



Quality Assurance & Due Diligence

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 and to show our competence and procedure, we have provided answers to all the questions.

CHECK

RESULT

Trainers/assessors

Do the trainers/assessors have a current FAW certificate or qualify for an exemption?

YES. All our trainers have a current FAW certificate or NHS exemption.

Do the trainers/assessors have an appropriate training/assessing qualification?

YES. All trainers/assessors have teaching qualifications.

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?

YES. All trainers & assessors are monitored annually and all results are formally recorded.

Does the designated person have a current FAW certificate or qualify for an exemption?

YES. FAW certification.

Does the designated person have an assessing/verifying qualification?

YES. NVQ Assessor.

Is there a documented course evaluation procedure?

YES. All students complete an evaluation form and results are recorded and fed back to the trainers and the client.

Is there a documented complaints procedure?

YES. A copy is available on our website or a hard copy on request.

Teaching currently accepted first-aid practice

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 or other published guidelines that are supported by a responsible body of medical opinion?

YES. The quoted publications are used and supported on all our courses.

Training syllabus

Does the course content adequately meet the needs of your workplace as indicated by your first aid needs assessment?

YES. *We can tailor any of our courses to include topics relevant to your workplace*

For FAW, does the syllabus include the topics listed in Appendix 1 and does the course include at least 18 training and assessment contact hours, over three days?

YES. *Course syllabus can be found on the website.*

For FAW requalification, does the syllabus include the topics listed in Appendix 1 and does the course last at least 12 training and assessment contact hours, over two days?

YES. *Course syllabus can be found on the website.*

For EFAW, does the syllabus include the topics listed in Appendix 2 and does the course last at least six training and assessment contact hours, over one day?

YES. *Course syllabus can be found on the website.*

For EFAW requalification, does the syllabus include the topics listed in Appendix 2 and does the course last at least six training and assessment contact hours, over one day?

YES. *Course syllabus can be found on the website.*

Certificates

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?

YES. *All students receive an A4 card certificate on successful completion of our courses containing all the information as required by the HSE.*