A large, diverse crowd of people is shown from a high-angle perspective, filling the background of the slide. The people are in various poses, some walking, some standing, and some on bicycles, creating a sense of a busy, active community.

FAIB'S QUALITY MANAGEMENT SYSTEM

Due Diligence and Quality Assurance Procedures

THE FAIB DUE DILIGENCE CHECKS





FAIB'S 8 DUE DILIGENCE CHECKS



The First Aid Industry Body (FAIB) ensures that your chosen Training Provider meets the HSE's criteria in 8 key areas of Due Diligence. These are set out in the HSE's guidance: "Selecting a first aid training provider: A Guide for Employers" (GEIS 3).



— FAIB'S 8 DUE DILIGENCE CHECKS

1

Trainers/Assessors

2

Quality Assurance

3

The Qualified Designated Person

4

Working to Accepted Standards

5

Teaching Within Current Guidelines

6

Covering the Appropriate Syllabus

7

Issuing Certificates

8

Blended Learning

— 1. TRAINERS/ASSESSORS

The 6 areas of Trainer/Assessor competence

1. Do all Trainers/Assessors hold a First Aid at Work (FAW) certificate or equivalent e.g. First Person On Scene (Unless they are exempt due to prior medical training as a Doctor, Nurse or Paramedic. Exemptions are not automatic and First Aid skills must be relevant and suitable).



Yes, all FAIB Trainers/Assessors satisfy this criteria.


2. Do all Trainers/Assessors hold a formal Training/Assessing Qualification?




Yes, all FAIB Trainers/Assessors satisfy this criteria.




3. Are all new Trainers/Assessors verified at least 4 times prior to teaching? (twice on a practical First Aid subject and twice on a theoretical First Aid subject)

 **Yes, FAIB ensures that all Trainers/Assessors fulfil this criteria. FAIB has also introduced its own First Aid Trainer/Assessor Verification course in order to ensure the standard of new Trainers/Assessors.**


4. Are all Trainers/Assessors assessed annually as a minimum?

 **Yes, all FAIB Trainers/Assessors are monitored (face to face) at least once a year and a standard FAIB report is produced by the assessor.**

5. Do all Trainers/Assessors conduct a minimum of 6 First Aid courses each year?

 **Yes all FAIB Trainers/Assessors fulfil this criteria.**

6. Do Trainers/Assessors complete Continuous Professional Development (CPD) each year?

 **It is generally acknowledged in all forms of professional training that at least 10 hours of CPD should be completed each year. Although it is not mandatory, you will find that the majority of FAIB Training Providers ensure that this is the case for their own Trainers/Assessors.**

— 2. QUALITY ASSURANCE

The 6 Areas of Quality Assurance

FAIB requests copies of the following information during the initial sign up process and has the right to request any of this information at any time during the licence period.



1. Is there a documented course evaluation procedure?



Yes, all FAIB Training Providers ensure that students are given an evaluation form at the end of each course.

2. Is there a documented Complaints Procedure?



Every FAIB Training Provider must have a 3 stage complaints procedure as we take any complaint very seriously.

Stage 1: Dealt with by the Trainer/Assessor

Stage 2: Reviewed by the Training Provider

Stage 3: Complainant is directed to FAIB Head Office for a final review

All stages are acted upon within stringent timescales (usually 10 working days). If a complaint reaches Stage 3 it would come directly to FAIB. This enables us to understand and implement best practices and ensures continual improvement.

3. How does FAIB monitor Training Venues?



FAIB sets a standard that is required by all FAIB Training Providers (this includes room size, seating, heating, lighting, ventilation and noise).

4. How does FAIB monitor Training Equipment?



FAIB sets the standard that is required by all FAIB Training Providers (this includes the ratio of mannikins, maintenance of equipment and hygiene).

5. Is there a system for retaining detailed assessments of each student and storing them for a minimum of 3 years?



FAIB has a standard procedure for practical and theoretical assessments that is followed by every Training Provider. This is checked in their Annual Return.

6. Is there a procedure in place to guarantee that the minimum contact hours are met?

This includes ensuring that each training session lasts at least 2 hours when conducted in blocks and that the entire training is completed within a reasonable timeframe.



FAIB has procedures in place to ensure that minimum contact hours and reasonable timescales for the completion of the course are met.

— 3. THE QUALIFIED DESIGNATED PERSON(S)

A qualified designated person(s) is responsible for monitoring the Trainers/Assessors on at least an Annual basis and will take overall control of Quality Assurance procedures for the training company.



Does the designated person(s) have a First Aid at Work certificate or qualify for an exemption?

Do they have the required Assessing/Verifying/Internal Quality qualification and experience?



Yes, the designated Person(s) within FAIB Training Providers has a current First Aid at Work certificate (or equivalent), holds an Assessing/Verifying/Internal Quality qualification and has knowledge and experience of assessing/verifying/quality assurance in First Aid.

— 4. WORKING TO ACCEPTED STANDARDS

How do FAIB Training Providers demonstrate that they work to accepted standards for training?

How does FAIB ensure that class sizes are no more than 12 students per Trainer/Assessor?



FAIB check a percentage of Training Providers annually. The number of students per course is an area that is covered as a part of these checks.

In addition, FAIB do not encourage larger classes with multiple Trainers/Assessors as FAIB feel that this would lower overall training standards.

How does FAIB ensure that candidates with learning or communication difficulties meet the required learning outcomes?



Prior to any course, FAIB Training Providers will liaise with their customers to identify any learning or communication difficulties among candidates, ensuring that appropriate adjustments can be made.

How does FAIB ensure that appropriate adjustments are made during a training course for candidates with physical disabilities?



Prior to any course, FAIB Training Providers will communicate with customers to identify candidates with disabilities and make necessary adjustments. However, during the formal assessment, candidates must independently demonstrate their First Aid competence without any assistance.

5. TEACHING WITHIN CURRENT GUIDELINES



Are FAIB's First Aid Courses taught in accordance with currently accepted First Aid practice?

Do Training Providers teach the First Aid management of injuries and illness in relation to First Aid at Work (FAW), First Aid at Work Requalification (FAWR), Emergency First Aid at Work (EFAW), First Aid Annual Refresher, Paediatric First Aid (PFA) or Emergency Paediatric First aid (EPFA) in accordance with:

- Basic life support: This should follow the guidelines published by the Resuscitation Council (UK)
- The current edition of the First Aid manual of the Voluntary Aid Societies (St John Ambulance, British Red Cross, St Andrew's First Aid or:
- Other published guidelines, provided they are in line with the two above or supported by a responsible body of medical opinion.



Yes, all FAIB Training Providers follow the guidelines as above, FAIB also produce our own First Aid Manuals which conform to these standards.



6. COVERING THE APPROPRIATE SYLLABUS

Do all FAIB First Aid courses cover the appropriate syllabus?

All the First Aid courses run under FAIB follow the appropriate syllabus as indicated by the HSE (For Adult First Aid) and Department for Education/Ofsted for Paediatric First Aid.

FAIB offer over 20 workplace First Aid courses, which can be adapted (if needed) to a particular Industry.

Does the First Aid at Work (FAW) course follow the HSE guidance?



Yes, the FAIB First Aid at Work course covers a minimum of 18 hours over a minimum of 3 days and covers the syllabus as indicated by HSE.

Does the Emergency First Aid at Work (EFAW) course follow the HSE guidance?



Yes, the FAIB Emergency First Aid at Work course covers a minimum of 6 hours over a minimum of 1 day and covers the syllabus as indicated by HSE.

Does the Paediatric First Aid course (PFA) follow the Department for Education/Ofsted guidance?



Yes, the FAIB Paediatric First Aid (PFA) course covers a minimum of 12 hours over a minimum of 2 days and covers the syllabus as indicated by Department for Education/Ofsted.

Does the Emergency Paediatric First Aid course (EPFA) follow the Department for Education/Ofsted guidance?



Yes, the FAIB Emergency Paediatric First Aid (EPFA) course covers a minimum of 6 hours over a minimum of 1 day and covers the syllabus as indicated by Department for Education/Ofsted.

How do they teach practical elements of the course?



FAIB ensure that as much practical work is done as possible. We guarantee that all practical elements are taught face to face. This helps ensure correct techniques and allows students to demonstrate competence but also feel confident and willing to act in a real life emergency.

What resources do they use to deliver training?



FAIB Training Providers use an extensive range of training resources including Mannikins, Automatic External Defibrillator (AED) Training Equipment, Lesson Plans, Power-point Presentations, Practical Assessment Papers and Multiple-Choice Question Papers.

— 7. ISSUING CERTIFICATES

Do the First Aid certificates issued to students contain the appropriate information?



Yes, FAIB Training Providers only issue certificates to students that they have assessed and deemed competent. Students must demonstrate satisfactory knowledge, skill and understanding in all aspects of the training course.

FAIB provide certificate templates to our Training Providers which they can redesign as long as they still contain the following information:

- 1. Name of Training Provider.**
- 2. Qualification Title & contact hours (FAW, FAWR, EFAW, First Aid Annual Refresher PFA or EPFA).**
- 3. The certificate has been issued for the purposes of the Health and Safety (First Aid) Regulations (1981) and Health and Safety (First Aid) Regulations (Northern Ireland) 2017. (For Adult courses)**
- 4. The certificate has been issued for the purpose of the Department for Education (Statutory Framework for Early Years Foundation Stage). (For Paediatric courses)**
- 5. The certificate is valid for three years.**
- 6. The commencement date.**
- 7. States that teaching was delivered in accordance with currently accepted first aid practice.**
- 8. An outline of any additional subjects covered.**
- 9. An outline of the topics covered if the qualification is not FAW, FAW(R), EFAW, First Aid Annual Refresher, PFA or EPFA.**

Does the Training Provider only issue certificates to those deemed competent?



Yes, FAIB ensure that Training Providers only issue certificate to those deemed competent. This element is covered in the FAIB annual Quality Assurance feedback form.



How do FAIB help you ensure that your First Aiders' certificates remain valid?



FAIB Training Providers will send out expiry reminders to customers. FAIB have a policy that allows a First Aider to attend a First Aid course in the 3-month window before the certificate expiry date. If successful, the learner is issued with a certificate that is dated from the previous expiry date.



— 8. BLENDED LEARNING

Blended Learning is a combination of face to face and online E-learning. It is an acceptable means by which workplace First Aid training courses can be delivered.

The FAIB guidance does not allow First Aid courses to be taught entirely online due to the practical, hands-on nature of many of the skills taught, but we do allow you to choose a blended learning option.

If you choose this option, the HSE emphasises that you should ensure that “sufficient time is allocated to classroom-based learning and assessment of the practical elements of the syllabus”.

FAIB allows its Training Providers to offer Blended Learning. However, the blended package must be thoroughly vetted by FAIB before it is allowed to be used by an FAIB Training Provider.



— THE BLENDED PACKAGE MUST COVER THE FOLLOWING DUE DILIGENCE CHECKS:

- ✓ **The learner knows how to use the technology used to deliver the training.**
- ✓ **The Training Provider can adequately support the individual during their training.**
- ✓ **The Training Provider has a robust system in place to prevent identity fraud.**
- ✓ **Sufficient time is allocated to classroom based learning and assessment of the practical elements of the syllabus.**
- ✓ **The Training Provider has an appropriate means of assessing the E-Learning component of the training.**



THE FAIB QUALITY ASSURANCE CHECKS

**EXTERNAL (FAIB) & INTERNAL (TRAINING PROVIDER)
QUALITY ASSURANCE PROCEDURES**



FAIB EXTERNAL MONITORING OF TRAINING PROVIDERS & TRAINERS/ASSESSORS

The following areas will be checked by FAIB:

1) Quality Assurance of Trainers/Assessors

- Every new Training Provider has an initial meeting with FAIB to ascertain the experience, knowledge and competence of the Training Provider and the Trainers/Assessors.
- FAIB check the First Aid and Teaching experience/qualifications of every Trainer/Assessor.
- For New Trainers/Assessors, FAIB considers whether they have been properly verified, under the old HSE system, a New Trainer/Assessor had to be verified 4 times, twice on a practical First Aid subject and twice on a theoretical First Aid subject, a guideline that FAIB adhere to as much as possible.
- If not, FAIB ask that they are verified by working with an established Training Provider or attend FAIB's Trainer/Assessor verification course.



— 2) The Annual Return of Training Providers

Every Training Provider must complete an FAIB Annual Return which will be checked by FAIB, this covers:

- Administrative Systems
- Students Certificates
- Trainer/Assessor Qualifications and Experience
- Areas of Quality Assurance
- Training and Training Standards
- Lesson Plans and Course Outcomes
- Number of Courses Conducted
- Number of Student Failures



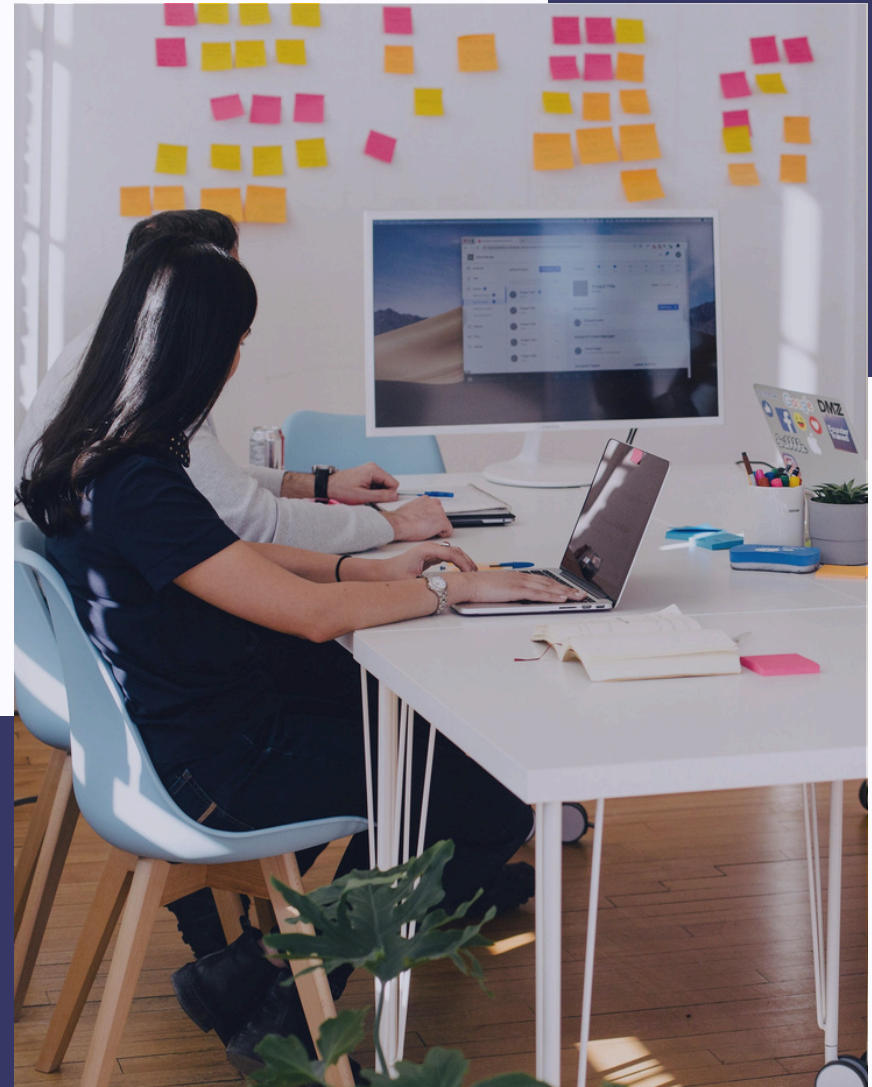
A percentage check of the Training Providers is conducted each year and information in relation to student outcomes will be requested for a particular First Aid course chosen at random. Any of the above information may also be requested as part of this check.

— 3) Training Provider Monitoring (5 year cycle)

A qualified FAIB Inspector will conduct at least one mandatory monitoring visit to every Training Provider during the 5-year licence period.

The inspection will include:

- Monitoring a Trainer/Assessor in action
- Checking Lesson Plans
- Checking the Trainer/Assessors portfolio
- Checking the First Aid equipment
- Checking the Training Room



— 4) ADDITIONAL ANNUAL MONITORING OF A TRAINING PROVIDER

A Training Provider can request additional Annual Monitoring Visits during their 5-Year licence period if they wish.

— 5) UNANNOUNCED MONITORING OF A TRAINING PROVIDER

FAIB has the power to conduct unannounced monitoring of a Training Provider at any time, particularly if a serious complaint has been received.

INTERNAL MONITORING OF TRAINERS/ASSESSORS & ADMINISTRATIVE SYSTEMS

The following areas will be checked by the Training Provider on a continuous basis. (By the designated person)

Training Provider Monitoring of Trainers/Assessors.

- Ensuring that an outcome is achieved on each subject against every student.
- Ensuring that a minimum of 6 First Aid courses are conducted each year.
- Ensuring that every Trainer/Assessor is monitored face to face at least once each year (while teaching a First Aid course)

The Training Provider ensures that the following areas of quality assurance are continuously monitored:

- End of course evaluation form
- Complaints procedure
- Maintenance of First Aid equipment
- Specification of training room size





FAIB

WHY CHOOSE THE FIRST AID INDUSTRY BODY?



- FAIB was established in 2012 at the request of ex-HSE Training Providers. We are run **For the First Aid Industry by the First Aid Industry**.
- FAIB currently has around 450 accredited Training Providers and around 1500 accredited Trainers/Assessors across the United Kingdom and Europe.
- Our experienced Advisory Panel represents the entire First Aid industry across the UK. Their years of knowledge ensure we stay at the forefront of development and standards.
- FAIB Training Providers have been delivering First Aid At Work courses for more than 10 years and have built a strong reputation for quality and excellence.
- FAIB ensures its Training Providers focus on the practical element of First Aid courses so their clients become not only competent but also confident First Aiders.
- FAIB Training Providers should have less bureaucracy and paperwork to complete.
- FAIB Training Providers are generally less costly than other options for accreditation simply because FAIB Training Providers are allowed to issue their own certificates.

Managing Director of FAIB, Ian Kershaw MBE, has worked in the First Aid Industry for 30 years. Serving as Head of the First Aid Approval and Monitoring System at the Health & Safety Executive (HSE) for 12 years. While working for the HSE he was awarded an MBE for his contributions to improving First Aid training standards.



www.faib.co.uk

[0161 494 9045](tel:01614949045) | info@faib.co.uk