

## **Training Provider**

# **Quality Assurance of Training Provider and Trainer/Assessor(s)**

## **Administrative Requirements**

## **THE FIRST AID INDUSTRY BODY (QUALITY ASSURANCE) REGISTRATION REQUIREMENTS**

Every Training Provider will have a Full Assessment meeting with FAIB (either face to face or by telephone) regarding the background of the Training Provider, the Trainers)/Assessor(s) and the Quality Assurance requirements to register with FAIB.

**Once this has been completed FAIB will then require the Training Provider to send in all the information (as listed in the 6 highlighted areas of the Trainer/Assessor and Quality Assurance section below).**

**You are also required to confirm that you cover ALL the elements of Assessment (Course Outcomes) for each FAIB qualification you intend to use and HOW it is achieved by completing the Course Outcomes document(s) that will be sent to you.**

### **Quality Assurance of the Trainer/Assessor**

#### **(1) FAW Certificate or Exemption**

- **a current and valid First Aid at Work Course certificate or**

The following are exempt from this requirement:

- **Doctors registered with the General Medical Council (GMC);**
- **Nurses registered with the Nursing and Midwifery Council (NMC);**
- **Paramedics registered with the Health and Care Professions Council (HCPC).**

For these exemptions to apply, the Trainer/Assessor should demonstrate current experience (within the previous 3 years) of First Aid skills by producing sufficient evidence in their portfolio.

#### **(2) Trainer/Assessor Qualifications and Evidence**

- **a formal Training/Assessing qualification; and**
- **a detailed, chronological list of evidence** to show the trainer has regularly provided FAW training during the previous 3 years. If this is limited, evidence of other first aid training that demonstrates all the elements of the FAW syllabus are covered by the trainer's experience; or
- **for New Trainers/Assessors evidence** to show the Trainer/Assessor has conducted at least 2 practical and 2 theoretical First Aid training sessions under the supervision of a Qualified Assessor, in the last 3 years.
- **evidence to show that the Trainer/Assessor has been monitored** by a qualified assessor every 12 months (over the past 3 years).

### **Quality Assurance of Training Provider**

**The Training Provider must have a Designated Person (who has an FAW Certificate (unless exempt) and with an Assessor/Verifier qualification and up to date First Aid knowledge and recent assessing background) to take overall responsibility for Quality Assurance.**

Training Providers must be able to show quality assurance plans for the **5 Key Elements** of their business. The elements of this are as follows:

#### **(1) End of course Student Evaluation (should include questions regarding:)**

- the Trainer/Assessor and the Training.
- the Resources used.
- the Training Venue.

#### **(2) Complaints Procedure (should follow a process:)**

- firstly to the Trainer.
- if not resolved onto the Management of the Training Provider.
- finally if still not resolved onto the Regulator:

**The First Aid Industry Body  
4 Ashdown Avenue  
Woodley  
Stockport  
SK6 1LL**

Tel: 0161 494 9045 or e mail: info@faib.co.uk

#### **(3) Training Venue Procedure**

- **Room Size:** the room must be of an adequate size (approx 1.25 square metres per student) or a minimum room size of 4 metres x 4 metres for 12 students.
- **Toilets:** separate facilities for male and female students
- **Ventilation:** should be adequate
- **Lighting:** suitable for reading
- **Heating:** the room temperature should maintain a 'shirt sleeve' environment
- **Access/Exits:** should be safe, well lit and cater for people with special needs
- **Floor Coverings:** should be carpeted or mats provided for use during practical sessions
- **Cleanliness:** should maintain a clean, tidy and hygienic environment
- **Noise:** consider whether there is any noise that may distract students from training.

**(4) Training Resources Procedure**

- **A First Aid Manual:** to match the course being delivered: FAIB accepts First Aid publications that is in line with standards as laid down by the Resuscitation Council (UK) and backed up by empirical medical research from responsible medical bodies. **Please note FAIB have our own range of First Aid manuals.**
- **Audio Visual Equipment:** to facilitate the use of PowerPoint or any other media deemed as appropriate in Lesson Plans.
- **Training Manikins:** there should be 1 manikin available for every group of 4 students.
- **Bandages and Dressings:** 1 per student.
- **First Aid Kit:** at least 1 for demonstration purposes.
- **Hygiene:** there must be items to manage hygiene during courses e.g. cleaning wipes for manikins, anti-bacterial soap in bathrooms and tissues.
- **Maintenance of Equipment:** there must be documented evidence of the maintenance of equipment for example, records to show how often manikin lungs are changed.

**(5) Trainer/Assessor Monitoring (see FAIB Trainer/Assessor Monitoring Form)**

The monitoring must be conducted at least once per year and the report should cover the areas below:

- **Planning** (Documentation)
- **Effective Delivery** (Learning Environment)
- **Effective Delivery** (Communication)
- **Effective Delivery** (Delivery of Content)
- **Assessment** (What is included?)
- **Evaluation** (Development of Planning, Delivery and Assessment)
- **Trainer/Assessor Portfolio** (What should be included?)

It must be conducted by a person who has a current and valid First Aid at Work certificate with up to date First Aid knowledge, an Assessment Qualification and with current First Aid Assessment experience.

**(6) Course Outcomes of FAIB Courses**

Every FAIB Training Provider should produce their own Lesson Plans against the content of the First Aid courses. The content is laid down by the Health and Safety Executive (HSE) for First Aid at Work (FAW), First Aid at Work Requalification (FAWR), Emergency First Aid at Work (EFAW) and First Aid Annual Refresher courses. The content is laid down by the Department for Education for Paediatric First Aid (PFA) and Emergency Paediatric First Aid (EPFA). We will check a sample of your Lesson Plans. **(Usually Cardio Pulmonary Resuscitation, the Unconscious casualty and Wounds/Bleeding).**

Every FAIB course will have a Quality Assurance (Outcome) document which the Training Provider uses to show how they achieve an outcome against every subject on that course.

**As a FAIB Training Provider you are required to keep a record of all the assessments conducted for every Student against every outcome should they ever be legally required. (FAIB may ask for this information at any time during your Approval Period).**

## **ISO 9001 (2015) OP APPENDIX (4)**

**FAIB will send to you the course outcome document(s) at the start of your application to become an approved Training Provider. You must return the completed form(s).**