



REAL First Aid Ltd

INTERNAL QUALITY ASSURANCE POLICY

May 2011

1. Aims of the Quality Assurance Policy

Real First Aid Ltd is committed to maintaining the highest possible standards of delivery in all of the training and education activities it carries out. Both internal and external quality assurance systems will be used to maintain quality and to assure students, trainees, clients and other agencies that Real First Aid Ltd meets recognised standards.

Copies of this policy are available from:

www.realfirstaid.co.uk/policy/quality.pdf

2. The Quality System in Real First Aid Ltd

Real First Aid Ltd will operate quality systems in a number of ways:

1. Involving recognised accreditation bodies,
2. approved supplier status,
3. awarding body centre status,
4. internal management systems
5. membership of professional organisations.

2.1 Accreditation bodies

The Real First Aid Ltd will abide by the standards of the all accrediting and awarding bodies it is engaged with.

All accreditation involves an assessment of our administrative and tutorial methods, learning resource materials and publicity. Some accreditation also includes our Health and Safety arrangements, staff training, tutor CPD etc.

2.2 Approved Supplier Status

Approved provider status is also part of Real First Aid Ltd's quality system since acceptance as a provider requires proof of quality of systems and delivery. We have been accepted as an approved provider in with several national and international businesses. Real First Aid Ltd has been accepted as an approved ReACT provider in Wales by the Welsh Assembly Government.

2.3 Awarding Body Centre Status

Quality is also assured by our acceptance as a centre by awarding bodies. Real First Aid Ltd is approved as a Centre by Remote Emergency Care and British Canoe Union. Real First Aid is currently involved in the application process for Edexcel centre status. All accrediting bodies set standards and will not accredit Real First Aid Ltd unless inspection has shown that we meet these standards.

2.4 Internal Management Systems

Real First Aid Ltd has a clear and transparent management system in place and is currently engaged in assessment for ISO 9001:2008 status. Real First Aid Ltd has a comprehensive documented set of internal procedures and standards by which it manages the development of learning materials and ensures the quality of learner support systems. Real First Aid Ltd has been able to meet fully all the quality assurance requirements of clients for tailored training programmes and of funders for educational projects.

2.5 Membership of Professional Associations

Real First Aid Ltd follows a select group of professional bodies to content and delivery technique is not only to the highest standards but also in line with the latest, evidence based, thinking.

Real First Aid Ltd is an active member of:

- Association of First Aiders
- European Resuscitation Council

The Director is a member of the following Professional Bodies:

- Royal Geographical Society - Fellow
- Royal College of Surgeons Faculty of Pre-Hospital Care – Full Member

All of these professional bodies promote best practice through advice giving, seminars and conferences.