

Due Diligence

The Health & Safety Executive state that employers should evaluate the competence of their first-aid training organisations to ensure they are getting the best level of training services.

Stewart First Aid Training are committed to providing clients with the highest quality standards and information has been provided below in relation to the HSEs due diligence requirements for your information.

	YES	NO	Additional information / evidence
Trainers / assessors			
Do the trainers / assessors have a current FAW certificate or qualify for an exemption?	Yes		All of our trainer/assessors hold the following credentials: <ul style="list-style-type: none"> • A First Aid at Work Certificate. • A formal medical credential (Emergency Medical Technicians, Nurses, Paramedics, Medics).
Do the trainers / assessors have an appropriate training / assessing qualification?	Yes		We feel that it is essential that trainers/assessors have credentials that sit on recognised educational frameworks. All SFAT trainer/assessors hold: <ul style="list-style-type: none"> • Preparing to Teach in the Life Long Learning Sector (PTLLS) credentials or equivalent. • A formal assessing qualification e.g. A1 (D32/33) or equivalent or are working toward this by April 2015.
Quality assurance			
Is there a documented quality assurance plan designating an individual to take responsibility for quality assurance, including assessment of the performance of trainers / assessors at least annually?	Yes		Our business is committed to continuous improvement and has a robust Quality Assurance Plan for training which sits within our Quality Management Framework. We hold accreditation from the following bodies: <ul style="list-style-type: none"> • NQA - ISO9001:2008 • Edexcel - BTEC level3/4 for PTLLS SFAT were previously accredited by HSE. Since their withdrawal from overseeing training companies in October 2013 we have been accredited by: <ul style="list-style-type: none"> • The First Aid Industry Body (FAIB) – who monitor us in the same way that HSE monitored us prior to Oct 2013 ie FAIB carry out all due diligence checks on training companies and ensure they are in place before they are accredited. • Scottish Qualifications Authority (SQA) – we deliver all regulated first aid credentials in Scotland through SQA and are audited by them annually. • ITC – we deliver all regulated first aid credentials in England through ITC and are audited by them annually.



		<p>Our company guarantees that our workplace first aid training credentials are monitored by a recognised external body. This ensures that standards sit at the highest level.</p> <p>Our Quality Management Framework is overseen by our Quality Director. This person is responsible for ensuring that each area of the framework is monitored on an ongoing basis using highly qualified internal staff and also external consultants.</p> <p>Within our Quality Management Framework we also have a Performance Management System to ensure that all staff have a development plan that is monitored routinely.</p> <p>Stewart First Aid Training trainer-assessors complete a training and mentoring programme on joining our business. This ensures standardisation of our workplace training products. In the first year each trainer-assessor will be monitored at least quarterly to ensure that they achieve all trainer learning objectives. After this the trainers are formally monitored and skills assessed annually for appraisal.</p> <p>Our company uses a team of qualified internal verifiers who work with each trainer-assessor on 4 occasions through the year. They will appraise the training and assessing skills of all trainers. The feedback from this will be reviewed by the Training Manager and External Verifiers from FAIB, SQA and ITC.</p>
Does the designated person have a current FAW certificate or qualify for an exemption?	Yes	Our Training Manager has all necessary credentials to oversee the Quality Assurance Plan including a First Aid at Work credential.
Does the designated person have an assessing / verifying qualification?	Yes	Our Training Manager holds all necessary credentials (A1 & V1) to oversee our Quality Assurance Plan for Training.
Is there a documented course evaluation procedure?	Yes	Stewart First Aid Training have evaluation procedures within the Quality Assurance Plan. The results for these are processed and summarised for the Quality team. The summary reports can be sent to clients for their records and for demonstration of learning. Delegate feedback from our courses is of the highest standard.
Is there a documented complaints procedure?	Yes	Stewart First Aid Training are committed to continuous improvement and as such we take the feedback and potential complaints from clients extremely seriously. We do ensure that feedback is fed into our quality assurance system. If complaints ever arose these would be dealt with



			according to our detailed Complaints and Escalations Procedure.
Teaching currently accepted first-aid practice			
Is FAW taught in accordance with current guidelines on adult basic life support published by the Resuscitation Council (UK), and for other aspects of first aid, in accordance with current guidelines published by the Voluntary Aid Societies or other published guidelines that are supported by a responsible body of medical opinion?	Yes		<p>Stewart First Aid Training teaches according to the Resuscitation Council (UK) guidelines for basic life support and also uses the highly regarded Nigel Barraclough first aid manuals.</p> <p>Stewart First Aid Training also provides its own Candidate Assessment Workbooks that delegates will complete and keep to document their learning and completion of assessment outcomes.</p> <p>Stewart First Aid trainer-assessors continuously assess course delegates throughout each day of training to ensure they meet the required standards. Our procedures are robust and we ensure that delegates have the capability and confidence to act in an emergency on leaving our courses.</p>
Training syllabus			
Does the syllabus include the topics listed in Appendix 5 and 6 of the H&S (First Aid) Regulations, third edition, 2013 and does the course include at least 18 training and assessment contact hours, over three days?	Yes		Stewart First Aid Training First Aid at Work courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations 2013 and last for a minimum of 18 training and assessment contact hours over 3 days which can be run consecutively or split to suit the client.
For FAW requalification, does the syllabus include the topics as above and does the course last at least 12 training and assessment contact hours, over two days?	Yes		Stewart First Aid Training First Aid at Work Requalification courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations 2013 and last for a minimum of 12 training and assessment contact hours over 2 days which can be run consecutively or split to suit the client.
For EFAW does the syllabus include topics listed in Appendix 6 of the H&S (First Aid) Regulations, third Edition 2013 and does the course include at least 6 training and assessing contact hours over one day?	Yes		Stewart First Aid Training Emergency First Aid at Work courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations 2013 and last for a minimum of 6 training and assessment contact hours over one day.
Certificates			
Do the certificates issued to students assessed as competent contain the name of the training organisation, the title of the qualification (eg FAW or EFAW), reference to the Health and Safety (First-Aid) Regulations 1981, the date of issue and confirmation the certificate is valid for three years?	Yes		<p>All SFAT certificates comply with the HSEs guidance on certification.</p> <p>If clients require SQA certificates these are issued directly from SQA and contain the necessary information.</p> <p>Additional costs apply for SQA and ITC certificates.</p>