

***REAL* First Aid**

***REAL* First Aid Ltd**

QUALITY ASSURANCE DOCUMENT

January 2021

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:

Our aim is to deliver practical, pragmatic training which raises both the competences and confidence of our candidates, effectively preparing them to deal with issues in challenging situations.

1. Health & Safety Executive Requirements

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. Within the document the HSE suggest point for examination (presented as Questions 1-7 below) for the customer to review:

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 – <i>formerly PTLLS English</i>	✓	✓	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 – <i>to be replaced by Level 4 Award in Education and Training</i>	✓	✓	8 Days
IHCD Instructional Methods	✓	✓	10 Days
DTLLS - <i>to be replaced by Level 5 Award in Education and Training</i>	✓	✓	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.

Real First Aid Ltd is accredited by the following Awarding Organisations to deliver several Pre-Hospital Care courses:

- Qualifications Network UK:

- Level 3 Award for First responders
- Level 3 Award in First person on Scene – International
- Celox Academy
 - Control of External Haemorrhage

Part of the accreditation process for each of these qualifications includes annual, external quality assurance verification. 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.

2. Accreditation

External Accreditation is the most obvious form of Quality Assurance as it provides an objective mechanism for the assurance of quality and standards.

It is important that at higher levels of training there is some form of standardisation for employers and customers to recognise, as such, our Pre Hospital Care courses are externally accredited by the following organisation:

- Qualifications Network UK:
 - Level 3 Award for First responders
 - Level 3 Award in First person on Scene – International

Since the 2013 changes to the First Aid at Work accreditation process we have been delivering our First Aid at Work, Emergency First Aid at Work and Remote First Aid entirely independently. Not because it is easier - in many ways it is harder .

Delivering our own courses:

- Makes us 100% accountable for everything we are doing.
- Allows us the flexibility to tailor courses to clients needs.
- Allows us to move with current changes in best practice long before the traditional awarding organisations.

So how do we maintain quality without external accreditation?

3. Current Guidance

The content of our courses are cross-matched to leading UK and international advisory bodies including:

- [International Liaison Committee On Resuscitation](#)
- [Royal College of Surgeons of Edinburgh Faculty of Pre-Hospital Care](#)
- [Joint Royal Colleges Ambulance Liaison Committee](#)
- [National Institute for Health and Clinical Excellence](#)

Specific content may also be taken from current peer-reviewed literature, in which case such guidance is clearly cited in course syllabi and our referenced articles.

4. ISO 9001:2015 Quality Management System

Real First Aid Ltd is accredited to ISO 9001:2015 Quality Management Systems for "the design and delivery of First Aid and Health & Safety training and organisational support". ISO 9001:2015 is nothing to do with first aid, instead it is an international standard of Quality Management. This helps us ensure a consistent, high levels of quality, not just in our training delivery but also how we operate as a business. There is no statutory obligation for a service provider to gain ISO 9001 accreditation; the benefits are to the customer.

A robust quality management system ensures:

- Our business is directed by customer satisfaction.
- We have a formal, documented and applied process of continual improvement.
- We adhere to statutory and regulatory requirements within our industry.
- We identify and mitigate social, corporate, environmental and Health & Safety risks.
- We conduct both an economic and ethical review of our supply chain.

Being externally audited, the processes behind our services are independently and objectively reviewed annually. If we say we are doing something, we have to prove it.

5. ISO 27001:2013 Information Security Management System

Information Security is much more than GDPR. Many of our key clients are in sectors including Defence, Energy and Pharmaceuticals. On occasion we are fortunate to be exposed to sensitive information, their employees and their facilities in order for us to cater to their specific needs and create relevant, applicable training scenarios. We take that responsibility seriously.

Being accredited to an international standard which is externally audited is a credible, objective measure of our commitment to how we handle, process and store information.

The benefits of ISO 27001 also include:

- Robust methods of secure data handling, storage and access.
- A vastly reduced risk of information security breaches.
- Increased compliance with legislative responsibilities.
- An enhanced awareness of information security with all employees.

Employment Contracts and Non Disclosure Agreements which are designed to protect the interests of our company, employees and our clients equally.

6. Insurance

We hold £6,000,000 public liability and professional indemnity insurance. Despite best efforts, accidents can happen and things can go wrong. We have stringent safety processes in place but in the unlikely event of an incident, rest assured we are protected, which means you are protected.

7. Declaration

On behalf of **Real First Aid Ltd** we, the undersigned, will oversee the implementation of the Quality Assurance document and take all necessary steps to ensure it is adhered to.

Signed: 

(n.b. One of the signatories should be the Director)

Name: Adam Gent

Position within the Company: Director

Date: 4th January 2021
