



**ITC First Aid Ltd**

**F2  
Awarding Body Annual Assessment by  
Providers & Centres Feedback Form**

**November 2008**

## ITC First Aid Ltd

Registered in England  
Company Number 5750596

### Postal Address

ITC First Aid Ltd  
The Fish Quay  
Victoria Dock  
Hartlepool  
TS24 0JH

**Telephone** 0845 370 7610 (local rate from anywhere in UK)  
**Fax** 0845 370 7620

**Ask for**  
ITC Awards Manager for all queries regarding ITC operations.

**E-mail** [mail@itcfirstaid.org.uk](mailto:mail@itcfirstaid.org.uk)  
**Website** [www.itcfirstaid.org.uk](http://www.itcfirstaid.org.uk)

### Website Access

For all policy statements and downloadable documents

## Assessment of ITC Performance Annual Feedback

This form is for Centres and Providers to give an annual feedback, make comment or suggestion regarding the performance of ITC from their perspective.

Please return to the Awards Manager (normally with annual return of log etc)

Criteria	Performance indication		Comment
	Unsatisfactory	0, 1, 2, 3, 4, 5 Exceptional	
ITC Office Customer Service Statements adhered to			
ITC Fees - value for money			
Candidate Resources			
The Indicative Content of ITC Qualifications			
Internal Verification Process			
External Verifier Visit			
Easy to navigate website			
Professional Development Opportunities			
The Standard of ITC Printed Materials			
Use of Language; plain, clear, without bias			

***If you score less than 3 please tell us why and we will endeavour to improve the service***  
**What could ITC First Aid Ltd do to improve the quality of your provision?**

### Evidence based decision-making

#### 2008/9

As an Awarding Organisation, ITC is constantly striving to deliver an excellent and cost effective service for those who use ITC service. Any decisions we make will affect all associated with ITC, thus our policy is for ITC to be able justify decisions taken by analysing appropriate evidence.

This annual feedback is part of our evidence generation procedure. Tick the appropriate box.

Question	Yes	No	Comment
Are you aware that ITC has a strategy for growing its range of environment specific first aid qualifications?			
Do you know where to find the latest copy of ITC policies?			
Do you receive information regarding ITC specific and continuing professional development opportunities?			
Is the current internal continuous assessment plan on level 2 courses fit for purpose?			
Would an end of course formal examination improve the first aid skills of candidates on short level 2 ITC courses e.g OFA?			
Are the assessment verification requirements (IV & EV system) of ITC accredited qualifications unduly burdensome?			

Please add any other comment or alternatives

**Name of Centre/Provider**

**Signature**

**Date**