



Due Diligence

for use of a
First Aid Training Provider

for the qualifications

First Aid at Work (FAW)
First Aid at Work Requalification (RFAW)
Emergency First Aid at Work (EFAW)
Annual Refresher Training
Paediatric First Aid

as required by an

Employer

As you may be aware the HSE's responsibility to regulate First Aid training in the UK ended on 31st September 2013. As of 1st October 2013 it is now the responsibility of the employer to find a suitable and competent provider of First Aid training which meets the standards set out under the Health and Safety (First Aid) Regulations 1981. It is also the employer's responsibility to ensure that First Aiders remain competent with the skills they have learnt.

The Regulation changes allow Employers greater freedom in choosing a First Aid Training Provider and qualifications to meet their identified First Aid requirements. However, an Employer must be satisfied that their Training Provider is competent in First Aid training and has the necessary Quality Assurance processes in place.

MedAid Services are committed to providing clients with the highest quality standards and have put together this document which complies with the HSE due diligence requirements. Our quality assurance systems will always meet the standards you require to satisfy your legal requirements for First Aid provision.

As an employer you will have a number of choices of first aid training providers. You could use:

- Voluntary Aid Societies (St John Ambulance, Red Cross and St Andrew's First Aid)
- Providers who offer Regulated Qualifications
- Providers who operate under voluntary accreditation schemes
- Providers who operate completely independently of any scheme

Your responsibility is to ensure due diligence in your selection.

We have put this document together to help with your selection and although can-not vouch for the standards of others, it details and proves that by selecting MedAid Services you have met your responsibilities under the Law.

The HSE's guidance on how to select a training provider includes the following checks:

Checks	Is MedAid Services compliant?
Qualification's of Trainers and Assessors	✓
Monitoring and Quality Assurance System	✓
Teaching and Standards of First-Aid Practice	✓
Syllabus Content	✓
Certification	✓

The HSE require Employers to employ competent training organisations for their Training needs and have produced a checklist to help you do that. We have reproduced the checklist below to show our competences and procedures. We have provided answers to all the questions. This document allows you, the employer, to comply with the HSE requirement on performing due diligence on a First Aid Training provider.

				Does MedAid Services meet this requirement?		
				Yes	No	Notes / Comments
Trainers / Assessors						
Do the trainers / assessors have a current FAW certificate or qualify for an exemption?	✓		All of our trainer/assessors hold the following credentials: <ul style="list-style-type: none"> • A First Aid at Work Certificate. • A formal medical credential (Emergency Medical Technicians, Nurses, Paramedics, Medics). 			
Do the trainers / assessors have an appropriate training / assessing qualification?	✓		We feel that it is essential that trainers/assessors have credentials that sit on recognised educational frameworks. All trainers/assessors hold one of the following: <ul style="list-style-type: none"> • Preparing to Teach in the Life Long Learning Sector (PTLLS) credentials or equivalent. • A formal assessing qualification e.g. A1 (D32/33) or equivalent or are working toward this • Level 3 Award in Education & Training • Level 4 Certificate in Education & Training • Level 5 Diploma in Education & Training 			
Quality Assurance						
Is there a documented quality assurance plan designating an individual to take responsibility for quality assurance, including assessment of the performance of trainers / assessors at least annually?	✓		MedAid Services has a documented Training Quality Assurance Plan designating an individual to take responsibility for quality assurance of first aid training, including assessment of the performance of trainers/assessors at least annually. <p>MedAid Services also provides its own Achievement Record Workbooks that delegates will complete and keep to document their learning and completion of assessment outcomes.</p>			
Does the designated person have a current FAW certificate or qualify for an exemption?	✓		Our Training Manager has all necessary credentials to oversee the Quality Assurance Plan including a First Aid at Work credential.			
Does the designated person have an assessing / verifying qualification?	✓		Our Training Manager holds all necessary credentials to oversee our Quality Assurance Plan for Training.			
Is there a documented course evaluation procedure?	✓		MedAid Services have evaluation procedures within the Training Quality Assurance Plan. The results for these are processed and summarised for the Management team. The summary reports can be sent to clients for their records and for demonstration of learning. <p>Delegate feedback from our courses is of the highest standard.</p>			

Is there a documented complaints procedure?	✓	MedAid Services are committed to continuous improvement and as such we take the feedback and potential complaints from clients extremely seriously. We do ensure that feedback is fed into our quality assurance system. If complaints ever arose these would be dealt with.
Teaching currently accepted first-aid practice		
Is First Aid at Work and Emergency First Aid at Work taught in accordance with current guidelines published by the Resuscitation Council (UK) and for all other aspects of First Aid so long as they are in line with the above and backed up by empirical medical research from responsible medical bodies?	✓	<p>MedAid Services teaches according to the Resuscitation Council (UK) guidelines for basic life support and also uses the highly recommended first aid manuals.</p> <p>MedAid Services also provides its own Candidate Assessment Workbooks that delegates will complete and keep to document their learning and completion of assessment outcomes.</p> <p>MedAid Services trainer-assessors continuously assess course delegates throughout each day of training to ensure they meet the required standards. Our procedures are robust and we ensure that delegates have the capability and confidence to act in an emergency on leaving our courses.</p>
Training syllabus		
For the First Aid at Work course does the syllabus include all the required topics set by the HSE and does the course last at least 18 Training and Assessment contact hours over a minimum of 3 days?	✓	MedAid Services First Aid at Work courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations 2013 and last for a minimum of 18 training and assessment contact hours over 3 days which can be run consecutively or split to suit the client.
For the First Aid at Work Requalification course does the syllabus include all the required topics set by the HSE and does the course last at least 12 Training and Assessment contact hours over a minimum of 2 days?	✓	MedAid Services First Aid at Work Requalification courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations 2013 and last for a minimum of 12 training and assessment contact hours over 2 days which can be run consecutively or split to suit the client.
For the Emergency First Aid at Work course does the syllabus include all the required topics set by the HSE and does the course last at least 6 Training and Assessment contact hours over a minimum of 1 day?	✓	MedAid Services Emergency First Aid at Work courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations 2013 and last for a minimum of 6 training and assessment contact hours over one day.
For the First Aid Annual Refresher course does the syllabus include all the required topics set by the HSE and does the course last at least 3 Training and Assessment contact hours over a minimum of 1 day?	✓	MedAid Services First Aid Annual Refresher courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations 2013 and last for a minimum of 3 training and assessment contact hours over one day.

<p>For the Paediatric First Aid course does the syllabus include all the required topics as required by Ofsted and does the course last at least 12 Training and Assessment contact hours over a minimum of 2 days?</p>	✓		<p>MedAid Services Paediatric First Aid courses follow the Ofsted requirements and last for a minimum of 12 training and assessment contact hours over two days.</p>
Certificates			
<p>Do the certificates issued to students trained and assessed as competent include:</p> <ul style="list-style-type: none"> • the name of the Training Provider? • the title of the qualification? • reference to the Health and Safety (First Aid) Regulations 1981? • the date of issue? • confirmation the certificate is valid for 3 years <p>If the training is neither First Aid at Work or Emergency First Aid at Work the certificate should list the syllabus of the course on which students have been trained and assessed.</p>	✓		<p>MedAid Services issue certificates as laid down by the HSE Guidance to the Regulations.</p>
Insurances Held			
<p>MedAid Services holds the following insurances:</p> <ul style="list-style-type: none"> • Employers Liability - £10 million • Public Liability - £2 million • Professional Indemnity - £1 million • Products Liability - £2 million 			

Quality Assurance

MedAid Services has a documented Training Quality Assurance Plan designating an individual to take responsibility for quality assurance of first aid training, including assessment of the performance of trainers/assessors at least annually.

Our Quality Assurance system also includes:

Student Feedback sheets	✓	Specific for each course
Documented Complaints procedure	✓	See Attached
Student Assessments are kept for 3 years	✓	Paper and electronic
Sufficient quantity of well maintained equipment	✓	No more than 1:4 usually less
Training is completed within a suitable timeframe	✓	As per HSE guidance
Class sizes are restricted to 12 persons	✓	
Reasonable adjustment policy	✓	See Quality Assurance Manual
Is first-aid taught in accordance with current practice	✓	
Are the syllabus's appropriate?	✓	As per HSE guidance
Are the certificates issued compliant?	✓	Within 2 weeks (usually earlier)

Other Documentation

Also available on our website at www.medaidservices.co.uk/about/policies :

- Training Complaints Procedure
- Health and Safety Policy
- Conflict of Interest Policy

We also have other related policies which are available to view on request. These include:

- Learner Appeals Policy
- Malpractice and Maladministration Policy
- Training Quality Assurance Manual



MedAid Services
Unit 1
Whittington Business Park
Oswestry
Shropshire
SY11 4ND

Telephone 01691 700 999

Email office@medaidservices.co.uk

Web www.medaidservices.co.uk

Document Ref: TP001

© MedAid Services 2015