

A2E First Aid Training

Record Retention Policy

Record Retention

1. Overview

1.1 For ITC First (ITC) first aid qualifications, A2E First Aid Training (A2E) has completed and signed undertaking documents outlining agreed commitments in accordance with ITC published procedures. This enables A2E to deliver approved ITC qualifications, use assessment and verification documents.

1.2 As part of regulated procedures candidate data is utilised by A2E for legitimate administrative purposes and, by ITC and the regulators upon request.

1.3 The aim of this policy is to ensure that A2E retains sufficient assessment and verification records to allow for the review of assessment over time.

1.4 For ITC first aid qualifications all assessment evidence is moderated and evaluated by ITC.

1.5 For non-ITC certificated first aid qualifications (e.g. short courses, taster sessions) A2E will store contact details digitally and original registration and assessment evidence physically for 5 years in line with any insurance requirements and data protection legislation.

2. Booking forms

Relevant contact details are collected in order to answer queries, send out course joining instructions and invoice for courses, see **Appendix 1**. Once a course has been completed, places paid for and certificates posted there is no need for this information to be retained by A2E so course folders containing booking forms will be deleted or paper copies shredded.

3. Candidate Registration

3.1 A2E collects data from its candidates in accordance with defined ITC criteria and supplied documentation.

3.2 Candidate details collected:

- a) Hard copy physical registration documents for each candidate are **required** either to be forwarded to ITC by A2E where they are kept for 5 years centrally by ITC **or** they are **required** to be scanned and sent electronically to ITC and the originals stored securely by A2E for 5 years.
- b) Digital information is forwarded to ITC via secure website and posting by A2E. This data relates to qualifications, the candidates enrolled and their achievement. This is stored by ITC according to the requirements of the Data Protection Act and from May 2018 the EU General Data Protection Regulations.

3.3 Candidate details obtained from registration document (02) are:

Registration Data	Data Use
a) Prefix	a) Certificate
b) First Name	b) Certificate
c) Family (Surname) Name	c) Certificate
d) Date of Birth	d) Equality monitoring + Regulatory
e) Gender	e) Equality monitoring + Regulatory
f) Nationality and Ethnicity (Groups based upon 2011 census questions)	f) Equality monitoring + Regulatory need
g) Postal Address	g) Certificate posting
h) Postcode	h) Certificate posting
i) Email Address	i) Evaluation authentication
j) Telephone	j) Contact + authentication
k) Mobile	k) Contact + authentication

l) Special Needs & Reasonable Adjustment Request	l) Assessment reasonable adjustment
m) ULN consent	m) Regulatory
n) ULN	n) Regulatory
o) Undertaking Signature	o) Authenticity + certificate replacement

4. Candidate Assessment

4.1 A2E collects data from its candidates in accordance with defined ITC criteria and supplied documentation.

4.2 A2E sends all physical assessment evidence it has collected to ITC, detailing:

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

These can be sent as a hard copy or as a scan to ITC. If electronically, the original assessment documents are to be stored securely by A2E for 5 years as in 3.2 above

4.3 Internal Assessment Verification

A2E retains any internal verification records and activity for its assessors and candidates. These are maintained according to agreed internal verification plan and made available to ITC and regulators upon request. This evidence is stored on the secure ITC Web Office database after uploading by this Centre.

5. Candidate Evaluation

Historically, it has been a requirement that Candidate End of Course Evaluation forms have been sent to ITC for analysis and to be stored physically and electronically. This is no longer a requirement. From January 2018 A2E retains all evaluation forms – to be stored for 5 years and to be available to ITC upon request. Any evaluation form comments shared e.g. on the A2E website as testimonials or on the A2E Facebook page or social media is published with the consent of the candidate or remains anonymous. If copies of evaluation forms are sent to e.g. course organisers, all candidate names and personal details (emails) are to be removed.

6. A2E Staff/Employees

This Centre collects data from its staff and employees used for the processing of payroll, invoices, sending of course documentation etc. Also, records of qualifications, training records and CPD for purposes of Quality Assurance. This Centre will treat this data in accordance with data protection principles.

7. Summary of Record Retention for A2E

7.1 This Centre collects and forwards to ITC the registration, assessment, verification and, when requested, evaluation evidence from candidates, assessors and qualifications for analysis to inform compliance with current equality legislation and future development of ITC courses.

7.2 This Centre forwards either hard copy physical evidence or scans to ITC who will archive for a minimum of 5 years in line with regulatory and internal requirements.

7.3 This Centre, as agreed with ITC, retains evidence that will be archived for 5 years. This Centre recognises that there is no need for this Centre to use any candidate registration data such as date of birth or ethnicity and will keep this information secure. The only information that may be used is any individual's or central group organiser's contact details (email and date/type of course) for the purpose of sending out reminders of qualification expiry and upcoming dates of courses, but only where consent has been given on the registration form. Notification of certificate expiry is also undertaken by ITC for ITC first aid qualifications.

Where original course documentation has to be retained by A2E, both digitally and physically, documents will be stored for 5 years in accordance with current data protection principles.

7.4 If candidates request exemption or recognition of prior learning, credit transfer or a ULN then this Centre will contact ITC for advice, who will either perform these functions with the collected candidate data or inform A2E how to do this function.

7.5 This Centre has agreed to utilise Centre staff and employee data as required for the legitimate administration of the Centre, ensuring it is stored securely and only retained for as long as it is required.

8. Rational for 5 year archive undertaking (first aid qualifications)

6.1 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.

9. Accident/ Incident Reports

Any completed accident/ incident/ near miss report forms will be archived by A2E for 7 years or as advised by A2E's insurance company. Personal details will not be shared unless requested by an official body such as HSE or A2E's, the venue's or casualty's insurance company.

Appendix 1

Additional Administration documents stored by A2E

A2E Booking forms – individual

These contain the following information:

Name and title of course booking on to

Contact details for person making the booking (Name & email/ phone)

& Address if joining instructions need to be posted

Contact details for the candidate if different (Name & email/ phone)

In case of any last minute changes e.g. to venue

Contact details for invoicing if invoice or receipt needed

Name & address invoice to be made out to

and contact name & email to send invoice/ receipt to

Special requirements of candidate e.g. related to medical conditions or learning difficulties.

This information is needed so that any necessary adaptations can be made in advance and applications made to the Awarding Body for any reasonable adjustments or special needs (see Equality & Diversity Policy)

A2E Booking forms – group

As above but no need for candidates names and contact details in advance except in the case of someone with special needs.

A2E Invoices

Name & address of payor plus amount paid – copies of invoices stored for 7 years in accordance with business tax requirements

Appendix 2

A2E Non –ITC courses:

To maintain qualification integrity, similar information is collected as with ITC qualifications i.e.

Candidate registration data:

Name - for certificate

Address – for postage of certificates

Telephone & email – for contact

Signature & Date of birth - for authentication & in case of replacement certificate

Assessment evidence –proof of learning and standards met

Records of certificates issued and sent and original A2E certificate templates

As with ITC accredited/ regulated courses this data will be stored securely for 5 years.

Reviewed and Amended June 2018 and appendices added

Reviewed March 2019

Next review due March 2020

Reviewed Feb 2020. Amendments made to 4.2 and 7.3

Next review due March 2021