



Qualsafe Level 3 Award in
First Aid at Work (RQF)

Qualification Specification

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Key Qualification Information

Qualification number:	603/2384/X
Operational start date:	1 Oct 2017
Guided Learning Hours (GLH):	18 (minimum 3 days)
Total Qualification Time (TQT):	22
Credit value:	2
Number of units:	2 mandatory units
Assessment methods:	<ul style="list-style-type: none"> • Theory assessment/multiple choice question paper: 1 x 15 question paper (minimum score 11) 1 x 25 question paper (minimum score 18) • Practical assessment – 7 completed throughout the course

Qualsafe Awards

Not only is Qualsafe Awards (QA) one of the largest Awarding Organisations (AO) in the UK, we are also the biggest AO for First Aid qualifications, making us an extremely trusted and recognisable name that employers look for when selecting a training provider.

We are recognised and regulated by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and the Northern Ireland Council for the Curriculum, Examinations and Assessment (CCEA). This means we can offer Centres an extensive range of qualification suites including First Aid; Prehospital Care; Health and Safety; Mental Health First Aid; Licensing; Food Safety; Fire Safety; Education and Training; Manual Handling; Health and Social Care and Sport and Leisure.

With a specialist team of subject matter experts on hand to support our Centres, including A&E Consultants, doctors, paramedics, nurses, physiotherapists and specialists in other sectors such as mental health, you can be confident that you are truly working with the industry experts.

Qualification overview

This qualification forms part of the QA First Aid suite of qualifications. The qualification and learning outcomes are based on the recommendations of:

- The Resuscitation Council (UK)
- A distinguished panel of experts in emergency medical care

This QA qualification is:

- For people who deal with first aid at work enabling them to be workplace first aiders under the Health and Safety (First Aid) Regulations 1981
- Based on the Health and Safety Executive (HSE) training standard for delivery of First Aid at Work (FAW) courses for the purposes of the Health and Safety (First Aid) Regulations 1981

This qualification should enable Learners to attain the knowledge and practical competencies needed to deal with a range of first aid situations.

Learners should be able to demonstrate the practical administration of safe, prompt, effective first aid in emergency situations with an understanding of the role of first aider.

This qualification specification provides information for Centres and Learners about the delivery of the Qualsafe Level 3 Award in First Aid at Work (RQF) and includes the unit information, assessment methods and quality assurance arrangements.

Objective

The objective of the qualification is to benefit Learners by preparing them to deal with a range of first aid situations and/or take on the role of first aider in the workplace.

Intended audience

This qualification is for people who have a specific responsibility at work, or in voluntary and community activities, to provide help to people in a range of first aid situations.

Structure

This qualification contains 2 mandatory units with a Total Qualification Time (TQT) of 22 hours. Full details of these units are in *Appendix 1*.

Learners must complete all assessments in the unit successfully within the registration period to achieve the qualification. The maximum period to achieve this qualification, including any referrals is 10 weeks.

TQT is the total number of hours required for a Learner to achieve this qualification. It has 2 elements:

- Guided Learning Hours (GLH) is the time a Learner is being taught and assessed under the immediate guidance of a Trainer/Assessor, which for this qualification is 18 GLH (3 days), and
- The number of hours a Learner will reasonably be likely to spend in preparation and study, including assessment, as directed by, but not under the immediate guidance or supervision of a Trainer, e.g. home study, which for this qualification is 4 hours

Related units

The Qualsafe Level 3 Award in First Aid at Work (RQF) contains 1 unit that also appears as Unit 1 (Emergency First Aid in the Workplace) of the Qualsafe Level 3 Award in Emergency First Aid at Work (RQF).

Therefore, assessments attained through the Emergency First Aid in the Workplace unit may be used towards the achievement of the Qualsafe Level 3 Award in Emergency First Aid at Work (RQF) qualification should the Learner not achieve Unit 2 (Recognition and Management of Illness and Injury in the Workplace) of this qualification.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process for recognising any previous learning undertaken or assessments attained by a Learner. The Learner must prove they have met some or all the learning outcomes or assessment criteria for this qualification before RPL can be considered.

Any evidence submitted as RPL must be valid, authentic, reliable, current, sufficient and specific.

In some cases, Centres may need to produce mappings against QA learning outcomes and assessment criteria to confirm comparability of qualification certificates or evidence being submitted. Mapping templates created by QA must be used for this process. Please see the *QA Recognition of Prior Learning (RPL) Policy* for further details.

RPL is considered for this qualification. The potential outcomes could include reduction or exemption of:

- Learning outcomes or GLH
- Assessments

RPL for this qualification **must** be approved by QA prior to implementation. Note: Charges may apply. Please refer to the *QA Fees and Charges List*.

Entry requirements

Learners must be at least 14 years old on the first day of the training and be able to perform practical tasks at floor level. There are no other formal entry requirements but we strongly recommend that Learners have a minimum of Level 1 in literacy and numeracy or equivalent.

Other course requirements

Due to the practical nature of this course, Learners should wear appropriate clothing and footwear, e.g. trousers and flat footwear.

Progression

The Qualsafe Level 3 Award in First Aid at Work (RQF) may be used towards other qualifications at the same and higher level, plus aid career progression in a relevant profession.

Requalification requirements

This qualification is valid for a period of 3 years. The Learner needs to retake the qualification before the certificate expiry date to remain qualified.

It is possible to reduce GLH when requalifying and attend a 12-hour FAW requalifying course if Learners produce their current or previous, recently expired, FAW certificate. The certificate should be in a format as accepted by the HSE. Requalification training should be delivered in no less than 12 hours (2 days) excluding breaks.

Expired FAW certificates

If the Learner's previous FAW certificate has expired by more than 1 month at the start of FAW requalification course, the Centre must, in advance, provide the Learner/their employer with the following information:

FAW requalification courses are only 12 hours in duration, compared to 18 hours for the initial course. This means that the syllabus is covered at a significantly faster pace in the understanding that learners are familiar with the topics.

Health and Safety Executive (HSE) guidance is clear that if an employee's FAW certificate expires, they are "no longer considered competent to act as a first-aider in the workplace". For this reason, you should make every effort to requalify a first aider before the certificate expires.

Employers and Learners should be aware that there is an increased risk of failing to achieve the required standard if previous certification has expired by a considerable period (HSE defines this as in excess of 1 month). If this is the case, HSE recommends "it may be prudent to complete a 3-day course".

Qualification approval requirements

QA requires the Centre:

- To have appropriate policies, systems and procedures in place
- To appoint suitable individuals from their personnel team to train, assess and quality assure their QA qualifications
- To have suitable and adequate venues, equipment and learning resources

In order to secure and maintain approval from QA, Centres need a minimum staffing requirement for each qualification they deliver, which for this qualification is:

One Trainer/Assessor	Responsible for the delivery and assessment of qualifications
One Internal Quality Assurer	Responsible for quality assuring the delivery and assessment of this qualification

QA requires the Centre staff to read and understand QA's key policies and procedures, and to abide by their contents.

Trainers

All Trainers should have the skills, knowledge and experience to be able to teach and demonstrate the subject. Each Trainer must be approved by QA and provide evidence of:

1. A first aid at work qualification/medical registration as shown in *Appendix 2*
2. A formal teaching/training qualification as shown in *Appendix 3*
3. An acceptable log/record of teaching first aid as shown in *Appendix 2*

Trainers are expected to keep up to date with the subject area and provide evidence of continuing professional development (CPD).

Assessors

All Assessors should have the skills, knowledge and experience to be able to assess the subject. Each Assessor must be approved by QA and provide evidence of:

1. A first aid at work qualification/medical registration as shown in *Appendix 2*
2. An acceptable assessing qualification as shown in *Appendix 3* **or** attendance at relevant CPD training with an Awarding Organisation (AO)
3. An acceptable log/record of assessing first aid as shown in *Appendix 2*

There is no requirement for a separate Assessor when delivering this qualification. Trainers can perform the role of both Trainer and Assessor providing they meet the requirements for each role.

Assessors are expected to keep up to date with the subject area and provide evidence of CPD.

Internal Quality Assurers

Internal Quality Assurers (IQAs) of this qualification must have knowledge and competency in first aid as well as knowledge and competency in internal quality assurance. Each IQA must be approved by QA and provide evidence of:

1. A first aid at work qualification/medical registration as shown in *Appendix 2*
2. An acceptable internal quality assurance qualification as shown in *Appendix 4* **or** attendance at relevant CPD training with an Awarding Organisation (AO)

IQAs are expected to keep up to date with the subject area and provide evidence of CPD.

They must also:

- Have knowledge of the requirements of the qualification they are quality assuring at the time the assessment is taking place
- Have knowledge and understanding of the role of IQAs
- Attend training delivery and observe assessments being carried out
- Carry out other related internal quality assurance

Full details of the Centre's requirements for internal quality assurance are in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Note: IQAs cannot quality assure a course for which they were the Trainer and/or Assessor.

Venue and equipment

Quality training involves using premises conducive to learning and it is a Centre's responsibility to make sure all venues used for training and assessment purposes are suitable and adequate – whether these are hired or in-house training rooms. They must also comply with all current legislation.

In addition, it is important to use a wide range of equipment and learning resources to support delivery.

As a minimum, Centres must make sure their venues, equipment and other resources include:

Resource/area:	Requirements:
Resuscitation manikins	Provide a minimum ratio of 1 manikin to every 4 Learners to facilitate training and assessment of rescue breaths, chest compressions and Automated External Defibrillation (AED) pad placement.
Hygiene	Sufficient procedures to maintain hygiene when using resuscitation manikins and other training equipment.
Audio visual (AV) equipment and training aids	Sufficient AV equipment and training aids to facilitate learning using varying teaching methods.
Learning materials	Provide Learners with clear and accurate reference books/handouts covering the topics included in the qualification. Learners should have access to these reference materials for the validity of their certification.
AED trainers	Provide a minimum of 1 AED trainer to every 4 Learners. If fewer AED trainers are provided, adjust learning hours/lesson plans accordingly to make sure Learners are not disadvantaged.

Bandages and dressings	Sufficient clean bandages, dressings and other items commonly found in a first aid kit to facilitate training and assessment.
Choking vest/manikins	Provide Learners with suitable choking vests or manikins to facilitate training and assessment of back blows and abdominal thrusts.
Adrenaline Auto-Injector (AAI) training devices	A selection of Adrenaline Auto-Injector training devices to facilitate training and assessment. The minimum must include one of the following: <ul style="list-style-type: none"> • Jext • EpiPen
Training venue	The training venue must meet acceptable health and safety standards and be conducive to learning, with sufficient: <ul style="list-style-type: none"> size, floor surfaces, seating, writing surfaces, toilet facilities, ventilation, lighting, heating, access, exits, cleanliness, absence of distracting noise.

Optional catastrophic bleeding practical assessment

The following resources are required for the optional catastrophic bleeding practical assessment:

- A manufactured tourniquet
- Equipment required for the application of an improvised tourniquet
- A replica wound with training equipment for wound packing
- Imitation haemostatic dressings or other dressings

Course/Centre administration

Registering Learners

Centres must ensure Learners are registered in accordance with the guidance in the *QA Centre Handbook*.

Certification

After a Learner has completed an assessment, unit or qualification, whether they have passed or not, Centres must enter the details and assessment results on the QA Customer Portal at: www.qualsafeawards.org. Centres will be given login details and guidance on using the QA Customer Portal when they are approved to deliver a QA qualification.

The Learner receives a certificate on achieving this qualification.

Learners who complete the optional training and assessment for use of tourniquets and haemostatic dressings have additional text included on their certificate to acknowledge these skills.

The certificate date is the date the Learner achieves the final unit. This qualification is valid for 3 years. The Learner needs to retake the qualification and the assessments before the end of the 3 years to remain qualified.

QA has developed a verification tool that means the validity of every certificate can be verified online. This verification tool can be found on the QA website.

Refresher training

QA recommend Learners also complete annual refreshers to maintain their basic skills and keep up to date with any changes to first aid procedures.

Recommended annual refresher training/qualifications include:

- Qualsafe Level 3 Award in First Aid at Work (Annual Refresher) (RQF)
- Qualsafe First Aid Annual Refresher e-Learning
- Qualsafe Level 3 Award in Adult Basic Life Support and Automated External Defibrillation (RQF)

Delivery and support

Learner to Trainer ratio

To maintain the quality of training and assessment, make sure the class ratio is no more than 12 Learners to 1 Trainer. The assessment space should allow Learners to sit at least 1 metre apart to prevent collusion during the theory/multiple choice question paper assessment. Never allow more Learners on the course than you can cater for during the assessment.

Delivery plan

QA provides Centres with a complimentary course programme and detailed lesson plans, which are carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments.

For Centres wanting to include additional skills, we have created an additional session for catastrophic bleeding, including use of tourniquets and haemostatic dressings.

Centres not using QA lesson plans, which are created and provided free on qualification approval, must submit their own delivery plan and have it approved by us **before** delivering this qualification. Note: Charges may apply. Please refer to the *QA Fees and Charges List*. The delivery plan should:

- Include a course timetable and detailed lesson plans, clearly showing the required subjects and criteria/ learning outcomes are covered and the minimum 18 guided learning hours are met
- Be carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments
- Be emailed to: info@qualsafeawards.org

Blended learning

This qualification can be delivered using a combination of distance learning and face-to-face classroom learning and assessment. The 'minimum' amount of classroom hours **must** be as detailed below with the remainder of the GLH having been completed by distance learning:

3 day FAW



- 12 hours (2 days) CLASSROOM
- 6 hours (1 day) DISTANCE

2 day FAW Requalification



- 6 hours (1 day) CLASSROOM
- 6 hours (1 day) DISTANCE

Note: distance learning **must** be completed before the face-to-face classroom session and **all** assessments **must** take place in the classroom.

Distance learning can be delivered through either video conferencing or e-Learning. For this qualification, the following options are available:

- QA has created a First Aid at Work blended learning package which includes 6 hours of 'state of the art' e-Learning content and a dedicated course overview and lesson plan to support the classroom elements for both FAW and FAW requalification
- Centres can use their own e-Learning content or virtual classroom to deliver the distance learning element. **This requires additional approval criteria.** See *QA Blended Learning Policy for Regulated First Aid Qualifications* and *QA Blended Learning Agreement for Regulated First Aid Qualifications*

Learning materials

Centres must provide each Learner with suitable reference materials that cover the lesson plans and learning outcomes for this qualification. We recommend either:

- *First Aid Made Easy* by Nigel Barraclough
- *Concise First Aid Made Easy* by Nigel Barraclough

Centres can choose alternative books or other learning materials but these **must be approved** by QA prior to use. Note: Charges may apply. Please refer to the *QA Fees and Charges List*.

Ongoing support

QA Centres should provide appropriate levels of support to Learners throughout the qualification. The purpose of the support is to:

- Assess knowledge and competence in relation to learning outcomes and the detailed assessment criteria of the units within the qualification, see *Appendix 1*
- Give Learners feedback on their progress and how they might be able to improve

Assessment

Overview

The Qualsafe Level 3 Award in First Aid at Work (RQF) skills and knowledge should be taught and assessed in accordance with currently accepted first aid practice in the UK.

Methods

QA has devised externally set, internally marked assessment tools to make sure Learners are assessed against the required knowledge, skills and understanding, as detailed in the learning outcomes and assessment criteria shown in *Appendix 1*. Centres should download all assessment papers from the QA Customer Portal in advance of the course. For each unit there are:

- Practical assessments – observed by the Trainer throughout the course, with the results of each learning outcome recorded on the practical assessment paperwork, see *QA Guide to Assessing First Aid Qualifications*. There are 7 mandatory and 1 optional practical assessment for this qualification:
 - CPR and safe use of an AED
 - Choking casualty
 - Unconscious casualty
 - Wounds, bleeding and shock
 - Secondary survey
 - Management of fractures
 - Management of anaphylaxis
 - Catastrophic bleeding (optional)
- Theory assessment/multiple choice question papers – there is 1 paper per unit for each Learner and Learners should answer all the questions under ‘examination’ conditions, see *QA Multiple Choice Question Paper Guidelines*:
 - The maximum time allowed for Unit 1 is 25 minutes and for Unit 2 is 40 minutes
 - The minimum mark is 11 out of 15 for Unit 1 and 18 out of 25 for Unit 2 in order to be considered for an overall ‘Pass’

There are 2 possible grades available of Pass or Fail. All mandatory areas of assessment must individually meet or exceed the required pass criteria/mark for the Learner to achieve this qualification.

Note: Centres should download all assessment papers from the QA Customer Portal in advance of the course.

Access to assessment

QA is committed to equality when designing the assessments for qualifications. Centres can make sure they do not unfairly exclude the assessment needs of a particular Learner by following the *QA Access to Assessment Policy* to determine whether it is appropriate to:

- Make a Reasonable adjustment or
- Request Special Consideration for the Learner

When a reasonable adjustment needs to be made, Centres should check the *QA Access to Assessment policy* to see if the adjustment required needs prior approval or if the *Reasonable Adjustment Form* can be submitted retrospectively. If the adjustment requires prior approval, then Centres must complete a *Reasonable Adjustment Form* and send it to QA with any relevant supporting evidence at least five working days in advance of course delivery for review and approval. Centres should retain a copy of this form for their own records.

Learners may be eligible for special consideration if their performance through the assessment process has been affected by some temporary illness, injury or adverse set of circumstances. A *Special Consideration Request Form* should be completed and sent to QA within five working days of the Learner assessment taking place, along with any supporting evidence (where available), for consideration and approval. Centres should retain a copy of this form for their own records.

Note: If you have any suggestions for improvements, please let us know.

Learners should be informed about the Centre's and QA's appeals and complaints procedures and how they can access these. Information about these procedures can be found in the *QA Training Commitment* which should be presented to Learners during their course.

Specific equality issues relevant to this qualification

It is important no Learner is turned away from a training course due to disabilities or impairments. However, to assess competence and gain certification, the Learner will need to demonstrate certain practical skills. For instance, for first aid qualifications the Learner must be assessed performing practical tasks such as CPR, as per *QA Guide to Assessing First Aid Qualifications*. To pass the assessment, the Learner must demonstrate the required practical skills without assistance from a third party.

Informal record of achievement

If a Learner with disabilities cannot perform 1 or more of the practical tasks required, it may be possible for the Centre to provide a letter recording the learning outcomes that the Learner achieved. For example, a Learner may be able to demonstrate chest compression only CPR, instruct a third party how to place a casualty in the recovery position and pass the theoretical assessments. The letter should clearly state that “this record of achievement does **not** constitute a Qualsafe Level 3 Award in First Aid at Work (RQF)”.

Assessment language

Assessment in British Sign Language (BSL) may be permitted for this qualification for the purpose of a Reasonable Adjustment. See *QA Access to Assessment Policy*.

Assessment in languages other than English may be permitted. However, the certificate issued could only be used to support a role in the workplace as long as proficiency in English is not required for the role supported by this qualification. See *QA Language Policy*.

Prior approval from QA is required before any assessment is delivered through BSL or a language other than English. Any request received will be considered in terms of viability and there may be charges depending on the work required to meet the request, e.g. translating assessment papers.

If a Learner passes the assessment process in another language or through BSL, their certificate will show extra information, including the language of assessment and if required, confirmation of the context in which the certificate can be used.

Quality assurance

Centre internal quality assurance

The Centre is required to sample a reasonable amount of assessments as part of the quality assurance of the qualification. This standardisation of assessment across Learners and Trainers is to make sure there is fairness and consistency in assessment practices. Centres are required to adhere to QA's internal quality assurance requirements. Further details can be found in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Centres must retain all Learner documents and records for a period of 3 years and make sure these are available for review by QA or our representatives, e.g. External Quality Assurers (EQAs), on request.

Qualsafe Awards external quality assurance

QA operates a system of ongoing monitoring, support and feedback for approved Centres.

QA employs a risk-based model to decide the frequency of external quality assurance activity.

Further details of the QA external quality assurance programme are available in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Further information

Contact us

If you have any queries or comments we would be happy to help you, contact us:

Email: info@qualsafeawards.org

Tel: 0330 660 0899

Useful addresses and websites

- Qualsafe Awards, City View, 3 Wapping Road, Bradford, BD3 0ED
www.qualsafe.org
- Office of Qualifications and Examinations Regulation (Ofqual):
www.gov.uk/government/organisations/ofqual
- Qualifications Scotland Accreditation:
<https://accreditation.qualifications.gov.scot/accreditation/home>
- Qualifications Wales:
www.qualificationswales.org
- Council for the Curriculum Examinations and Assessment (CCEA):
<https://ccea.org.uk/regulation>
- Health & Safety Executive (HSE):
www.hse.gov.uk
- Resuscitation Council (UK):
www.resus.org.uk

Appendix 1 – Qualification units

Qualification unit 1

The Qualsafe Level 3 Award in First Aid at Work (RQF) has 2 units that Learners are required to complete in order to achieve the qualification.

Title:	Unit 1 Emergency First Aid in the Workplace	
GLH:	6	
Level:	3	
Learning outcomes The Learner will:	Assessment criteria The Learner can:	*Indicative content
1. Understand the role and responsibilities of a first aider	1.1 Identify the role and responsibilities of a first aider	<p>Identification of the roles and responsibilities of a first aider may include:</p> <ul style="list-style-type: none"> • Preventing cross-infection • Recording incidents and actions • Safe use of available equipment • Assessing an incident • Summoning appropriate assistance • Prioritising treatment • Dealing with post-incident stress <p>NB. These roles and responsibilities may be demonstrated holistically.</p>
	1.2 Identify how to minimise the risk of infection to self and others	<p>Minimising the risk of infection may include:</p> <ul style="list-style-type: none"> • Personal Protective Equipment (PPE) • Hand hygiene • Disposal of contaminated waste • Using appropriate dressings • Barrier devices during rescue breaths • Covering own cuts <p>Others may include casualties, work colleagues or people within the workplace environment. NB. These roles and responsibilities may be demonstrated holistically.</p>
	1.3 Identify the need for consent to provide first aid	<p>Identifying the need to gain consent may include:</p> <ul style="list-style-type: none"> • Gaining consent • Implied consent <p>NB. These roles and responsibilities may be demonstrated holistically.</p>

2. Be able to assess an emergency situation safely	2.1 Conduct a scene survey	<p>Conducting a scene survey may include:</p> <ul style="list-style-type: none"> • Checking for further danger • Identifying the number of casualties • Evaluating what happened • Prioritising treatment • Delegating tasks
	2.2 Conduct a primary survey of a casualty	<p>The primary survey sequence may include:</p> <ul style="list-style-type: none"> • D: Danger • R: Response • C: <i>Catastrophic bleeding</i> • A: Airway • B: Breathing • C: Circulation • D: Disability • E: Exposure
	2.3 Summon appropriate assistance when necessary	<p>Summoning appropriate assistance may include:</p> <ul style="list-style-type: none"> • Shouting for help • Calling 999/112 via speakerphone or bystander • Leaving the casualty to call 999/112 • Calling an NHS emergency helpline such as 111 <p>NB. These roles and responsibilities may be demonstrated holistically.</p>
3. Be able to provide first aid to an unresponsive casualty	3.1 Identify when to administer cardiopulmonary resuscitation (CPR)	<p>Identifying when to administer CPR must include:</p> <ul style="list-style-type: none"> • When the casualty is unresponsive and: <ul style="list-style-type: none"> ◦ Not breathing ◦ Not breathing normally/agonal breathing/slow laboured breathing/panting
	3.2 Demonstrate adult CPR using a manikin	<p>Demonstrating adult CPR must include:</p> <ul style="list-style-type: none"> • 30 chest compressions <ul style="list-style-type: none"> ◦ Correct hand positioning ◦ 5–6cm compression depth ◦ 100–120 per minute • 2 rescue breaths <ul style="list-style-type: none"> ◦ Correct rescue breath positioning ◦ Blowing steadily into mouth (<i>about 1 sec to make chest rise</i>) ◦ Taking no longer than 10 seconds to deliver 2 breaths • AED (<i>Defibrillator</i>) <ul style="list-style-type: none"> ◦ Correct placement of AED pads ◦ Following AED instructions <p>CPR – minimum demonstration time of 2 minutes at floor level. May additionally include use of rescue breath barrier devices.</p>

	3.3 Identify when to place a casualty into the recovery position	Identifying when to place the casualty into the recovery position may include when the casualty has lowered levels of response and: <ul style="list-style-type: none"> • Does not need CPR • Is breathing normally • Is uninjured An injured casualty may be placed in the recovery position if the airway is at risk (<i>e.g. fluids in the airway or you need to leave the casualty to get help</i>).
	3.4 Demonstrate how to place a casualty into the recovery position	Placing a casualty into the recovery position may include: <ul style="list-style-type: none"> • Placing in a position that maintains a stable, open, draining airway at floor level • Continually monitoring airway and breathing • Turning the casualty onto the opposite side every 30 minutes • Placing heavily pregnant casualty on their left side
	3.5 Demonstrate continual monitoring of breathing whilst the casualty is in the recovery position	Continually monitoring airway and breathing must include: <ul style="list-style-type: none"> • Continual checking for normal breathing to ensure that abnormal breathing can be identified immediately
	3.6 Identify how to administer first aid to a casualty who is experiencing a seizure	Administering first aid to a casualty having a generalised seizure may include: <ul style="list-style-type: none"> • Keeping the casualty safe (<i>removing dangers</i>) • Noting the time and duration of the seizure • Opening airway and checking breathing post seizure • Determining when to call 999/112
4. Be able to provide first aid to a casualty who is choking	4.1 Identify when a casualty is choking	Identifying mild choking may include recognising the casualty is able to: <ul style="list-style-type: none"> • Speak • Cough • Breathe Identifying severe choking may include recognising the casualty is: <ul style="list-style-type: none"> • Unable to cough effectively • Unable to speak • Unable or struggling to breathe • In visible distress • Unconscious
	4.2 Demonstrate how to administer first aid to a casualty who is choking	Administering first aid for choking must include the following: <ul style="list-style-type: none"> • Encouraging to cough • Up to 5 back blows • Up to 5 abdominal thrusts • Calling 999/112 when required • CPR if unconscious Demonstration must be simulated using a training device, not another Learner.

5. Be able to provide first aid to a casualty with external bleeding	5.1 Identify whether external bleeding is life-threatening	Life-threatening (<i>catastrophic</i>) bleeding may be identified by: <ul style="list-style-type: none"> • Rapidly flowing or spurting blood from a wound • Pooling of blood on the ground (<i>or clothing</i>) • Bleeding that cannot be controlled by direct manual pressure alone
	5.2 Demonstrate how to administer first aid to a casualty with external bleeding	Administering first aid for external bleeding may include: <ul style="list-style-type: none"> • Maintaining clean technique • Positioning the casualty in a sitting or lying position • Examining the wound • Applying direct pressure onto (<i>or into</i>) the wound • Dressing the wound Life-threatening (<i>catastrophic</i>) bleeding treatment may include: <ul style="list-style-type: none"> • Wound packing (<i>including improvised</i>) • Tourniquet application Improvised tourniquet application
6. Know how to provide first aid to a casualty who is suffering from shock	6.1 Recognise when a casualty is suffering from shock	Shock: hypovolaemic shock (<i>resulting from blood loss</i>) recognition may include: <ul style="list-style-type: none"> • Pale, clammy skin • Pale skin inside the lips (<i>for dark skin tones</i>) • Fast, shallow breathing • Rise in pulse rate • Cyanosis • Dizziness/passing out when sitting or standing upright
	6.2 Identify how to administer first aid to a casualty who is suffering from shock	Administering first aid for hypovolaemic shock may include: <ul style="list-style-type: none"> • Treating the cause • Casualty positioning • Keeping the casualty warm • Calling 999/112

7. Know how to provide first aid to a casualty with minor injuries	7.1 Identify how to administer first aid to a casualty with: <ul style="list-style-type: none"> • Small cuts • Grazes • Bruises • Small splinters • Nosebleeds 	<p>Administering first aid for small cuts and grazes may include:</p> <ul style="list-style-type: none"> • Irrigation • Dressing <p>Administering first aid for bruises may include:</p> <ul style="list-style-type: none"> • Cold compress for up to 20 minutes <p>Small splinter removal may include the following steps:</p> <ul style="list-style-type: none"> • Cleaning of area • Remove with tweezers • Dress <p>Administering first aid for a nosebleed may include:</p> <ul style="list-style-type: none"> • Sitting the casualty down, head tipped forwards • Pinching the soft part of the nose • Telling the casualty to breathe through their mouth
	7.2 Identify how to administer first aid to a casualty with minor burns and scalds	<p>Administering first aid for minor burns and scalds may include:</p> <ul style="list-style-type: none"> • Cooling for 20 minutes with cool running tap water • Removing jewellery and loose clothing • Covering the burn • Determining when to seek advice
Additional information about the unit		
*indicative content	The purpose of the indicative content in this unit is to provide an indication of the context behind each assessment criteria, however, where the term ' must ' is used within the indicative content, these elements must be included within the assessment.	
Simulation	Simulation is permitted in this unit. The following ACs must be assessed by practical demonstration: 3.2, 3.4, 3.5, 4.2, 5.2.	

Note: Full and detailed qualification content is available to approved Centres in the form of lesson plans and a training presentation which are provided free of charge.

Qualification unit 2

Title:	Unit 2 Recognition and Management of Illness and Injury in the Workplace	
GLH:	12	
Level:	3	
Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	*Indicative content
1. Be able to conduct a secondary survey	1.1 Identify the information to be collected when gathering a casualty history	Information to be collected when gathering a casualty history may include: <ul style="list-style-type: none"> • Signs and symptoms • Event history • Allergies • Past medical history • Last meal • Medication
	1.2 Demonstrate how to conduct a head-to-toe survey	Performing a systematic check of the casualty may include: <ul style="list-style-type: none"> • Head and neck • Shoulders and chest • Abdomen • Legs and arms <p>Head-to-toe survey: must be conducted on a casualty with a continually monitored or protected airway (e.g. a conscious casualty or a casualty placed in the recovery position).</p>
2. Be able to provide first aid to a casualty with suspected injuries to bones, muscles and joints	2.1 Recognise a suspected: <ul style="list-style-type: none"> • Fracture or dislocation • Sprain or strain 	Recognising fractures, dislocations, sprains and strains may include: <ul style="list-style-type: none"> • Pain • Loss of power • Unnatural movement • Swelling or bruising • Deformity • Irregularity • Crepitus • Tenderness

	<p>2.2 Identify how to administer first aid for a casualty with suspected:</p> <ul style="list-style-type: none"> • Fracture or dislocation • Sprain or strain 	<p>Administering first aid for fractures and dislocations may include:</p> <ul style="list-style-type: none"> • Immobilising/keeping the injury still • Calling 999/112, or • Arranging transport to hospital <p>Administering first aid for sprains and strains may include:</p> <ul style="list-style-type: none"> • Rest • Ice • Compression/comfortable support • Elevation
	<p>2.3 Demonstrate how to apply:</p> <ul style="list-style-type: none"> • A support sling • An elevated sling 	<p>Demonstrating the application of a sling must include:</p> <ul style="list-style-type: none"> • A support sling • An elevated sling
<p>3. Be able to provide first aid to a casualty with suspected head and spinal injuries</p>	<p>3.1 Recognise a suspected:</p> <ul style="list-style-type: none"> • Head injury • Spinal injury 	<p>Recognising concussion, compression and fractured skull may include:</p> <ul style="list-style-type: none"> • Mechanism of injury • Signs and symptoms • Conscious levels <p>Recognising spinal injury may include:</p> <ul style="list-style-type: none"> • Mechanism of injury • Pain or tenderness in the neck or back • Numbness, tingling and muscle weakness <p>Head injury: includes concussion, compression and skull fracture. The Learner is not expected to differentiate between these conditions.</p>
	<p>3.2 Identify how to administer first aid for a suspected head injury</p>	<p>Administering first aid for a head injury may include:</p> <ul style="list-style-type: none"> • Determining when to call 999/112 • Maintaining airway and breathing • Monitoring response levels • Dealing with fluid loss
	<p>3.3 Demonstrate how to administer first aid for a casualty with a suspected spinal injury</p>	<p>Administering first aid for spinal injuries may include:</p> <ul style="list-style-type: none"> • Calling 999/112 • Opening the airway using the jaw thrust technique • Keeping the head and neck in-line • Safe method(s) of placing the casualty into a recovery position whilst protecting the spine (<i>if the airway is at risk</i>)

<p>4. Know how to provide first aid to a casualty with suspected chest injuries</p>	<p>4.1 Identify how to administer first aid for suspected:</p> <ul style="list-style-type: none"> • Fractured ribs • Penetrating chest injury 	<p>Administering first aid for suspected rib fracture may include:</p> <ul style="list-style-type: none"> • Calling 999/112 • Casualty positioning • Supporting the injury <p>Administering first aid for a penetrating (<i>open</i>) chest injury may include:</p> <ul style="list-style-type: none"> • Calling 999/112 • Casualty positioning • Controlling bleeding around the wound (<i>without covering the wound</i>) • Leaving a sucking chest wound open to fresh air
<p>5. Know how to provide first aid to a casualty with burns and scalds</p>	<p>5.1 Identify how to recognise the severity of burns and scalds</p>	<p>Recognising the severity of burns and scalds may include:</p> <ul style="list-style-type: none"> • Cause • Age • Burn/scald size • Depth • Location
	<p>5.2 Identify how to administer first aid for burns involving:</p> <ul style="list-style-type: none"> • Dry/wet heat • Chemicals • Electricity 	<p>Administering first aid for dry/wet heat burns may include:</p> <ul style="list-style-type: none"> • Cooling the burn for 20 mins with cool running tap water • Removing jewellery and loose clothing • Covering the burn • Determining when to call 999/112 <p>Administering first aid for chemical burns may include:</p> <ul style="list-style-type: none"> • Ensuring safety • Brushing away dry/powder chemicals • Irrigating with copious amounts of water (<i>unless contra-indicated</i>) • Treating the face/eyes as priority <p>Administering first aid for electrical burns may include:</p> <ul style="list-style-type: none"> • Ensuring it is safe to approach/touch the casualty • Checking DRCABCDE and treating accordingly • Cooling the burns
<p>6. Know how to provide first aid to a casualty with an eye injury</p>	<p>6.1 Identify how to administer first aid for eye injuries involving:</p> <ul style="list-style-type: none"> • Dust • Chemicals • Embedded objects 	<p>Administering first aid for dust in the eye may include:</p> <ul style="list-style-type: none"> • Irrigation with clean water • Ensuring the water runs away from the good eye <p>Administering first aid for a chemical in the eye may include:</p> <ul style="list-style-type: none"> • Irrigation with large volumes of clean water (<i>unless contra-indicated due to the chemical involved</i>) • Ensuring the water runs away from the good eye • Calling 999/112 <p>Administering first aid for an embedded object in the eye may include:</p> <ul style="list-style-type: none"> • Covering the injured eye • Ensuring the good eye is not used (<i>cover if needed</i>) • Calling 999/112 or arranging transport to hospital

7. Know how to provide first aid to a casualty with suspected poisoning	7.1 Identify how poisonous substances can enter the body	<p>Identification of the following routes a poison can enter the body may include:</p> <ul style="list-style-type: none"> • Ingested (<i>swallowed</i>) • Inhalation (<i>breathed in</i>) • Absorbed (<i>through the skin</i>) • Injected (<i>directly into skin tissue, muscles or blood vessels</i>)
	7.2 Identify how to administer first aid to a casualty with suspected sudden poisoning	<p>Administering first aid for corrosive substances may include:</p> <ul style="list-style-type: none"> • Ensuring your own safety • Substances on the skin – diluting and washing away with water • Swallowed substances – rinsing out the mouth then giving sips of milk or water (<i>subject to sufficient levels of response</i>) • Calling 999/112 and giving information about the poison if possible • Protecting airway and breathing • Resuscitation if necessary, using PPE/Barrier devices <p>Administering first aid for non-corrosive substances may include:</p> <ul style="list-style-type: none"> • Ensuring your own safety • Calling 999/112, and giving information about the poison if possible • Protecting airway and breathing • Resuscitation if necessary, using PPE/barrier devices
8. Be able to provide first aid to a casualty with anaphylaxis	8.1 Recognise suspected anaphylaxis	<p>Recognising anaphylaxis may include rapid onset and rapid progression of a life-threatening airway, breathing and circulation problem:</p> <ul style="list-style-type: none"> • Airway – Swelling of the tongue, lips or throat • Breathing – Difficult, wheezy breathing or tight chest • Circulation – <ul style="list-style-type: none"> ◦ Dizziness, feeling faint or passing out ◦ Pale, cold clammy skin and fast pulse ◦ Nausea, vomiting, stomach cramps or diarrhoea <p>There may also be skin rash, swelling and/or flushing.</p>
	8.2 Identify how to administer first aid for a casualty with suspected anaphylaxis	<p>Administering first aid for anaphylaxis may include:</p> <ul style="list-style-type: none"> • Calling 999/112 • Correct casualty positioning • Use of the casualty’s adrenaline auto-injector or nasal spray • Using the opposite leg to administer a second dose of adrenaline if needed • Resuscitation if required
	8.3 Demonstrate <u>the use of a ‘training device’ adrenaline auto-injector</u>	<p><u>The use of a ‘training device’ adrenaline auto-injector:</u> must be demonstrated using a training device and NOT a live auto-injector</p>

<p>9. Know how to provide first aid to a casualty with suspected major illness</p>	<p>9.1 Recognise suspected:</p> <ul style="list-style-type: none"> • Heart Attack • Stroke • Epileptic seizure • Asthma attack • Hypoglycaemic emergency 	<p>Recognising a heart attack may include:</p> <ul style="list-style-type: none"> • Sudden onset • Crushing chest pain • Skin appearance (e.g. <i>pale, grey, sweaty</i>) • Variable pulse • Shortness of breath <p>Recognising stroke may include performing the FAST test:</p> <p>F: Face A: Arms S: Speech T: Time to call 999/112</p> <p>Other stroke symptoms include sudden problems with balance, walking, dizziness, coordination, vision and severe headache.</p> <p>Recognising an epileptic seizure may include the following patterns:</p> <ul style="list-style-type: none"> • Aura • Tonic phase • Clonic phase • Recovery phase <p>Recognising an asthma attack may include:</p> <ul style="list-style-type: none"> • Difficulty breathing and speaking • Wheezy breathing • Pale and clammy skin • Cyanosis • Use of accessory muscles <p>Recognising a hypoglycaemic emergency may include:</p> <ul style="list-style-type: none"> • Fast onset • Lowered levels of response • Pale, cold and sweaty skin • Normal or shallow breathing • Rapid pulse
	<p>9.2 Identify how to administer first aid to a casualty suffering from:</p> <ul style="list-style-type: none"> • Heart Attack • Stroke • Epileptic seizure • Asthma attack • Hypoglycaemic emergency 	<p>Administering first aid for a heart attack may include:</p> <ul style="list-style-type: none"> • Correct casualty positioning • Calling 999/112 • Calming and reassurance • Assisting to take an aspirin if indicated <p>Administering first aid for a stroke may include:</p> <ul style="list-style-type: none"> • Maintain airway and breathing • Correct casualty positioning • Calling 999/112

		<p>Administering first aid for an epileptic seizure may include:</p> <ul style="list-style-type: none"> • Removing dangers and safely protect the head • Noting the time and duration of the seizure • Loosening tight clothing around the neck • Determining when to call 999/112 • Post seizure care, including monitoring of airway and breathing <p>Administering first aid for an asthma attack may include:</p> <ul style="list-style-type: none"> • Correct casualty positioning • Assisting a casualty to take their reliever inhaler and use a spacer device • Calming and reassurance • Determining when to call 999/112 <p>Administering first aid for a hypoglycaemic emergency may include:</p> <ul style="list-style-type: none"> • Giving 15-20g of glucose for conscious casualties (<i>subject to sufficient response levels</i>) • Providing further food or drink if casualty responds to glucose quickly • Determining when to call 999/112
Additional information about the unit		
*indicative content		The purpose of the indicative content in this unit is to provide an indication of the context behind each assessment criteria, however, where the term ' must ' is used within the indicative content, these elements must be included within the assessment.
Simulation		Simulation is permitted in this unit. The following ACs must be assessed by practical demonstration: 1.2, 2.3, 3.3, 8.3

Note: Full and detailed qualification content is available to approved Centres in the form of lesson plans and a training presentation which are provided free of charge.

Appendix 2 – Occupational knowledge, competence and experience

Occupational knowledge and competence

All Trainers, Assessors and IQAs must have occupational knowledge and competence in first aid.

Acceptable evidence includes:

- Holding a current First Aid at Work certificate issued by an Ofqual/Qualifications Scotland Accreditation/Qualifications Wales/CCEA Regulation recognised Awarding Organisation/Body (or equivalent*) **or**
- Holding a current Offshore First Aid Certificate issued by a HSE approved training provider **or**
- Current registration as a Doctor with the General Medical Council (GMC)** **or**
- Current registration as a Nurse with the Nursing and Midwifery Council (NMC)** **or**
- Current registration as a Paramedic with the Health and Care Professions Council (HCPC)**

*recognised First Aid at Work certificate equivalents must be submitted to QA with comprehensive mapping which evidences that all assessment criteria of the FAW qualification have been achieved within the past 3 years. Equivalent qualifications without an expiry date and achieved more than 3 years ago will require additional evidence to be submitted of up-to-date competence in First Aid.

**registered healthcare professionals must act within their scope of practice and therefore have current expertise in first aid to teach/assess the subject.

Teaching experience

All Trainers must have experience in teaching first aid. Acceptable evidence includes either of the following options:

- A 36-hour log of teaching first aid within 3 years, which must include one of the following (*or equivalent*) delivered within 6 months:
 - 1 Emergency First Aid at Work,
 - 1 First Aid at Work,
 - 1 Paediatric First Aid, **or**
- A record of being observed by a qualified/approved Trainer within 12 months, during which practical and theoretical topics were delivered competently for a duration of 6 GLH

Assessing experience

All assessors must have experience in assessing first aid. Acceptable evidence includes either of the following:

- A log of performing assessments on 6 first aid courses within 3 years **or**
- A record of being observed by a qualified/approved assessor within 12 months, during which 4 practical and 1 theoretical assessment were delivered competently

Appendix 3 – Acceptable training/assessing qualifications

This list is not exhaustive but provides a guide to acceptable training and/or assessing qualifications. Trainers who also assess Learners competence must hold an acceptable assessor qualification to enable them to perform both functions.

Qualification	Train	Assess
Current qualifications <i>(available for new trainers/assessors to undertake):</i>		
Level 3 Award in Education and Training	√	√
Level 4 Certificate in Education and Training	√	√
Level 5 Diploma in Education and Training	√	√
Level 3 Award in Teaching and Assessing in First Aid Qualifications (QCF or RQF)	√	√
Cert Ed/PGCE/B Ed/M Ed	√	√
SVQ 3 Learning and Development SCQF Level 8	√	√
SVQ 4 Learning and Development SCQF Level 9	√	√
TQFE (Teaching Qualification for Further Education)	√	√
Planning and Delivering Learning Sessions to Groups SCQF Level 6 (Qualifications Scotland Unit)	√	√
SCQF Level 6 Award in Planning and Delivering Learning Sessions to Groups (Qualifications Scotland Accredited)	√	√
L&D Unit 6 Manage Learning and Development in Groups SCQF Level 8 (Qualifications Scotland Accredited)	√	
L&D Unit 7 Facilitate Individual Learning and Development SCQF Level 8 (Qualifications Scotland Accredited)	√	
L&D Unit 8 Engage and Support Learners in the Learning and Development Process SCQF Level 8 (Qualifications Scotland Accredited)	√	
Carry Out the Assessment Process SCQF Level 7 (Qualifications Scotland Unit)		√
Level 3 Award in Assessing Competence in the Work Environment		√
Level 3 Award in Assessing Vocationally Related Achievement		√
Level 3 Award in Understanding the Principles and Practices of Assessment		√
Level 3 Certificate in Assessing Vocational Achievement		√
L&D Unit 9DI Assess Workplace Competence Using Direct and Indirect Methods SCQF Level 8 (Qualifications Scotland Accredited)		√
L&D Unit 9D Assess Workplace Competence Using Direct Methods SCQF Level 7 (Qualifications Scotland Accredited)		√
Other acceptable qualifications:		
CTLLS/DTLLS	√	√
PTLLS with unit 'Principles and Practice of Assessment' (12 credits)	√	√
Further and Adult Education Teacher's Certificate	√	√
IHCD Instructional Methods	√	√
IHCD Instructor Certificate	√	√
English National Board 998	√	√
Nursing mentorship qualifications	√	√
NOCN Tutor Assessor Award	√	√
S/NVQ Level 3 in Training and Development	√	√
S/NVQ Level 4 in Training and Development	√	√

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PDA Developing Teaching Practice in Scotland's Colleges SCQF Level 9 (Qualifications Scotland Qualification)	√	√
PDA Teaching Practice in Scotland's Colleges SCQF Level 9 (Qualifications Scotland Qualification)	√	
PTLLS (6 credits)	√	
Regulated Qualifications based on the Learning and Development NOS 7 Facilitate Individual Learning and Development or NOS 6 Manage Learning and Development in Groups	√	
Training Group A22, B22, C21, C23, C24	√	
Learning and Teaching – Assessment and Quality Standards SCQF Level 9 (Qualifications Scotland Unit)		√
A1 Assess Candidates Using a Range of Methods or D33 Assess Candidates Using Differing Sources of Evidence		√
Conduct the Assessment Process SCQF Level 7 (Qualifications Scotland Unit)		√
A2 Assess Candidate Performance through Observation or D32 Assess Candidate Performance		√
Regulated Qualifications based on the Learning and Development NOS 9 Assess Learner Achievement		√

Note: Assessors who do not hold a formal assessing qualification may alternatively attend *First Aid Assessor CPD Training* with an Awarding Organisation/Body.

Appendix 4 – Qualifications suitable for internal quality assurance

This list is not exhaustive but provides a guide to acceptable internal quality assurance qualifications:

L&D Unit 11 Internally Monitor and Maintain the Quality of Workplace Assessment SCQF Level 8 (Qualifications Scotland Accredited)
Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
Conduct the Internal Verification Process SCQF Level 8 (Qualifications Scotland Unit)
Regulated Qualifications based on the Learning and Development NOS 11 Internally Monitor and Maintain the Quality of Assessment
V1 Conduct Internal Quality Assurance of the Assessment Process or D34 Internally Verify the Assessment Process
Internally Verify the Assessment Process SCQF Level 8 (Qualifications Scotland Unit)

Note: IQAs who do not hold a formal internal quality assurance qualification may alternatively attend *Internal Quality Assurance CPD Training* with an Awarding Organisation/Body.