

## HSE 'Due Diligence' Questions

Since October 2013, the HSE has stopped issuing 'training numbers', to first aid training companies. This now means that any business which requires first aid training is required to carry out some basic **due diligence** to ensure that the training provider chosen is competent.

Although the HSE cannot advise you on this, it has published a **list of questions** that you should be asking of any provider.

To save you time, we have listed the questions below, along with answers, explaining how we satisfy each. As an SQA Centre, we can also deliver 'regulated' qualifications in Emergency First Aid at Work, and First Aid at Work. Regulated qualifications are not subject due diligence checks by employers, so you may prefer us to deliver one of these courses if appropriate.

Additionally the HSE state that if a business requires specialist first aid training they can take an appropriate course for their workplace such as an **Outdoor, Sports or Paediatric First Aid** course rather than one of the First Aid at Work courses.

Should you still have questions about our systems or processes, please contact us.

<b>Trainers / Assessors</b>	
Do the trainers/assessors have a current FAW certificate?	<b>Yes</b> , all our Trainers have current FAW certificates. These are updated every 3 years.
Do the trainers/assessors have an appropriate training/assessing qualification?	<b>Yes</b> , all Trainers have a minimum of a PTLLS (Preparing to Teach in the Lifelong Learning Sector) or EAT (Education and Training) qualification. Although many have full teacher status.
<b>Quality Assurance</b>	
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?	<b>Yes</b> , there is a QA plan. All our trainers are required to be assessed at least annually running first aid courses and verified as competent assessors. In practice this happens much more frequently however. This is a requirement of both the HSE and Awarding Organisations.
Does the designated person have a current FAW certificate?	<b>Yes</b> , Cory Jones and Tom Durham (Our Directors) are the designated individuals and they both hold a current FAW Certificate.
Does the designated person have an assessing/verifying qualification?	<b>Yes</b> , Cory Jones holds full teacher status and is also a qualified assessor and for many years a member of the Institute of Educational Assessors. Cory also delivers the EAT (formerly PTLLS) training courses to other organisations. Tom Durham holds a PTLLS qualification as well as an assessing qualification.  Both hold the L4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (QCF)

Is there a documented course evaluation procedure?	<b>Yes</b> , all course candidates are asked to provide feedback on evaluation forms towards the end of all courses. This is then followed up by a request for further feedback via email two days following the course.
Is there a documented complaints procedure?	<b>Yes</b> , we have a specific complaints and appeals policy.
<b>Teaching currently accepted first-aid practice</b>	
Is FAW/EFAW taught in accordance with current guidelines on adult basic life support published by the Resuscitation Council (UK), and for other aspects of first aid, in accordance with current guidelines published by the Voluntary Aid Societies?	<b>Yes</b> , the syllabus is taken from the relevant guidelines of UK Resuscitation Council & VAS. Candidate numbers are limited to 12 per course unless additional trainers are used. Candidates of all abilities are welcome and adjustments made where necessary - although at assessment time, all candidates, regardless of ability or disability are required to reach the appropriate standard to pass.
<b>Training syllabus</b>	
Does the course content adequately meet the needs of your workplace as indicated by your first-aid needs assessment?	<b>Yes</b> , the exact contents of the courses are published on the website. Should you require additional topics to be covered this can be arranged in consultation with our Directors or Training Manager, additionally Trainers will also discuss specific needs for candidates at the start of every course
For FAW, does the syllabus include the topics in Appendix 1 & does the course include at least 18 contact hours, over 3 days?	<b>Yes</b> , See above answer. We meet all the standards laid down by the HSE.
For FAW requalification, does the syllabus include the topics in Appendix 1 & does the course last at least 12 contact hours, over 2 days?	<b>Yes</b> , See above answer. We meet all the standards laid down by the HSE.
For EFAW, does the syllabus include the topics listed in Appendix 2 and does the course last 6 contact hours?	<b>Yes</b> , See above answer. We meet all the standards laid down by the HSE.
For EFAW requalification, does the syllabus include the topics listed in Appendix 2 and does the course last at least 6 contact hours?	<b>Yes</b> , See above answer. We meet all the standards laid down by the HSE.
<b>Certificates</b>	
Do the certificates issued to students assessed as competent contain the name of the training organisation, the title of the qualification (eg FAW or EFAW), reference to the Health and Safety (First-Aid) Regulations 1981, the date of issue and confirmation the certificate is valid for three years	<b>Yes</b>