

A sanction could be imposed on a First Aid Awards (FAA) centre, centre personnel or a learner where there is a failure to meet the requirements and standards set by FAA in respect of the delivery and award of FAA regulated qualifications.

## FAA CENTRE

FAA will help and support a centre to maintain compliance but if a situation occurs and this is not possible sanctions will be applied.

Examples of centre noncompliance could be:

- Not completing required actions, for example following an external quality assurance procedure
- Not completing required FAA internal quality assurance
- Incomplete paperwork to confirm assessment decisions
- Persistent unsatisfactory marking of assessments
- Failing to respond to FAA requests and communication as stated or in a timely manner
- Proven maladministration or malpractice
- Failure to maintain payment following the [FAA Invoicing Policy](#)
- Failure to register learners for certification promptly

## RATIONALE FOR IMPOSING A SANCTION

FAA will make proportionate decisions regarding the level of a sanction imposed taking into consideration factors such as a centre's history of compliance and resolving issues, the seriousness of the situation, the risk to learners and the integrity of regulated qualifications and FAA. Persistent noncompliance in the same area or failure to address an issue could result in an escalation of sanctions. Depending on the gravity of the situation more than one level of sanction may apply.

The centre will be informed in writing of the sanction, why it is being imposed and if relevant the actions to be taken by the centre and the time frame for completion.

FAA will always take learners into consideration when implementing sanctions.

## ADDITIONAL EXTERNAL QUALITY ASSURANCE (EQA)

Additional external quality assurance may be required as part of any sanction imposed. This could be an ad hoc EQA centre visit or FAA moderating course paperwork before learner registration if direct claims have been suspended. The centre will be informed and charged following the [FAA Pricing Policy](#).

An ad hoc centre visit could review the centre administrative arrangements, monitor training and assessment or both.

## UNSCHEDULED EXTERNAL QUALITY ASSURANCE

FAA reserve the right to conduct unannounced visits if it is considered that there are reasonable grounds for doing so and in this situation the centre will not be informed beforehand. The centre will be invoiced for an EQA centre visit as per the [FAA Pricing Policy](#) after the visit if appropriate.

The centre must provide access to all documentation, records, personnel, premises and learners as required. If a centre fails to provide this, FAA will suspend centre registration and investigate further.

## CENTRE SANCTIONS

### LEVEL 1 – ACTION PLAN

For minor noncompliance such as incorrect completion of course paperwork, FAA will implement a timed action plan giving the centre an opportunity to correct the situation.

If the requirements of the action plan are not met within the required time frame FAA will impose a level 2 sanction.

### LEVEL 2 – REMOVAL OF DIRECT CLAIMS STATUS

Direct claims will be removed for issues such as incorrect assessment decisions and insufficient documentation to allow scrutiny of assessment.

The centre will be required to forward all course paperwork to FAA who will moderate the paperwork and register learners until we are confident that all issues have been rectified. The centre will be charged following the [FAA Pricing Policy](#).

If the requirements of a level 2 sanction are not met FAA will implement a level 3 sanction.

### LEVEL 3 – TEMPORARY CENTRE SUSPENSION

For issues such as a centre failing to provide access to records, premises and personnel, assessment records showing inconsistencies, non-payment of invoices following the [FAA Invoicing Policy](#) and suspected malpractice, FAA will temporarily suspend centre registration.

The centre will not be able to access FAAPlus or run any courses for retrospective registration during this period of suspension.

If the issues are not rectified or malpractice is proven, FAA will impose a level 4 sanction.

### LEVEL 4 – CENTRE DEREGISTRATION

Where there is irretrievable breakdown in the management and quality assurance of FAA qualifications or proven centre malpractice, FAA will deregister the centre referring to the [FAA Centre Registration and Qualification Withdrawal Policy](#).

## CENTRE PERSONNEL SANCTIONS

If centre personnel are failing to meet FAA requirements or maladministration or malpractice is suspected or proven, FAA could impose a sanction on the individual which could be temporary or permanent suspension from any involvement in the administration, delivery and assessment, or quality assurance of FAA qualifications.

## LEARNER SANCTIONS

Learner malpractice could be any form of cheating, plagiarism, collusion, impersonation of another learner or forgery of evidence.

FAA could:

- Disallow all or part of the learner's assessment evidence
- Not issue the learner's certificate/s
- Disqualify them from the qualification
- Not allow any further registrations

## REVIEWING SANCTIONS

Sanctions will remain in place until:

- The issue has been resolved and all actions completed
- Any related investigation has been concluded allowing for removal of the sanction
- An appeal has been upheld

## INFORMING THE REGULATORY BODIES, OTHER AWARDING ORGANISATIONS AND FAA CENTRES

FAA have a regulatory responsibility to report centre or trainer/assessor deregistration to the regulatory bodies, other awarding organisations and/or FAA centres as required.

FAA will notify other awarding organisations if an FAA centre poses a potential risk to their operations.

## APPEAL

To appeal against a sanction imposed please refer to the [FAA Appeals Policy](#).

FAA policies are kept under constant review and updated as and when required.