

Education and training policies and procedures:

Due diligence booklet

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Introduction

Since the Health and Safety Executive (HSE) deregulated first aid training in 2013, employers have been free to choose their own training providers, provided they meet with the HSE criteria.

The full HSE criteria are set out in its [General Information Sheet No 3: Selecting a first aid training provider: A guide for employers](#).

Good practice also suggests that training providers should meet the parallel requirements set out by the First Aid Awarding Organisation Forum (FAAOF) in its statement on [Assessment principles for regulated first aid qualifications](#).

Lifesaver First Aid Services (LFAS) meets the requirements of both of these bodies in full. In many cases, we also exceed the basic requirements, so you can be assured of quality training that meets your needs.

Employers must undertake 'due diligence' on any first aid training providers to ensure that they meet the HSE requirements. This document is designed to make that process quick and easy when selecting us as your provider. We even include a printable checklist that you can download and complete the easily evidence your due diligence checks.

This booklet outlines each of the HSE requirements and then clearly shows how we meet or exceed the criteria. We are also happy to provide copies of our supporting documents, such as policy statements or insurance certificates on request.

We hope that this will make choosing our service simple and quick, but if you have any questions please feel free to contact us on the details below and we will be happy to help.

Tel: 0330 133 2444

Email: training@lfas.org.uk

We look forward to welcoming you onto a course with us soon!

Due diligence measures

Trainers and assessors

HSE requirement	Met?	How does LFAS meet this requirement?
Do the trainers / assessors have a current First Aid at Work certificate or qualify for an exemption?	Met and exceeded	All trainers and assessors within LFAS hold an FAW certificate as a minimum. The majority of our training staff hold other additional qualifications (such as FREC) and/or have additional occupational experience (such as experience as Community First Responders or Cadet Force Medical Support Officers).
Do the trainers / assessors have an appropriate training and / or assessing qualification?	Met and exceeded	All training staff hold at least the Level 3 Award in Education and Training (or equivalent). Some staff hold higher training awards. All assessing staff hold at least the Level 3 Award in Education and Training, with the 'principles and practices of assessment' module (or equivalent). Many staff hold higher assessing awards (such as CAVA).

Quality assurance

HSE requirement	Met?	How does LFAS meet this requirement?
Is there a documented quality assurance plan designating an individual to take responsibility for quality assurance, including assessment of the performance of trainers and assessors at least annually?	Met in full	<p>We have an <i>Internal Quality Assurance policy and procedures</i>, which are available publicly on our website.</p> <p>We have a risk rating for trainers and assessors to determine their level of assessments. This is never less than annually.</p>
Does the designated person have a current FAW certificate or qualify for an exemption?	Met and exceeded	<p>The designated person holds a FAW certificate plus the following additional training:</p> <ul style="list-style-type: none"> • Level 3 Certificate in First Response Emergency Care (FREC3). • Level 4 Certificate in First Response Emergency Care (FREC4). • Level 3 Certificate in First Responder on Scene – Ambulance Service (FROS).
Does the designated person have an assessing/verifying qualification?	Met and exceeded	The designated person holds the Level 3 Certificate in Assessing Vocational Achievement, the highest assessing award possible.
Is there a documented course evaluation procedure?	Met and exceeded	<p>We have a written evaluation policy, which is available on our website. All learners on our courses are encouraged to complete an evaluation form and leave feedback via our website, social media and other online sites.</p> <p>We also have separate policies for handling complaints, appeals and malpractice, which are all made available to learners and the general public via our website.</p>
Is there a documented complaints procedure?	Met in full	We have a written complaints procedure, which is communicated to all learners at the start of the course and which is available to the general public via our website.

Teaching currently accepted first aid practice

HSE requirement	Met?	How does LFAS meet this requirement?
<p>Is FAW/EFAW taught in accordance with current guidelines on adult basic life support published by the Resuscitation Council (UK), and for other aspects of first aid, in accordance with current guidelines published by the Voluntary Aid Societies or other published guidelines that are supported by a responsible body of medical opinion?</p>	<p>Met in full</p>	<p>All of our training is delivered in accordance with the latest guidance from the Resuscitation Council (UK), the current first aid manual published by the voluntary aid societies and other suitable professional bodies, for example:</p> <ul style="list-style-type: none"> ✓ Guidelines from Skills for Health (e.g. for medication administration) ✓ Guidelines from the Royal College of Surgeons Edinburgh, Faculty of Pre-hospital Care (e.g. for tourniquet protocols) <p>In all cases, the source of information for our courses can be found in the qualification specification.</p>

Training syllabus

HSE requirement	Met?	How does LFAS meet this requirement?
Does the course content adequately meet the needs of your workplace as indicated by your first-aid needs assessment?	Met and exceeded	By offering a range of courses, from short half-day sessions, to three-day FAW courses we can always find a course that meets your needs. We also work with you to identify additional training or bolt-ons that will help you meet your needs, as identified in your First Aid requirements calculations (we can also assist with this process if required).
For FAW, does the syllabus include the topics listed by the HSE and does the course include at least 18 training and assessment contact hours, over three days?	Met in full	All of our FAW courses take place over three or more days and cover all of the subjects listed by the HSE. You can find a full list of these topics here and we will be happy to provide our qualification specification on request.
For FAW requalification, does the syllabus include the topics listed by the HSE and does the course last at least 12 training and assessment contact hours, over two days?	Met in full	All of our FAW(R) courses take place over two or more days and cover all of the subjects listed by the HSE. You can find a full list of these topics here and we will be happy to provide our qualification specification on request.
For EFAW, does the syllabus include the topics listed by the HSE and does the course last at least six training and assessment contact hours, over one day?	Met in full	All of our EFAW courses take place over one or more days and cover all of the subjects listed by the HSE. You can find a full list of these topics here and we will be happy to provide our qualification specification on request.
For EFAW requalification, does the syllabus include the topics listed by the HSE and does the course last at least six training and assessment contact hours, over one day?	Met in full	All of our EFAW requalification courses take place over one or more days and cover all of the subjects listed by the HSE. You can find a full list of these topics here and we will be happy to provide our qualification specification on request.

Certificates

HSE requirement	Met?	How does LFAS meet this requirement?
<p>Do the certificates issued to students assessed as competent contain:</p> <ul style="list-style-type: none"> ✓ The name of the training organisation ✓ The title of the qualification (e.g. FAW or EFAW) ✓ Reference to the Health and Safety (First-Aid) Regulations 1981 ✓ The date of issue and confirmation the certificate is valid for three years. <p>If training is neither FAW nor EFAW the certificate should also list the learning outcomes of the syllabus on which candidates have been assessed.</p>	<p>Met in full</p>	<p>Our high-quality certificates contain all of the required information, whether issues as hard copy certificates, wallet cards or digital certificates.</p> <p>You can see a sample of our certificates on our website.</p> <p>Where we deliver training that is not FAW or EFAW, a list of outcomes is provided in an accompanying statement confirming the subjects assessed as part of the course.</p> <p>Additionally, all certificates contain security features and can be verified by LFAS for authenticity if required.</p>

Due diligence checklist

Please print this sheet and retain alongside our due diligence booklet to evidence that you have undertaken the checks necessary.

Organisation:	
Person completing checklist:	
Training organisation:	Lifesaver First Aid Services (LFAS)
Evidence of meeting HSE requirements:	<ul style="list-style-type: none">• Due diligence booklet• Policies and procedures• Qualification specifications• Insurance documentation• Sample certificates Space for additional evidence requested / supplied:
Comments:	
Signed:	
Date:	

Once completed, we recommend keeping this on file for the life of the qualification, plus one year as a minimum.

Document version control

Version	Date	Author	Description
1.0	15/02/2019	Ben Robinson	Initial issue.
1.1	07/05/2024	Ben Robinson	Minor edits and rebrand.

This record must show the last five revisions to this document.

Equality impact assessment screening tool

Protected characteristic group	Impact			Evidence and action plan
	↑	↔	↓	
Age		X		No impact on this characteristic.
Disability		X		No impact on this characteristic.
Race		X		No impact on this characteristic.
Gender re-assignment		X		No impact on this characteristic.
Religion or belief		X		No impact on this characteristic.
Sexual orientation		X		No impact on this characteristic.
Sex		X		No impact on this characteristic.
Marriage or civil partnership		X		No impact on this characteristic.
Pregnancy or maternity		X		No impact on this characteristic.
Gender identity		X		No impact on this characteristic.
Is this process new or being reviewed / updated?				<input type="checkbox"/> New process <input checked="" type="checkbox"/> Review or update of existing process
Is a full EqIA required?				<input type="checkbox"/> EqIA required – attach as an Annex once complete <input checked="" type="checkbox"/> EqIA not required
Other comments in support of this assessment?				There is no impact on any protected group by the implementation of this document.
Who completed this tool?				Ben Robinson (14001)