copy of this form for their own records.

Learners may be eligible for special consideration if they have been affected by adverse circumstances beyond their control. A Special Consideration Request Form should be completed and sent to QA for consideration with relevant supporting evidence prior to implementation. Centres should retain a copy of this form for their own records.

Note: If you have any suggestions for improvements, please let us know.

Learners should be informed about Centre's and QA's appeals and complaints procedures and how they can access these. Information about these procedures can be found in the QA *Training Commitment* which should be presented to Learners during their course.

Specific equality issues relevant to this qualification

It is important no Learner is turned away from a training course due to disabilities or impairments. However, to assess competence and gain certification, the Learner will need to demonstrate certain practical skills. For instance, for first aid qualifications the Learner must be assessed performing practical tasks such as CPR, as per *QA Guide to Assessing First Aid Qualifications*. To pass the assessment, the Learner must demonstrate the required practical skills without assistance from a third party.

Informal record of achievement

If a Learner with disabilities cannot perform 1 or more of the practical tasks required, it may be possible for the Centre to provide a letter recording the learning outcomes that the Learner achieved. For example, a Learner may be able to demonstrate chest compression only CPR and instruct a third party how to place a casualty in the recovery position. The letter should clearly state that "this record of achievement does **not** constitute a Qualsafe Level 3 Award in Paediatric First Aid (Annual Refresher) (RQF)".

Assessment language

Assessment in British Sign Language (BSL) may be permitted for this qualification for the purpose of a Reasonable Adjustment. See *QA Access to Assessment Policy*.

Assessment in languages other than English may be permitted. However, the certificate issued could only be used to support a role in the workplace as long as a proficiency in English is not required for the role supported by this qualification. See *QA Language Policy*.

Prior approval from QA is required before any assessment is delivered through BSL or a language other than English. Any request will be considered in terms of viability and there may be charges depending on the work required to meet the request, e.g. translating assessment papers.

If a Learner passes the assessment process in another language or through BSL, their certificate will show extra information, including the language of assessment and if required, confirmation of the context in which the certificate can be used.

Quality assurance

Centre internal quality assurance

The Centre is required to sample a reasonable amount of assessments as part of the quality assurance of the qualification. This standardisation of assessment across Learners and Trainers is to make sure there is fairness and consistency in assessment practices. Centres are required to adhere to QA's internal quality assurance requirements. Further details can be found in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Centres must retain all Learner documents and records for a period of 3 years and make sure these are available for review by Qualsafe Awards or our representatives, e.g. External Quality Assurers (EQAs), on request.

Qualsafe Awards external quality assurance

Qualsafe Awards operates a system of ongoing monitoring, support and feedback for approved Centres.

QA employs a risk-based model to decide the frequency of external quality assurance activity.

Further details of the Qualsafe Awards' external quality assurance programme can be found in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Further information

Contact us

If you have any queries or comments we would be happy to help you, contact us:

Email: info@qualsafeawards.org

Tel: 0330 660 0899

Useful addresses and websites

- Qualsafe Awards, City View, 3 Wapping Road, Bradford, BD3 0ED www.qualsafeawards.org/home
- Office of Qualifications and Examinations Regulation (Ofqual): www.gov.uk/government/organisations/ofqual
- Scottish Qualifications Authority (SQA) Accreditation: <http://accreditation.sqa.org.uk>
- Qualifications Wales: www.qualificationswales.org
- Council for the Curriculum Examinations and Assessment (CCEA): <https://ccea.org.uk/regulation>
- Health & Safety Executive (HSE): www.hse.gov.uk
- Resuscitation Council (UK): www.resus.org.uk

Appendix 1 – Qualification unit

The Qualsafe Level 3 Award in Paediatric First Aid (Annual Refresher) (RQF) has 1 unit that Learners are required to complete in order to achieve the qualification.

Title:	Paediatric first aid annual refresher
GLH:	3
Learning outcomes The Learner will:	Assessment criteria The Learner can:
1. Be able to assess an emergency situation safely	1.1 Conduct a scene survey 1.2 Conduct a primary survey on an infant and a child 1.3 Identify when to call for help
2. Be able to provide first aid for an infant and a child who is unresponsive and not breathing normally	2.1 Identify when to administer Cardiopulmonary Resuscitation (CPR) to an unresponsive infant and an unresponsive child who is not breathing normally 2.2 Administer CPR using an infant and a child manikin
3. Be able to provide first aid for an infant and a child who is unresponsive and breathing normally	3.1 Place an infant and a child in the recovery position 3.2 Continually monitor an infant and a child whilst they are in the recovery position 3.3 Assist an infant and a child who is experiencing a seizure
4. Be able to provide first aid for an infant and a child who is choking	4.1 Identify when choking is: <ul style="list-style-type: none"> • Mild • Severe 4.2 Administer first aid to an infant and a child who is choking

Note: Full and detailed qualification content is available to approved Centres in the form of lesson plans and a training presentation which are provided free of charge.

Other information	<p>Not breathing normally: must include agonal gasps</p> <p>CPR: Must include: 'correct placement of AED pads' and 'follows AED instructions'</p> <p>Recovery position: A position that maintains a stable open draining airway</p> <p>Administer first aid: Provide appropriate help to a child or infant (baby), manage the situation and seek appropriate assistance when necessary</p>
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Appendix 2 – Occupational knowledge, competence and experience

Occupational knowledge and competence

All Trainers, Assessors and IQAs must have occupational knowledge and competence in first aid.

Acceptable evidence includes:

- Holding a current First Aid at Work Certificate issued by an issued by an Ofqual/SQA Accreditation/Qualifications Wales/CCEA Regulation recognised Awarding Organisation/Body, (or equivalent*)
- Holding a current Paediatric First Aid Certificate issued by an issued by an Ofqual/SQA Accreditation/Qualifications Wales/CCEA Regulation recognised Awarding Organisation/Body, (or equivalent*)
- Holding a current Offshore First Aid Certificate issued by a HSE approved training provider **or**
- Current registration as a Doctor with the General Medical Council (GMC)** **or**
- Current registration as a Nurse with the Nursing and Midwifery Council (NMC)** **or**
- Current registration as a Paramedic with the Health and Care Professions Council (HCPC)**

*recognised First Aid at Work certificate equivalents must be submitted to QA with comprehensive mapping which evidences that all assessment criteria of the FAW qualification have been achieved within the past 3 years.

**registered healthcare professionals must act within their scope of practice and therefore have current expertise in first aid to teach/assess the subject.

Teaching experience

All Trainers must have experience in teaching first aid. Acceptable evidence includes either of the following:

- A 36-hour log of teaching first aid within 3 years. At least 1 First Aid at Work qualification delivered within 6 months **or**
- A record of being observed by a qualified/approved Trainer within 12 months, during which practical and theoretical topics were delivered competently for a duration of 6 GLH

Assessing experience

All Assessors must have experience in assessing first aid. Acceptable evidence includes either of the following:

- A log of performing assessments on 6 first aid courses within 3 years **or**
- A record of being observed by a qualified/approved Assessor within 12 months, during which 4 practical and 1 theoretical assessment were delivered competently

Appendix 3 – Acceptable training/assessing qualifications

This list is not exhaustive but provides a guide to acceptable training and/or assessing qualifications. Trainers who also assess Learners competence must hold an acceptable assessor qualification) to enable them to perform both functions.

Qualification	Train	Assess
Current qualifications <i>(available for new trainers/assessors to undertake):</i>		
Level 3 Award in Education and Training	√	√
Level 4 Certificate in Education and Training	√	√
Level 5 Diploma in Education and Training	√	√
Level 3 Award in Teaching and Assessing in First Aid Qualifications (QCF or RQF)	√	√
Cert Ed/PGCE/B Ed/M Ed	√	√
SVQ 3 Learning and Development SCQF Level 8	√	√
SVQ 4 Learning and Development SCQF Level 9	√	√
TQFE (Teaching Qualification for Further Education)	√	√
Planning and Delivering Learning Sessions to Groups SCQF Level 6 (SQA Unit)	√	√
SCQF Level 6 Award in Planning and Delivering Learning Sessions to Groups (SQA Accredited)	√	√
L&D Unit 6 Manage Learning and Development in Groups SCQF Level 8 (SQA Accredited)	√	
L&D Unit 7 Facilitate Individual Learning and Development SCQF Level 8 (SQA Accredited)	√	
L&D Unit 8 Engage and Support Learners in the Learning and Development Process SCQF Level 8 (SQA Accredited)	√	
Carry Out the Assessment Process SCQF Level 7 (SQA Unit)		√
Level 3 Award in Assessing Competence in the Work Environment		√
Level 3 Award in Assessing Vocationally Related Achievement		√
Level 3 Award in Understanding the Principles and Practices of Assessment		√
Level 3 Certificate in Assessing Vocational Achievement		√
L&D Unit 9DI Assess Workplace Competence Using Direct and Indirect Methods SCQF Level 8 (SQA Accredited)		√
L&D Unit 9D Assess Workplace Competence Using Direct Methods SCQF Level 7 (SQA Accredited)		√
Other acceptable qualifications:		
CTLLS/DTLLS	√	√
PTLLS with unit 'Principles and Practice of Assessment' (12 credits)	√	√
Further and Adult Education Teacher's Certificate	√	√
IHCD Instructional Methods	√	√
IHCD Instructor Certificate	√	√
English National Board 998	√	√
Nursing mentorship qualifications	√	√
NOCN Tutor Assessor Award	√	√
S/NVQ Level 3 in Training and Development	√	√
S/NVQ Level 4 in Training and Development	√	√
PDA Developing Teaching Practice in Scotland's Colleges SCQF Level 9 (SQA Qualification)	√	√

PDA Teaching Practice in Scotland's Colleges SCQF Level 9 (SQA Qualification)	√	
PTLLS (6 credits)	√	
Regulated Qualifications based on the Learning and Development NOS 7 Facilitate Individual Learning and Development or NOS 6 Manage Learning and Development in Groups	√	
Training Group A22, B22, C21, C23, C24	√	
Learning and Teaching – Assessment and Quality Standards SCQF Level 9 (SQA Unit)		√
A1 Assess Candidates Using a Range of Methods or D33 Assess Candidates Using Differing Sources of Evidence		√
Conduct the Assessment Process SCQF Level 7 (SQA Unit)		√
A2 Assess Candidate Performance through Observation or D32 Assess Candidate Performance		√
Regulated Qualifications based on the Learning and Development NOS 9 Assess Learner Achievement		√

Note: Assessors who do not hold a formal assessing qualification may alternatively attend *First Aid Assessor CPD Training* with an Awarding Organisation.

Appendix 4 – Qualifications suitable for internal quality assurance

This list is not exhaustive but provides a guide to acceptable IQA qualifications:

L&D Unit 11 Internally Monitor and Maintain the Quality of Workplace Assessment SCQF Level 8 (SQA Accredited)
Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
Conduct the Internal Verification Process SCQF Level 8 (SQA Unit)
Regulated Qualifications based on the Learning and Development NOS 11 Internally Monitor and Maintain the Quality of Assessment
V1 Conduct Internal Quality Assurance of the Assessment Process or D34 Internally Verify the Assessment Process
Internally Verify the Assessment Process SCQF Level 8 (SQA Unit)

Note: IQAs who do not hold a formal internal quality assurance qualification may alternatively attend *Internal Quality Assurance CPD Training* with an Awarding Organisation.