

How to gain and maintain approval for First Aid at Work training under the Health and Safety (First Aid) Regulations 1981

HEALTH AND SAFETY EXECUTIVE

**First Aid Approval and Monitoring Section
Corporate Medical Unit**

INTRODUCTION

1. This Guidance is designed to help training providers gain and maintain approval to carry out First Aid at Work (FAW) training. The Health and Safety Executive's (HSE) First Aid Approval and Monitoring Section (FAAMS) is authorised to issue and renew Certificates of Approval to those First Aid at Work (FAW) training providers whose training and qualifications in FAW meet the requirements set out in the Health and Safety (First Aid) Regulations 1981 and associated Approved Code of Practice and Guidance (ACOP).

BACKGROUND

2. The HSE's contract for the '*Provision of Field Activities Relating to the Approval of FAW Training*' was awarded on 1st April 1997 and renewed on 1st April 2000. Prior to the award, the HSE's Employment Medical Advisory Service (EMAS) had undertaken all such activities which included visits to FAW training providers. Those visits have since been carried out by the HSE's appointed contractor (the Contractor) under the management of FAAMS.

THE LAW

3. The Regulations¹ require that, in order to provide first aid to their employees who are injured or become ill whilst at work, employers must have suitable people, equipment and facilities. Regulation 3(2) says that '*... for this purpose a person shall not be suitable unless he has undergone:*

'such training and has such qualifications as the HSE may approve..., and'

'such additional training, if any, as may be appropriate in the circumstances of that case.'

4. Under Regulation 3(2) therefore, the HSE will only approve FAW training and FAW re-qualification training. As indicated above, the Regulations are supported by an Approved Code of Practice². You are advised to read both in conjunction with this Guidance.

FEES

5. The HSE will charge fees for the various elements of the approval process. The HSE will inform you, in writing, of the details of those fees and the date on which they will become effective. Thereafter, the HSE will make any changes to fees known as and when they arise.

¹ The Health and Safety (First Aid) Regulations, 1981 SI 1981/917 HMSO ISBN 0 11 016917 4

² First Aid at Work. The Health and Safety (First Aid) Regulations 1981. Approved Code of Practice and Guidance L74 HSE Books ISBN 0 7176 1050 0

GAINING APPROVAL

6. To become an approved FAW training provider, your organisation will need to complete the HSE's Original Approval Questionnaire. There is an original approval fee payable which covers all assessment activities carried out by the HSE and its Contractor (including the Original Approval Assessment visit and Original Approval Monitoring visit).

7. You must first apply to:

The Health and Safety Executive
First Aid Approval and Monitoring Section (FAAMS)
Corporate Medical Unit
4N.3 Redgrave Court
Merton Road
Bootle
Merseyside
L20 7HS

Fax: 0151 951 4845
Telephone: 0151 951 3919

8. FAAMS will send you an Original Approval Questionnaire to complete. In addition to the completed Original Approval Questionnaire, you will be required to provide photocopies of the following documented information:

- details of your organisation's administrative systems;
- a sample of the FAW certificate to be issued to successful students;
- personal portfolios of at least four individuals (two trainers and two assessors);
- your organisation's Quality Assurance Plan;
- information regarding the standards of your organisation's First Aid training;
- details of your organisation's course syllabus including at least three sample lesson plans showing aims, objectives and outcomes;
- a timetable for your organisation's four day syllabus;
- a timetable for your organisation's two day syllabus (re-qualification) if applicable;
- details of your organisation's final assessment procedure;
- details about your organisation's training equipment; and
- information about the training premises to be used to provide the training.

9. Appendix 1 sets out in detail the information you are required to provide. You must then send the completed Original Approval Questionnaire, photocopies of the relevant information and a cheque for payment of the application fee to FAAMS (at the above address). FAAMS will acknowledge receipt of these documents and cheque if requested. FAAMS will then assess your organisation's application and inform you of

the outcome. Where necessary, FAAMS will tell you whether more information is required.

Original Approval Assessment visit

10. Satisfied that you have provided a complete set of information, FAAMS will promptly advise you that it will be instructing the HSE's Contractor to carry out an Original Approval Assessment visit. The purpose of this visit is a further check on the authenticity of all the information your organisation has provided. The Contractor will arrange with you directly a suitable time for one of its Visiting Officers to carry out this visit.
11. Following this visit, the Visiting Officer will provide FAAMS with a written report. FAAMS will review the findings of that report and will then write to inform you of the outcome of the visit. Where your organisation is required to make minor improvements, FAAMS will discuss with you how these can best be achieved.
12. If major improvements are needed, FAAMS may instruct the Contractor to carry out an additional visit once you have notified FAAMS that those improvements have been made. Please note that you will be charged a fee retrospectively for any additional visit.
13. Following satisfactory completion of this stage, your organisation shall be granted provisional approval to provide FAW training. A Certificate of Approval shall be issued for a period of five years.

Original Approval Monitoring visit

14. Once provisional approval has been granted, FAAMS will confirm the same to you in writing (usually by email) and will send you a paper Certificate of Approval. FAAMS will then instruct its Contractor to arrange for a Visiting Officer to carry out the Original Approval Monitoring visit. This visit concentrates both on the assessment of your organisation's trainers against the teaching standards set out in your application and the equipment and premises used for your training. FAAMS aims that this visit will take place, where practicable, within three months of the issue of your organisation's Certificate of Approval.
15. Following this visit, the Visiting Officer will provide FAAMS with a written report. FAAMS will review the findings of that report and will then write to inform you of the outcome the visit. Where your organisation is required to make minor improvements, FAAMS will discuss with you how these can best be achieved.
16. If major improvements are needed, FAAMS will instruct the Contractor to carry out an additional visit once you have notified FAAMS that those improvements have been made. Please note that you will be charged a fee retrospectively for any additional visit.
17. Following completion of this stage, FAAMS shall confirm in writing that all training standards have been met and that FAW training may continue to be provided by your organisation.

MAINTAINING APPROVAL

Post Approval Monitoring Visit

18. Post Approval Monitoring visits are carried out to established FAW training providers to assess whether compliance with the Regulations and the ACOP is being maintained. Each training provider will receive at least one Post Approval Monitoring visit during its five year Certificate of Approval term. The number of visits each training provider will receive will be determined by the actual number of training locations used by that training provider. The more training locations a provider regularly uses, the more visits will be carried out. There is a fee for a Post Approval Monitoring visit for which your organisation will be charged retrospectively.
19. FAAMS will notify the Contractor when your organisation's Post Approval Monitoring visit is required. The Contractor will contact you to arrange for a Visiting Officer to carry out this visit. (*Exceptionally you may be visited unannounced either by HSE, its Contractor or both to investigate a formal complaint*).
20. Following this visit, the Visiting Officer will provide FAAMS with a written report. FAAMS will review the findings of that report and will then write to inform you of the outcome of the visit. Where your organisation is required to make minor improvements, FAAMS will discuss with you how these can best be achieved.
21. If major improvements are needed, FAAMS will instruct the Contractor to carry out an additional visit once you have notified FAAMS that those improvements have been made. Please note that you will be charged a fee retrospectively for any additional visit.
22. Following completion of this stage, FAAMS shall confirm in writing that all training standards have been met and that FAW training may continue to be provided by your organisation.

Cancellations

23. You must notify FAAMS directly if you are intending to cancel either an Original Approval Monitoring visit or a Post Approval Monitoring visit. You must give at least three working days' notice prior to the scheduled start date of the training course. Failure to provide such notice may result in a cancellation charge being made.

Renewals

24. At least one month before the expiry of your organisation's current Certificate of Approval, you must apply in writing to FAAMS if you wish it to be renewed. You will not receive a reminder. Your organisation will be charged a renewal fee for a new Certificate of Approval. A cheque (made payable to the Health and Safety Executive) for the current renewal fee must be sent with your organisation's renewal application.

Appeals

25. Your organisation may decide to appeal against any decision not to issue it with a Certificate of Approval, where your organisation's approval status has been removed or where an additional visit is required. You must write to FAAMS - see paragraph 7 - with evidence to support your organisation's appeal. FAAMS will consider this appeal and inform you of its decision within ten working days of receipt of your letter.

Complaints

26. FAAMS will investigate all formal written complaints. To investigate any such complaint, FAAMS may choose to carry out an unannounced visit (either carried out itself or by its Contractor) to your organisation's administrative or training premises or to ask you to provide written information. Please note that you will be charged a fee retrospectively for any such visit.

APPENDIX 1

Your organisation's approval process

ORIGINAL APPROVAL ASSESSMENT VISIT	The first stage of the approval process is for the training organisation to be visited in order to ensure that all the administrative processes are in place in order to start the business.
ORIGINAL APPROVAL MONITORING VISIT	The second stage of the approval process (which should be conducted within three months of the approval being given) is to assess the standard of training, the training equipment and the training premises.
POST APPROVAL MONITORING VISIT	This visit will be conducted approximately halfway through the five year approval period in order to ensure that training organisations are working to the required standards. The visit will cover the administrative processes as well as assessing the standard of training, the training equipment and the training premises.

BACKGROUND

This Appendix is intended to help your organisation to gain and maintain HSE approval to provide First Aid at Work training. It sets out the requirements of the approval process. Your organisation's application and any visit carried out will be assessed against these requirements.

TRAINING

The purpose of FAW training is to enable persons to practice first aid to the required standards to deal safely, promptly and effectively with injuries or illnesses which occur in the workplace.

ADMINISTRATIVE SYSTEMS

There must be an administrative system for the recording and storage of training information, which should be filed efficiently (either manually or electronically) so as to be available for review at any time by FAAMS.

These records should include the following information:

1. A record of course dates including the names of trainers and assessors used;
2. Names and details of students including assessment information; and
3. Re-qualification dates of students.

All documentation should be retained for a minimum of five years.

STUDENT CERTIFICATES

Do the certificates issued to successful students on satisfactory completion of the assessment contain the following information?:

1. Full name of approved Training Provider;
2. The title 'First Aid at Work';
2. 3. Reference to the Health and Safety (First Aid) Regulations, 1981;
4. Confirmation that the certificate is valid for three years from the date of issue;
5. the approved Training Provider's HSE Certificate of Approval number; and
6. a signature of an appropriately authorised person.

First Aid training providers are required to have at least four people as trainers/assessors and they must ensure that all portfolios are current, regularly reviewed and contain up to date, chronological evidence to confirm competence.

TRAINER

Each trainer must have a personal portfolio which contains:

1. A current and valid First Aid at Work certificate, or alternatively an NMC or a GMC Certificate with evidence of current first aid knowledge;
2. A formal teaching or training qualification; and
3. A chronological list of evidence to show that the trainer has regularly provided First Aid at Work training during the previous three years. If only a small amount of First Aid at Work training has been completed then evidence of other first aid training experience is required i.e., are all the syllabus items for First Aid at Work covered in the trainer's experience?; or
4. For newly qualified trainers is evidence available that proves he/she has conducted **at least two practical and two theoretical** first aid training sessions under the supervision of a qualified assessor?

ASSESSOR

Each assessor must have a personal portfolio which contains:

1. A current and valid First Aid at Work certificate, or alternatively an NMC or a GMC Certificate with evidence of current first aid knowledge;
2. A formal assessing qualification; and
3. A chronological list of evidence to show that the assessor has regularly provided First Aid at Work assessing during the previous three years. If only a small amount of First Aid at Work assessing has been completed then evidence of other first aid assessments is required; or
4. For newly qualified assessors is evidence available that proves they have conducted **at least two practical and two theoretical** first aid assessments under the supervision of a qualified assessor?

Trainer and Assessor Qualifications

The following list of qualifications are examples of those accepted by FAAMS. This list is **not** definitive and should only be used as a guide.

<u>Teaching</u>	<u>Assessing</u>
Further and Adult Education Teachers' Certificate	Further and Adult Education Teachers' Certificate
B.Ed / PGCE / M.Ed	B.Ed / PGCE / M.Ed
NVQ level 3 in Training & Development	NVQ level 3 in Training & Development
NVQ level 4 in Training & Development	NVQ level 4 in Training & Development
Training Group A22, B22, C21, C23, E24, D21	D32 – Skills Assessor
Skills Trainer	D32/33 – Vocational Assessor
Vocational Trainer	English National Board 998
Workplace Trainer	Workplace Assessor
Direct Trainer	Direct Assessor
IHCD Instructional Methods	IHCD Instructional Methods
IHCD Instructor Certificate	IHCD Instructor Certificate
First Aid Lay Instructor Certificate	

No formal qualifications

If the trainer/assessor does not have a formal teaching/assessing qualification then learning experience will be taken into account. Each trainer/assessor should have a portfolio, which includes details of knowledge and experience gained and details of any relevant training undertaken. Learning outcomes achieved must also be taken into consideration. A minimum of **two practical and two theoretical** training/assessing sessions should be conducted whilst being assessed by a qualified trainer/assessor.

Trainer/Assessor exemptions

All trainers and assessors must have a current and valid First Aid at Work Certificate. Exemptions to this are as follows:

1. A qualified General Medical Practitioner. The Visiting Officer must see proof of current GMC Certificate; and
2. A first or second level Registered Nurse who is registered with the NMC and has a personal identification number (PIN Number). The Visiting Officer must see a current NMC certificate.

In the above exemptions, each individual must be able to demonstrate current (within the previous three years) experience of first aid skills by producing sufficient evidence in his/her portfolio.

QUALITY ASSURANCE

A. Is there an effective system in place for monitoring the skills of the trainers and assessors?

There must be a copy of the Quality Assurance Plan which shows who will carry out the monitoring, the frequency of such monitoring and by what methods the skills of the trainers and assessors are reviewed. The Course Evaluation Procedure can be linked to this Plan and can be used to identify the trainer's or assessor's personal training needs. It is expected that all trainers and assessors are monitored a minimum of once per year.

B. Are there records of assessments of trainers and assessors with any outcomes?

Copies of monitoring assessments should be available for the Visiting Officer to see. Ideally, copies should be filed centrally and also a copy of each monitoring assessment should be filed in each trainer's or assessor's personal portfolio.

C. Is there a procedure in place to monitor the quality of trainers and assessors through student feedback?

As part of the quality monitoring procedure a First Aid Training Provider should have a student evaluation procedure. This procedure should cover at least the following areas:

1. Trainer's ability (feedback from students and internal monitoring);
2. Structure and content of the course;
3. Equipment; and
4. Premises.

D. Is there a formal complaints procedure?

As part of a FAW Training Provider's Quality Assurance Plan, there should be a complaints procedure and each student should be made aware of it before training begins.

Note: FAAMS should be the final arbiter of any complaint made relating to FAW.

E. Is there adequate training equipment, ensuring adherence to hygiene at all times?

It is important that there is a wide range of resources and that these are appropriate to the active process of learning.

Area	Requirements
Seating	1 per student
Writing surfaces	adequate for each student to take notes
Learning materials	current reference books, flip charts etc. should be available and appropriate to the lesson plan and the aims, objectives and outcomes
Audio-visual equipment	an OHP, slides, 'PowerPoint', and other audio-visual equipment appropriate to the lesson plan/objectives
CPR mannequins	1 mannequin to every 4 students (as per the European Resuscitation Council guidelines)
Dressings/bandages	one per student is recommended.

There should be procedures in place for maintaining hygiene when using equipment.

F. Is the training venue(s) suitable and adequate?

Quality training involves using premises, which are conducive to learning. First Aid Training Providers do not have to have their own training premises. The training can be delivered in client premises or in accommodation which is hired. It is the responsibility of each approved Training Provider to ensure that all premises used are suitable and adequate.

Area	Requirements
Room size	each student should have a minimum of 1.25 sq metres. A minimum room size of 4 x 4 metres (i.e. 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/blankets provided for use during practical sessions
Cleanliness	should maintain a clean, tidy and hygienic environment
Noise	is there noise from production or industrial activity? Is the noise liable to distract attention from training? Is there an operational tannoy in the training room? If so, can it be isolated during the course?

TRAINING STANDARDS

FAW skills and knowledge must be taught and assessed in accordance with currently accepted first aid practice in the United Kingdom. At present, the HSE accepts the first aid management of injuries and illness, in as far as they relate to the topics to be covered in a FAW training course, as laid down:

1. by the UK Resuscitation Council;
2. by the European Resuscitation Council (ERC), where that agrees with the UK Resuscitation Council;
3. in the current edition of the first aid manual of the Voluntary Aid Societies (St John Ambulance Association, St Andrew's Ambulance Association and the British Red Cross Society); and
4. in other publications, provided they are based on sound medical, scientific research or are in line with the three above.

COURSE SYLLABUS

A. Lesson Plans

These should be provided for each syllabus topic. An example is shown below. There must be set aims, objectives and outcomes within each lesson plan, to measure a student's understanding of each of the syllabus topics. A combination of theory and practical tests will enable the trainer to assess whether a topic has been fully understood by all the students. Evidence of these tests should be available to the Visiting Officer.

Sample lesson plan

Perform cardiopulmonary resuscitation (CPR)

Time: two hours

Aim to demonstrate effective adult CPR to a casualty who is unconscious, has no pulse and is not breathing

Objectives	Tutor	Student
Determine the risks to the first aider	Describe and explain	Question and answer
Determine the level of consciousness	Describe and explain	Practical work using casualty/ mannequin
Establish correct head position	Describe, explain and show method	Practical work using casualty/ mannequin
Establish absence of breathing	Describe, explain and show method	Practical work using casualty/ mannequin
Establish that airway is clear	Describe method	Practical work using mannequin
Explain how lungs are ventilated by artificial means	Describe, explain and show method	Practical work using mannequin

Objectives	Tutor	Student
Establish absence of circulation	Describe, explain and show method	Practical work using casualty/ mannequin
Explain how cardiac circulation is established, using chest compressions	Describe, explain and show method	Practical work using mannequin
Explain the correct ratio between ventilations and chest compressions	Describe, explain and show method	Practical work using mannequin
Explain how/when additional help is summoned	Describe and explain	Question and answer

Outcome: each student will have a practical assessment at the end of the lesson conducted by the trainer, covering the procedures listed in the lesson plan.

The lesson plans should include theory sessions, practical sessions and a level of student interaction, which satisfies the course objectives.

B. On successful completion of the syllabus, each student must be able to demonstrate that they are able to:

1. act safely, promptly, and effectively with emergencies at work;
2. use First Aid equipment, including the contents of a First Aid container;
3. understand the duties of employers and the legal framework;
4. maintain simple factual records on the treatment or management of emergencies; and
5. recognise the importance of personal hygiene in First Aid procedures.

C. Students must also be able to deal with a casualty who:

6. requires cardiopulmonary resuscitation;
7. is unconscious;
8. is bleeding or wounded;
9. is suffering from shock;
10. is suffering from an injury to bones, muscles or joints;
11. has been burned or scalded;
12. has an eye injury;
13. has been overcome by gas or fumes;
14. has been poisoned or exposed to a harmful substance;
15. Students should be able to recognise minor illness;
16. Students should be able to recognise major illness; and
17. Manage casualty transportation as required by workplace circumstances.

The First Aid at Work course and Re-qualification course can be tailored to meet an individual's or individual employer's needs; however it must cover all the above topic areas as a minimum.

COURSE DURATION

- A. Is the whole course run over a minimum of four days and completed within thirteen weeks?**

The course is usually run over a minimum of four days, but can be run over a maximum of thirteen weeks.

- B. Does the First Aid at Work training course consist of at least twenty-four contact hours (excluding lunch and break times, but including the final assessment)?**

Training courses, including the final assessment, should include at least twenty-four contact hours. 'Contact hours' mean actual teaching or practical time. It does not include coffee and meal breaks.

- C. Is each session of at least two hours' duration?**

If the course is run over a period of weeks, each session must last no less than two hours.

Note: FAW certificates are valid for three years. However, a first aider can attend a course up to three months before the expiry date on their certificate. The new certificate will then be effective from that date. Where this has not been possible, the HSE will allow an extension of the certificate for 28 days beyond the expiry date, within which a re-qualification course should be completed. During the extension period, the HSE will continue to recognise the FAW certificate and the first aider will continue to be a suitable person that the employer can use for the purpose of providing first aid to employees.

Any first aider who is not able to undertake a requalification course up to a maximum of 28 days after the expiry date of their 3 year certificate, will be required to retake a full 4 day FAW course. Anyone requalifying within a period of certificate extension will have their new certificate dated from the expiry date of the previous one.

RE-QUALIFICATION TRAINING

- D. Is there a system in place to ensure that each student has a current and valid First Aid at Work Certificate before commencing re-qualification training?**

Sufficient administrative systems must be in place to ensure that no student is accepted onto re-qualification training unless he/she has a current and valid First Aid at Work certificate (i.e., pre-course information must make this statement and be followed by a physical check before the course begins).

- E. Is the Re-qualification course run over a minimum of two days and a maximum of six weeks?**

The re-qualification course is usually run over a minimum of two days, but can be run over a maximum of six weeks.

F. Does the First Aid at Work Re-qualification training course consist of at least twelve contact hours (excluding lunch and break times, but including the final assessment)?

Re-qualification training courses, including the final assessment, should include at least twelve contact hours. 'Contact hours' mean actual teaching or practical time. It does not include coffee and meal breaks.

Note: You must not combine FAW training courses with FAW re-qualification training courses. Additionally, all FAW training courses must 'standalone' and not be included within the syllabus of non-first aid training courses.

FINAL PRACTICAL ASSESSMENT

The final assessment must determine a student's ability to act safely, promptly and effectively when an emergency occurs at work and to deal with a patient who:

1. requires cardiopulmonary resuscitation;
2. is unconscious; and
3. is wounded and/or bleeding.

The approved training provider must decide if a student has the required knowledge and skills in these areas. A student must only be given an FAW Certificate when and if the training provider is satisfied that he/she is competent to deal safely and effectively with first aid emergencies in the workplace.

The final assessment for every FAW course must be carried out by two suitably qualified assessors (see above), who have not been involved in the teaching.

There must be an appropriate waiting area and room or private area available for conducting the assessments.

To fully ensure student competency points 1, 2 and 3 of the assessment should be practical with oral questioning.

Note: students can be used as casualties during practical demonstration but should not be so used during the final assessment.

TEACHING STANDARDS

Preparation and Planning

A. Is the classroom conducive to effective teaching and learning?

All students require their own working area. They must all be able to hear and see the trainer at all times. There must be adequate space for theory and practical work, and it must be set up to make learning effective.

B. Are the lesson plans of sufficient quality and detail?

If a lesson plan has no strict format, FAAMS recommends that it includes the following:

1. Learning objectives (a statement to show what the student is expected to achieve by the end of the session);
2. Trainer and student activities during the session;
3. Teaching methods and equipment to be used;
4. A method of assessing the student's understanding; and
5. Time allocated for each session.

[See sample lesson plan at page 12.]

C. Are the aims and objectives of the lesson plans clearly stated?

Lesson plans should provide all the necessary stages that the student needs to go through in order to achieve the objectives of the First Aid training course.

Effective Delivery

D. Is there an effective introduction to each topic?

The trainer should introduce each topic effectively and each of the students should understand their involvement in the session and what they are expected to have learned by the end of it.

E. Is the lesson plan adhered to?

The lesson plan should be followed with reasonable closeness. Every student group is different, with different learning needs and abilities. The trainer should be aware of this and make allowances when applying the constraints of the lesson plan. Session times should be conducted according to the lesson plans and the course syllabus. If sessions overrun this may have a detrimental effect on subsequent sessions as vital information may be missed by the trainer in an attempt to make up time.

F. Are there adequate and sufficient training aids for the lesson?

The training aids selected should be appropriate and clearly contribute towards achievement of the stated objective. The positioning and use of the training aids should be used for the benefit of all students. Every student should be able to see and hear clearly what is being taught at all times.

G. Is the overall timetable adhered to?

The trainer should ensure that all training is conducted within specified time scales. The trainer should also ensure that sessions do not overrun in order to maximise learning. If the timetable is not adhered to, students may not receive vital information as the trainer tries to make up time. Conversely, if there is spare time available, this time should be utilised to reinforce learning.

Trainer and Student Interaction

H. Is training delivered producing good interaction?

The trainer should be seen to encourage and ensure full participation and involvement of all students. The trainer should involve quieter students where appropriate. During practical group work, the trainer should balance groups well and use the correct measure of judgement to change groups. This allows the student population to maximise learning opportunities.

I. Are the students encouraged to participate?

The trainer must be aware that some students may not have volunteered to attend the training course. Their management may well have asked them to attend. This should be taken into account particularly when observing class activity and individual interest. The trainer should recognise student interest early and take necessary steps to deal with any lack of motivation if required.

J. Does the trainer ensure that every student achieves the stated outcomes?

Assessments should be continuous to make sure the student has the relevant understanding, knowledge and skills and the ability to move to the next subject area. Within the lesson plans the assessment method and standard of performance will be indicated. This may take the form of practical work, theory tests or question and answer sessions as appropriate.

Assessment Standards

A. Are all assessors unobtrusive?

During the assessment, the assessor should be as unobtrusive as possible whilst observing, and should not help or hinder the student in any way. However, assessors should be aware that the formality of an assessment can be stressful for some students and steps should be taken by the assessor to reduce this as much as possible.

B. Are clear instructions given to students?

Clear information should be given to candidates regarding the assessment procedure. Students should be encouraged to seek clarification and ask questions at any point in the process.

C. Is feedback given to students promptly and constructively?

Feedback should be given to the student as soon as is practicable after the assessment, and should clearly indicate whether the required performance has been met. If a student's performance does not meet with the required standard, it should be clearly and accurately explained in a manner which is constructive, and encourages further development without damaging the student's confidence.

APPENDIX 2

APPOINTED PERSONS - EMERGENCY FIRST AID TRAINING

1. This training is not a statutory requirement and, as such, may be offered by any training organisation with sufficient skills, knowledge and competence. Any HSE FAW approved training provider, offering such training must **not** state, either verbally or in writing, that this type of training is a legal requirement. Equally, any certificates of attendance issued to students following such courses must not directly state or indirectly imply that this training is HSE approved.
2. For those businesses where there is no requirement for an FAW trained first aider, the HSE strongly recommends that an individual receives some first aid training. This training should last at least **four** hours and cover:
 - what should be done in a medical emergency;
 - cardio-pulmonary resuscitation (CPR);
 - dealing with an unconscious casualty; and
 - the control of wounds and bleeding.

SPECIFIC HAZARD TRAINING

3. HSE no longer approves specific hazard training and any certificates of attendance issued to students following such courses must not directly state or indirectly imply that the course has HSE approval. The time taken to provide such training must be in addition to that for a standard FAW course. Training in the management of specific hazards, (such as oxygen, hydrofluoric acid or cyanide), must be provided as a distinct, separate course at the beginning or end of an FAW course and a certificate of attendance ought to be issued separately from the FAW Certificate. Training providers must ensure that the training is conducted by instructors with the necessary skills, knowledge and competence to conduct such courses.

APPENDIX 3

THE HSE's CONTRACTOR

Performance

1. HSE continually monitors all aspects of the Contractor's service delivery against quality performance standards set out in the contract. In order to check that all Contractor visits are carried out consistently nationwide and to the same exacting standards, FAAMS and the Contractor use independent programmes of verification. These programmes of verification assess the performance of all individual Visiting Officers against the quality performance standards.

Confidentiality

2. The HSE's Contractor is bound by the contract clause:

"Knowledge of any information, working practices, techniques, intellectual properties, processes or drawings which are gained by the Contractor in performing the Services shall not be used, sold or otherwise disposed of to any part of the Contractor's organisation or to any other business, enterprise or third party, nor shall the Contractor make use of any such knowledge for commercial gain or for any purposes which may adversely affect the work, status or reputation of the HSE or any other organisation."

Conflict of interest

3. The HSE's Contractor does not have an active involvement in the performance of First Aid at Work training. This is designed to avoid any potential conflicts of interests arising during the execution of the Contractor's responsibilities under the contract.
4. Nevertheless, the HSE's Contractor is bound by the contract clause:

"The Contractor must immediately identify all potential conflict of interest issues associated with the provision of the Services by the Contractor and shall promptly notify the HSE of such issues as they arise. Should the Contractor declare a conflict of interest then the HSE reserves the right to use alternative service providers to meet its needs. Procedures for addressing and resolving conflict of interest will be agreed between both parties from time to time."

Data Protection Act 1998

5. FAAMS will keep all records of approved training organisations in accordance with the above Act. All documentation that FAAMS holds relating to an Original Approval application will be kept for a minimum of six months from the date approval was granted.

This Guidance is issued by the Health and Safety Executive. Following the Guidance is not compulsory and you are free to take other action. If you do follow the Guidance you will normally be doing enough to comply with the law. Health and Safety inspectors seek to secure compliance with the law and may refer to this Guidance as an illustration of good practice.

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