



REAL First Aid Ltd

QUALITY ASSURANCE DOCUMENT

December 2013

Quality Assurance

Our Quality Assurance Policy explains our strategies and mechanisms for ensuring Real First Aid Ltd meets or exceeds the standards we use to benchmark the quality of our products and services.

Preamble

On 1st October 2013, The Health & Safety Executive ceased the approval of training providers to deliver the Emergency first Aid at Work and First aid at Work courses. From this point the responsibility was placed on customers to satisfy themselves that their chosen training provider was capable of delivering credible training.

The Due Diligence procedure is explained at length in the HSE Guidance "[Selecting a First Aid Provider](#)" and forms the basis of this document.

Q 1. Do the trainers and assessors have a current FAW certificate or qualify for an exemption?

Yes. Real First Aid Ltd do not allow any trainer to deliver at the same level as their highest qualification. Despite guidance from the HSE stating the Trainer must have *First Aid at Work* as a minimum, Real First Aid insist on qualifications at least one level higher than that at which they are training:

- First Person on Scene – Intermediate *as a minimum*
- Combat Medical Technician 1 or 2
- Ambulance Technician / Emergency Care Assistant
- Registered Paramedic – *ideally with relevant experience e.g. Offshore or Remote*
- RGN registered Nurse – *ideally with relevant experience e.g. A&E or Paediatrics*
- GMC registered Doctor – *ideally with relevant experience e.g. Emergency or travel medicine*



Q2. Do the trainers and assessors have an appropriate qualification?

Table 1 (below) provides guidance from the HSE of suitable qualifications for training and assessing:

Qualifications to Train and Assess	Teach	Assess	Course Duration
Learning and Development Unit 9D / 9D1		✓	1 Day
Level 4 Award for Internal Verifiers – formerly V1 and V2 Verifier		✓	1-2 Days
A1 and A2 Assessor		✓	1-3 Days
First Aid at Work Trainer/Assessor qualification	✓	✓	3-6 Days
Level 3 Award in Education and Training – formerly PTLLS English	✓	✓	5 Days
National Board 998 - Teaching & Assessing in Clinical Practice	✓	✓	5 Days
S/NVQ level 3 in training and development	✓	✓	5 Days
S/NVQ level 4 in training and development	✓	✓	8 Days
CTLLS – to be replaced by Level 4 Award in Education and Training	✓	✓	8 Days
IHCD Instructional Methods	✓	✓	10 Days
DTLLS - to be replaced by Level 5 Award in Education and Training	✓	✓	1 Year
Further and Adult Education Teacher's Certificate	✓	✓	1 Year
PGCE - Postgraduate Certificate in Education	✓	✓	1 Year
B Ed – Bachelor's Degree in Education	✓	✓	3 Years

At Real First Aid, education has as much credence as technical expertise. Being an expert does not mean you can teach it.

The HSE are satisfied that as long as the Trainers and Assessors have minimum qualifications of *First Aid at Work* and a Teaching qualification which can be completed in three days, the trainer is competent to deliver the course.

At Real First Aid we exceed HSE expectations by only accepting the following Teaching or Assessing qualifications:

- An externally accredited course *as opposed to an In-House 'Train the Trainer' course*
- At level 4 or above
- A minimum of 7 days course duration
- Including an element of observed teaching

Furthermore all trainers and assessors are expected to maintain a documented portfolio of Continual Professional Development, in line with our [CPD Policy](#):

Q3. Is there a quality assurance system in place to monitor the quality of training?

It is commonplace for a training or educational establishment to have both Internal and External Verification processes to ensuring standards and compliance.

As an Edexcel Approved Centre we are externally accredited to deliver the First Person on Scene course. We use the feedback here to benchmark ALL of our courses.

The HSE provide guidance on the role of an organisation's Internal Verifier:

"This 'designated person', who can be from inside or outside the organisation should be independent of training delivery and demonstrate competence for their role."

The crux of credible training is objective, external quality assurance. An internal QA assessor can never be *truly* objective or impartial. For the unscrupulous training provider the IV simply signs everything they are asked to, either because they have no interest in what they are doing or because they feel pressured to do so for the sake of retaining their job. This process is practiced safe in the knowledge that nothing will ever be checked.

Simply having an Internal Verifier is no guarantee whatsoever that standards are being met.

Our trainers and assessors have both a moral and contractual obligation to perform their roles with honesty and integrity. Rather than asking a symbolic Internal Verifier to add to the paper-chase, Real First Aid rely on other mechanisms to ensure and maintain our high standards, including:

- a unique course evaluation procedure that includes honest, anonymous [feedback](#) from students;
- a documented [complaints procedure](#);
- a mechanism for retaining a detailed record of assessments for each student and store those records for a minimum of three years after completion of the course;

Q4. Have training providers demonstrated that they work to accepted standards for training?

As well as credible trainers and assessors and robust and transparent Quality Assurance mechanisms in place we demand high standards elsewhere, for example:

- Contact hours for courses are rigidly adhered to:
 - Emergency First Aid at Work – 6 Hours
 - Remote First Aid – 16 hours
 - First Aid at Work – 18 hours
 - First Person on Scene – Intermediate – 32 hours
- Instructor / Student ratios are maintained:
 - 1:12 for First Aid courses
 - 1:6 for First Person on Scene courses
- For candidates with specific needs we have a documented [Special Considerations policy](#)
- Each course is laden with high-quality equipment and time to familiarise and practice with. With the exception of Defibrillation and medicines, all equipment is 'live' rather than training versions, kept to the same standard and condition as our operational equipment.
- Whether you use our venues or we come to you, our basic requirement is a large training room for classroom activities. You will find seating but no tables; from EFAW to FPOS, the onus is on developing practical skills. Students are encouraged to make notes which support the learning material provided, if needed, but there is no obligation to write anything down. Ever.

Q5. Is first aid taught in accordance with currently accepted first-aid practice?

- Basic Life Support content in all of our courses are based on the current guidelines published by the *United Kingdom Resuscitation Council*
- FAW and EFAW content is based largely on the current edition of the first-aid manual of the Voluntary Aid Societies (St John Ambulance, British Red Cross, St Andrew's First Aid)
- Additional content for Work or Environmental specific scenarios come from a range of sources including:
 - *Royal College of Surgeons Faculty of Pre-Hospital Care* Manual of Core Content
 - *Joint Royal College Ambulance Liaison Committee (JRCALC)* guidelines
 - *National Institute for Health and Clinical Excellence (NICE)* guidelines
 - *Centre for Wilderness Safety and Wilderness Medical Society* wilderness medicine guidelines
 - Recently published medical articles

Q6. Does the first-aid training course cover an appropriate syllabus?

In line the HSE's [2013 First Aid Guidelines](#) our course include the following recommended content:

Candidates who successfully complete the EFAW course will be able to:

- understand the role of the first-aider, including reference to:
- the importance of preventing cross-infection;
- the need for recording incidents and actions;
- use of available equipment;
- assess the situation and circumstances in order to act safely, promptly and effectively in an emergency;
- administer first aid to a casualty who is unconscious (including seizure);
- administer cardiopulmonary resuscitation;
- administer first aid to a casualty who is choking;
- administer first aid to a casualty who is wounded and bleeding;
- administer first aid to a casualty who is suffering from shock;
- provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters).

On completion of the FAW course, candidates will be able to:

- Administer First Aid to a casualty with

- injuries to bones, muscles and joints, including suspected spinal injuries;
 - chest injuries;
 - burns and scalds;
 - eye injuries;
 - sudden poisoning;
 - anaphylactic shock;
- Recognise the presence of major illness and provide appropriate first aid (including heart attack, stroke, epilepsy, asthma, diabetes).

As well as any specific content required by the candidate or employer as identified in their First Aid needs Analysis

Q7. Do certificates issued to students assessed as competent contain appropriate information?

Accredited courses are supplied by the Awarding Organisation.

Our First Aid at Work, Emergency First Aid at Work and short courses certificated by Real First Aid clearly state:

- The name 'REAL First Aid'
- the name of the candidate;
- the title of the qualification;
- confirmation that the certificate is valid for three years;
- the commencement date;
- a statement that teaching was delivered in accordance with currently accepted first-aid practice
- For FAW and EFAW courses, an indication that the certificate has been issued for the purposes of complying with the requirements of the Health and Safety (First-Aid) Regulations 1981;
- if the qualification is neither FAW nor EFAW (or the training contains additional elements), the certificate outlines the topics covered or the additional elements.

Our certificates are thermographically printed and embossed with our logo to ensure authenticity.

