

First Aid Training Due Diligence Guide for Employers



All employers must provide adequate first aid personnel as required by law under the The Health and Safety (First Aid) Regulations 1981. The level of first aid cover will normally be based on a 'first-aid needs assessment' using the guidelines found on page 9 of the document titled: **First aid at work: The Health and Safety (First-Aid) Regulations 1981** ⁽¹⁾

Under the 2013 regulations employers are now responsible for selecting the appropriate level of first aid training. This training can be carried out 'in-house' or by using a suitable training provider. This responsibility is known as carrying out a 'due diligence' check to ensure that the training provider conforms to the standards as required by the HSE. Further details can be found on page 4 in the HSE document titled **Selecting a first-aid training provider: A guide for employers** ⁽²⁾

This document outlines how Lakes First Aid meets the statutory HSE standards required for first aid provision and provides written evidence to support an employers 'due diligence' checks when using an external training provider.

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1. About Lakes First Aid

Lakes First Aid is an independent training provider that provides first aid courses through Active Aid Ltd who are responsible for both the setting of standards & quality assurance for all courses.

2. Awarding Organisations & Industry Body's

To ensure our training meets the appropriate standards, guidelines & best practice in first aid training Active Aid Ltd is a registered centre for the following organisations:

- The First Aid Industry Body (FAIB) - approved for EFAW, FAW & Paediatric courses
- Qualifications Network (QNUK) - approved for all Ofqual courses
- Tiger Lilly Training Ltd (E-learn First Aid) - approved for paediatric blended learning courses

3. Qualifications of trainers & assessors

First Aid at Work (FAW) certificate

All of our trainers & assessors hold an up to date FAW certificate which are updated every three years. Our trainers also have suitable experience & current knowledge for the courses they deliver and are required to complete quarterly CPD activities & attend an annual trainers update day.

Training & assessing qualifications

All of our trainers are either qualified teachers or hold a suitable teaching & assessing qualification ⁽³⁾. Additionally our trainers have long standing experience in working with small or large groups and delivering first aid training in a range of locations & environments.

4. Monitoring & quality assurance systems

a. Quality assurance policy

Both Lakes First Aid & Active Aid Ltd hold a rigorous and robust quality assurance process which is documented in the Active Aid quality assurance policy.

b. Designated quality assurance manager

Ross Wallace, the owner & partner of Lakes First Aid, has the primary responsibility for quality assurance and Active Aid takes the primary role for carrying out all quality assurance activities including the monitoring & review of first aid training through an internal quality assurance team.

c. Annual assessment of trainers & assessors

Trainers must carry out an annual peer review to monitor currency, competence in delivery and quality of training. Additionally all trainers must undergo an internal quality assurance (IQA) assessment every 12 months which is carried out by a qualified team of IQA assessors from Active Aid Ltd. Both FAIB and QNUK will also carry out periodical external quality insurance (IV) inspections.

d. Currency of quality assurance personnel

Both Ross Wallace and the Active Aid Ltd quality assurance team are required to hold and maintain an up to date FAW certificate and a suitable internal verification qualification.

e. Course evaluation procedure

All participants complete an online course evaluation questionnaire which is held on the Active Aid database and can be reviewed upon request.

f. Complaints procedure

We operate an open and transparent process for seeking feedback during and after all courses. We also adhere to the Active Aid Ltd Complaints procedure which can be completed online.

5. Teaching & standards of first-aid practice

a. Teaching standards

Adult basic life support is taught in line with the latest guidelines from Resuscitation Council (UK) ⁽⁴⁾. All other first aid training on EFAW & FAW courses are taught in line with the First Aid Industry Body and Qualifications Network requirements. For all courses we seek guidance from the appropriate authoritative bodies or professionals within each specific field of first aid including the Mountain Rescue Council, Paramedics Association and other publications from known & respected sources.

6. Syllabus content

a. Course content suitability

We will provide suitable advice and support based on your first aid needs assessment and workplace requirements to ensure that the appropriate level of training is suitable for your work environment.

b. Standards of an FAW course

The FAW course includes, as a minimum, all the topics set out by the HSE and a minimum of 18hrs training/assessment over 3 days.

c. Standards of an FAW requalification course

The FAW requalification course includes as a minimum, all the topics set out by the HSE and a minimum of 12hrs training/assessment over 2 days.

d. Standards of an EFAW course

The EFAW course includes as a minimum, all the topics set out by the HSE and a minimum of 6hrs training/assessment over 1 day.

7. Certification

a. HSE requirements

To meet HSE requirements all certificates include the following:

- Name & logo of either Active Aid First Aid Training Ltd or the Qualifications Network
- Name of the participant
- Title of the relevant qualification
- Reference to compliance with the Health and Safety (First Aid) Regulations 1981
- Confirmation that the certificate is valid for three years
- The date of issue
- Statement that the course is delivered within the currently accepted first aid practice
- Comprehensive list of the syllabus and learning outcomes for each course (on reverse)

8. Other information

a. Record of assessment

Each course includes, as a minimum, a record of CPR assessment for each student and a record of the observations of each student for all core topics covered. Some courses will also include a written exam. These records are stored on file for a minimum of 6 years.

b. Training equipment

We provide clean, well-maintained equipment appropriate for the course size and ensure that all participants work at a ratio of two participants to one CPR manikin.

c. Course/class size

Our trainer to participant ratio is a maximum of 1:12. Should numbers vary on any given course we will supply additional trainers as appropriate to this ratio.

d. Learning & support

We will accommodate any learning or communication difficulties by offering additional learning support, extended timings and alternative arrangements if necessary. We will offer the same level of support for participants with most disabilities within the scope of the course, venue and group.

We are happy to provide, upon request, evidence of any topic listed in this document including copies of any policies, relevant certificates, documents and records.

References

(1) First aid at work: The Health and Safety (First-Aid) Regulations 1981

[Guidance on Regulations L74 \(Third edition\) >>](#)

(2) Selecting a first-aid training provider: A guide for employers

[Information Sheet GEIS3 HSE 2013 >>](#)

(3) Assessment Principles for First Aid Qualifications

[First Aid Assessment Principles October 2013 >>](#)

(4) Resuscitation Council (UK)

[Adult basic life support and automated external defibrillation >>](#)

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