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First Aid at Work - HSE Due Diligence questions and answers from 4 Minutes Training

In April 2013, the HSE stepped back from First Aid at Work Assessments. If you have determined that your staff need First Aid Training, then you should carry out due diligence on any Training Provider that you are looking to use. In other words, it is following in the footsteps of HMRC et al and putting the onus on you to get it right.

Although the HSE cannot advise you on this, it has published a list of questions that you should be asking of the provider. To save time, we have the questions here, along with 4 Minute's answers for your understanding. Of course, having read this, should you still have questions, then please do not hesitate to get in touch with us.

Trainers / Assessors

- Do the trainers/assessors have a current FAW certificate or qualify for an exemption?
 - Yes, all our Trainers have current certificates from a Regulated Course or qualify for an exemption (e.g. Paramedic, Doctor)
- Do the trainers/assessors have an appropriate training/assessing qualification?
 - Yes. we will not employ them without one. There are a number of awarding bodies that our Trainers use, so if you wish to see details of a specific Trainer's capabilities, please contact 4 Minutes directly (although this request is subject to GDPR)

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, there is a plan. It is available upon request to bona fide organisations that are looking for First Aid tuition. In addition, for Regulated courses, 4 Minutes provides its courses through one or more Awarding Organisations (AO). These AOs provide external Quality Assurance on top of our internal QA processes and also award the Certificates.
- Does the designated person have a current FAW certificate or qualify for an exemption?
 - Yes, the designated person holds a current FAW Certificate.
- Does the designated person have an assessing/verifying qualification?
 - Yes, the designated person holds a valid assessing/verifying qualification.
- Is there a documented course evaluation procedure?

- Yes, 4 Minutes provides feedback forms towards the end of all courses and encourages students to complete them. In addition, for Regulated courses, the AOs will also independently sent out evaluation forms to students after a course.
- Is there a documented complaints procedure?
 - Yes, within the Quality Plan there is a documented complaints procedure. This can be accessed through our Policies page.

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, 4 Minutes is advised by its AOs and the resuscitation Council should there be any changes and updates its course material accordingly. Candidate count is limited to 12 per course unless additional trainers / assessors are brought in as appropriate. 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.

Training syllabus

- Does the course content adequately meet the needs of your workplace as indicated by your first-aid needs assessment?
 - Workplace First Aid courses meet or exceed the requirements laid down by the European Resuscitation Council. Should you require additional topics to be covered, specific to you, then do contact 4 Minutes to discuss this.
- 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, See above answer, However the HSE now also allows Blended Learning which allows some of the course to be completed online. 4 Minutes also offers this.
- 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, See above answer
- 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, See above answer
- 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, See above answer

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? (If training is neither FAW nor EFAW the certificate should also list the learning outcomes of the syllabus on which candidates have been assessed.)

- Yes