Qualification Specification

Guidance for Centres

ITC Emergency First Aid for Dogs

Qualification Number: R586 04

ITC First Aid for Dogs

Qualification Number: R587 04

ITC First

Trading Name for
ITC First Aid Ltd
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Website Access
For all policy statements and downloadable documents

Upload to:

Ofqual Portal	SQA Accreditation Share Point	ITC WebOffice Support Resources	ITC Public Website	ITC Google Drive
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Unit Specifications

- UM64 04 Emergency First Aid for Dogs (EFAD)
- UM65 04 First Aid for Dogs (FAD)

Delivery Resources

- GS.DS DFA Qualification Specification [This document]
- A1.D1 EFAD Assessment Plan
- A1.D2 FAD Assessment Plan
- A3.D Refer to Vet Assessment Task
- A4.D Qualification Assessment Guidance
- CPE.D Learner Pack Document List

Internal Quality Assurance

- IQA1: Internal Moderation Process
- IQAD: Internal Quality Assurance Record for DFA Trainer/Assessors

ITC Document Forms

- C4: Access to Training & Assessment Request Form
- C7: Special Considerations Request Form
- F3: Malpractice & Misconduct Report Form
- 05: Replacement Certificate Request Form

ITC Policies

- P1: Customer Charter
- P3: Fees Policy
- P5: Appeals Policy
- P6: Malpractice, Maladministration & Misconduct Policy
- P7: Language Policy
- P8: Equality, Diversity and Assessment Policy
- P9: Record Retention Policy
- P12: Automatic E-mail Policy - Removal from list
- P14: Sanctions Policy
- P15: Withdrawal from Delivery Policy
- P16: Complaints Policy
- P17: Invoice Policy
- P19: Recognition of Prior Learning
- P22: Data Protection and Privacy Policy

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1. General Information

1.1 Using this document

This document has been developed to provide guidance for Centre staff involved in the delivery of the SQA Accreditation approved ITC Emergency First Aid for Dogs and ITC First Aid for Dogs qualification(s).

It explains the administration, assessment and quality assurance requirements for these qualifications.

It directs ITC Centres to appropriate and relevant ITC resources - contents page.

It identifies and lists other ITC documents that Centres are required to be familiar with in order to deliver ITC First qualifications.

1.2 Documented Procedures

ITC is a regulated Awarding Body supporting regulated (SQA Accreditation) qualifications. All who work with ITC are supported by a documented framework of policies and procedures updated regularly on the ITC First website. To see ITC's policies visit:

https://www.itcfirst.org.uk/policies/policies/1.htm

If you are a current Centre, log into your ITC Web-Office and view or download up to date documents from 'Support Resources'.

2. Qualification Details

These qualifications are regulated in Scotland by the external regulators of qualifications – SQA Accreditation.

2.1 Qualification Objectives

ITC Dog First Aid qualifications are a series of two progressive qualifications that aim to provide skills and knowledge for all in contact with dogs.

a) **ITC Emergency First Aid for Dogs**
This qualification provides first aid knowledge & techniques for emergency first aid for dogs. There is no ambulance so owners or carers have to react promptly and effectively and know when to contact or transport to vet.

b) **ITC First Aid for Dogs**
This qualification additionally provides skilful application of techniques as environment and context impact upon first aid management.

These qualifications are aimed at all dog owners and those with a duty of care such as; kennel owners, dog walkers, dog groomers and others in the canine or pet care sector.

2.2 Learner Entry Requirements for this Qualification

a) Previous qualification requirements for Learners of these qualifications.
None.
However learners should receive pre-course information that informs them that they will be participating in an active course that involves some kneeling and touching of others.

b) Prior knowledge, skills or understanding which the Learner is required to have before taking these qualifications.
None.

c) Units which a Learner must have completed before these qualifications will be awarded including any optional routes
There is no requirement to have completed any units previously.

d) Other requirements for a Learner to satisfy prior to assessment or awarding
None.

2.3 Qualification(s) Structure

To meet the requirements of the qualifications the Learner must achieve the mandatory unit(s) required for the particular qualification:

EFAD. One mandatory unit

Qualification title
ITC Emergency First Aid for Dogs
Qualification number
R586 04
Unit title
Emergency First Aid for Dogs
Unit Reference number
UM64 04

The single mandatory unit must be completed in order for the qualification to be achieved.

EFAD Unit Review date: 30 September 2023
Unit title: Emergency First Aid for Dogs
Unit number: UM64 04

The unit has a minimum of 3 hours tutor contact time with the learners.

FAD. Two mandatory units

Qualification title
ITC First Aid for Dogs
Qualification number
R587 04
Unit title
Emergency First Aid for Dogs
Unit Reference number
UM64 04
Unit title
First Aid for Dogs
Unit Reference number
UM65 04

The two mandatory units must be completed in order for the qualification to be achieved.

FAD Unit Review date: 01 September 2023
Unit title: First Aid for Dogs
Unit number: UM65 04

The FAD unit has a minimum of 3 hours tutor contact time with the learners.

ITC Emergency First Aid for Dogs has Notional Learning Hours of 3 hours.
ITC First Aid for Dogs has Notional Learning Hours of 6 hours.

2.4 Learning Outcomes

The units are owned by ITC First and qualification Learning Outcomes and Assessment Criteria are available to ITC Centres upon request.

The qualification covers various aspects of dog first aid:

- Establishing a need for first aid or veterinary intervention.
- Emergency First Aid for Dogs.
- Recognising and managing illness and injuries.
- Assessment to make a call or transport to vet decision.
- Sudden occurrences/conditions requiring first aid.

2.5 Awarding

After the assessment, evidence of achievement will be forwarded to ITC.

A list of outcomes [Pass/Not yet meeting standard] will be confirmed by ITC.

The assessment result is pass, or not yet meeting standard, there is no grading.

ITC will award certificates according to the timescales in the ITC Customer Charter. Awarding can only occur within the qualification lifespan.

Unit certificates may be awarded upon learner request, for any unit completed and passed.

Replacement Certificates are available. Learners must apply using certificate request form 05. There is a small fee payable.

2.6 Age of Learners

The qualification is appropriate for learners of:

a) 16-18 years.
b) 19 years or older.

3. Approval to Deliver ITC DFA Qualifications

There are two routes available to gain ITC approval to deliver ITC DFA qualifications:

a) ITC Centre approval: Current ITC Centres wishing to deliver DFA that deliver other ITC qualifications.
b) Dog First Aid Trainer approval: For sole trader and business that only deliver ITC Dog First Aid qualifications.

3.1 Approval Documents

For Centres:

a) Online Centre application.
b) Centre agreement – C9.

For sole trader only delivering ITC DFA qualifications:

a) Individual Training Provider Agreement – C15.

Both routes will need to consider:

a) Sufficient resources for the delivery the qualification – physical and staffing.
b) Learner access to sufficient resources for the award – learning centre, visual aids, course manual/handout and mentor.
c) Quality assurance procedures – internal assessment and internal or verification.

3.2 Teaching Programme

The teaching programme is delivered according to guidance in the latest version of Teaching, Assessment and Quality Assurance Principles for ITC Dog First Aid Qualifications – TAQAP DFAQ.

a) The minimum tutor contact learning hours value is 3 or 6 hours [excluding breaks].
b) These qualification(s) must be delivered within 3 weeks and the minimum duration of each teaching session is 2 hours.

The content of the teaching programme is the responsibility of the Centre and is developed by the staff team of the Centre. ITC has guidance, advice documents and teaching materials to assist in the development of a teaching programme that can be supplied to Centres upon request.

The course programme is developed from the learning outcomes and assessment criteria for the qualification. A Centre scheme of work containing lesson plans for each session is to be available for scrutiny by ITC External Quality Assurance activity.

3.3 Internal Quality Assurance

The Internal Quality Assurance of this qualification is to be completed by a suitably qualified person as described in the Teaching, Assessment and Quality Assurance Principles for ITC Dog First Aid Qualifications.

The entire learner journey should be quality assured including both training delivery and assessment.

The Centre can employ different methods of monitoring such as observation, sampling, learner interview and must maintain evidence of all meetings, CPD events, standardisation activity in a Central File or similar readily accessible at any time by an ITC representative. ITC has various assessment and moderation template documents available to assist all Centres. See appendices of this document.

Each tutor must benefit from a monitoring session whilst they are delivering and assessing at least once year, although it is anticipated that new tutor/assessors will require more structured professional development and support.

There should be an agreed quality assurance plan that monitors the skills of tutors, with evidence of standardisation maintained for external quality assurance.

The quality assurance plan should describe the internal quality assurance procedures and the evidence to be maintained for external quality assurance.

All Internal Quality Assurance documents and evidence must be archived on the ITC website being available for desk based External Quality Assurance.

3.4 Learner Evaluation

An end of course evaluation form is to be completed by each learner and the data collected used to inform Centre quality procedures. The results of this evaluation review are to be available for scrutiny by ITC External Quality Assurance procedures.

3.5 Protecting the Interests of Learners

Centres will protect the interests of learners and the integrity of the qualification by implementing a coherent series of documents policies and procedures. ITC can provide various template documents upon request.

Access to a Centre complaints and appeals policy is to be provided for every learner upon registration.

3.6 Centre Resources

Centres must have the following resources in place:

a) At least one dog model or manikin for every two learners.

b) Hygiene procedures for ensuring the safety of all learners, e.g. resuscitation face shield per learner.
c) Appropriate wound dressings, vet wrap, restraint and dog casualty transport devices.
d) Training venues suitable for learners kneeling simultaneously, e.g. carpets or protective kneeling mats.

4. Centre (or small business) Staffing

4.1 Tutor Credentials

Introduction
It is anticipated that all Centres will employ staff who are both tutors and assessors of the qualification.

The ITC requires the identification of:
a) A nominated individual to lead the qualification delivery team in the Centre or small business.
b) Occupationally competent tutors with teaching and assessing expertise.
c) IQA procedures:
    i) Either; Internal quality assurance staff that are competent at moderation/verification. Evidence of competence is provided either by holding Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice or equivalent in line with other regulated first aid qualifications.
    ii) Or; Sole traders (Individual Training Providers - ITP) will be internally quality assured by ITC. This will require uploading of video and documentary evidence as well as a programme of announced and/or unannounced visits.

Individual requirements
Suitable tutors require:
a) Teaching / assessing experience:
    i. ITC Dog First Aid Trainer Certificate supported by logbook of training delivery.
b) Occupational area qualification:
    i. A current ITC Dog First Aid (6-hour) or ITC First Aid for Dogs and Dogs Owners (6- hour) certificate.
c) Portfolio logbooks must be maintained:
    i. Training Log.
    ii. Continuous Professional Development Log.

There must be evidence of meeting these requirements on the ITC Website for ITC/Regulators to view.

4.2 Assessor Credentials

Individual requirements
As 4.1

There must be evidence of meeting these requirements on the ITC website for ITC/Regulators to view.

4.3 Internal Quality Assurer Credentials

ITC Centre will undertake IQA according to a programme agreed with their EQA. ITC will provide all quality assurance for Individual Training Providers (ITP) who only deliver Dog First Aid.

Individual requirements
Suitable IQA staff require:

a) Internal Quality Assurance experience and a regulated internal quality assurance qualification supported by an ITC Dog First Aid Trainer Certificate.
   i. Internal Quality Assurance Award or equivalent.
b) Occupational area qualification.
   i. Holding a current ITC Dog First Aid qualification certificate.
c) Maintenance of logbooks:
   i. Training/Assessing/IQA Log.
   ii. Continuous Professional Development Log.

There must be evidence of meeting these requirements on the ITC Website for ITC/Regulators to view.

Internal Quality Assurance requires the nominated individuals to have:

a) Current knowledge of the requirements of the qualification they are quality assuring.
b) Knowledge and understanding of the role of assessors.
c) Monitor all teaching and assessing staff regularly - minimum 6 hours annually by maintaining an IQA plan.
d) Perform or lead other IQA activity, e.g. Deliver/organise standardisation events, develop and maintain sampling plans.

5. Learner Registration

5.1 Selection of Learners

There are no prerequisite entry requirements (literacy, numeracy or ICT) for this qualification. The suggested appropriate level of literacy for this qualification is the ability to read and understand straightforward ideas and information presented in writing in order to be able to answer questions based on their content (based on SCQF L4 Literacy Unit).

Centre staff and prospective learners can view sample assessment materials, indicating the level of literacy, in Section 6 of this document. The sample assessment materials provide an indication of the type and wording of assessment.

Each Centre should have an implement a reasonable adjustment and special consideration policy. These systems and the resulting data must be made available for quality assurance purposes.

5.2 Information to Learners

Pre-course information should be provided to learners containing:

a) Joining details.
b) ID requirements.
c) Expectations of course members, including taking part in kneeling on carpet having physical contact with other course members.
d) Outline of assessment methods.
e) Information on how to request reasonable adjustment to assessment so that learners have a fair assessment opportunity.
f) Contact details for the Centre.

5.3 Registration of Learners

Centres must meet the following requirements;

a) Learners must be registered with ITC within 10 working days of course completion date.
b) Learner registration details must be entered onto ITC WebOffice database.
c) Centres must have procedures in place to confirm the identity of each Learner before they undertake an assessment.

5.4 Learner Identity

Learners must be informed of the requirement to bring suitable identification to the training course [and assessment if not assessed on the day of the course].

5.5 Learner Progression

Other ITC First Aid qualifications.

6. Assessment

6.1 Assessment of the Unit(s)

First aid skills are assessed in EFAD unit.
First aid skills and knowledge are assessed in FAD unit.
Evidence of meeting each assessment criteria is required.

The assessment evidence is generated by practical examination(s) throughout the course by the tutor/assessor and completion of a written task for unit 2.

6.2 Assessment Tasks

Skills
The skills of each learner are continuously assessed by practical examinations throughout the course.

Learners must perform all the **practica**l techniques described in the learning outcomes for this unit to pass, e.g. *Be able to recognise and assist a dog that requires emergency first aid*

Simulation is permitted.

Knowledge
Unit 2 additionally requires the passing of a written (tick list style) assessment task. 5 from 9 correct answers are required to pass, e.g. *What is the immediate action for mild diarrhoea in a 1 year old dog?*

6.3 Internal Assessment + Invigilation

Centres must have internal quality assurance systems to ensure all assessment evidence is authentic, reliable, valid and sufficient with standardisation systems to ensure all staff can make consistent and fair assessment decisions.

Practical competency is to be recorded by the Internal Assessor on the assessment record plan produced by ITC.

Assessment results are to be recorded upon ITC A1.D1 (unit 1) & ITC A1.D2 (unit 2) document or similar Centre generated document(s) approved by ITC External Quality Assurer.

To assist in collecting authentic, reliable, valid and sufficient evidence ITC has developed and is continually updating evidence recording documents. The updated version will always be available from Support Resources on the Centre Web-Office. Including:

- A1.D1 EFAD Assessment Plan.
- A1.D2 FAD Assessment Plan
- A3.D FAD Assessment Task
- A3.DR FAD Assessment Task – Referral.
- A4.D E/FAD Qualification Assessment Guidance.

These two qualifications can be delivered remotely using a virtual learning platform (VLE). To use such methods, permission must be given, IN ADVANCE, by ITC to ensure that the VLE is of a suitable specification with specific required functionalities. Full details of the use of remote deliveries can be found in document A4.DSv, found within Support Resources on the ITC WebOffice, Members area.

If candidates do not meet the standard, the Centre will make arrangements to allow the learner a referral opportunity. This must be completed within 3 weeks of the original course start date.

If the referral is not passed then the learner will have to redo the training course.

6.4 Internal Quality Assurance

Assignment evidence is to be internally quality assured following ITC centrally produced procedures or procedures agreed with ITC External Quality Assurance.

To assist Centres in this function the following documents are available on the Centre Web-Office.

- A1.D1 Assessment Plan.
- A1.D2 Assessment Plan.
- A2.D1 Assessment Plan IQA
- A2.D2 Assessment Plan IQA
- PR6 Annual Review of Tutor/Assessor (Appraisal & Verification Evidence).
- FAAAS First Aid Annual Assessor Summary (Appraisal & Verification Evidence)

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7. Supporting Resources for Delivery

7.1 Website Support Resources List

These are available via Centre Login to Centre ITC Web Office space.

8. External Quality Assurance

8.1 Procedures

Centres or Individual Training Providers (ITP) will be notified of proposed external quality assurance events/visits, except for the regime of unannounced visits.

As well as viewing assessment procedures and judgements, the visit will include:

a) Confirmation of all policies and documented procedures after initial pre-visit desk research.
b) A review of the evidence of Centre internal quality assurance and staff development events.
c) A review of the evidence generated from previous external quality assurance events, including action plan evidence.
d) A review of learner assessment evidence.
e) Any guidance required to administer or to deliver the qualification.

8.2 Visit Details

Centres or Individual Training Providers (ITP) will be allocated an External Quality Assurer (EQA). For each visit:

a) The Centre or ITP will normally be notified in advance to allow time to make suitable arrangements. Normally planned at the previous external quality assurance visit.
b) The agenda for the meeting will be forwarded to the Centre or ITP.
c) The meeting will occur on the planned date.
d) Preliminary action plans will be drafted for agreement and review at the time of the visit.
e) Action Plan evidence will be generated, according to the specified timescale, by the Centre/ITP and approved or referred by ITC
f) Risk rating will be applied to each Centre/ITP.

Centre/ITP visits will usually be planned to coincide with qualification delivery and assessment and the ITC EQA will observe teaching, assessing, internal quality assurance activity as appropriate.

Centre visits report will be archived on the ITC website for all Centre/ITP staff to review and meet any action plan deadlines.