

HSE Due Diligence Questions and Answers

In April 2013, the HSE stepped back from First Aid at Work Assessments. If you have determined that your staff need First Aid Training, then you should carry out due diligence on any Training Provider that you are looking to use.

Although the HSE cannot advise you on this, it has published a list of questions that you should be asking of the provider. To save time, we have listed all the questions here, along with our answers for your understanding. Of course, having read this, should you still have questions, then please do not hesitate to get in touch with us.

[Link to HSE Questions sheet: \(PDF\)](#)

Feel free to download this PDF and keep it as part of your due diligence.

Trainers/Assessors	
Do the trainers/assessors have a current First Aid at Work (FAW) certificate or qualify for an exemption?	Yes. All our Trainers have current certificates from a Regulated Course or qualify for an exemption (e.g. Paramedic, Doctor)
Do the trainers/assessors have an appropriate training/assessing qualification?	Yes. All our trainers have the acceptable training/assessing, from a Level 3 Award in Certificate and Training or higher. Our main trainer has full teacher status - PGCE and a Masters.
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. We have a Quality Assurance policy and this is a requirement of both the HSE and our Awarding Organisation. All our trainers are required to be annually assessed both running first aid courses and verified as competent assessors. For Regulated courses, WNTH provides its courses through an Awarding Organisations (AO). These AOs provide external Quality Assurance and also award the Certificates.
Does the designated person have a current First Aid at Work (FAW) qualification?	Yes. Elizabeth Mills is the designated person and she holds a current FAW certificate
Does the designated person have an assessing and verifying qualification?	Yes. Elizabeth Mills holds a valid assessing/verifying qualification - PGCE and a Masters in Education.
Is there a documented course evaluation procedure?	Yes. All course candidates are asked to provide feedback on evaluation forms towards the end of all courses.
Is there a documented complaints procedure?	Yes we have a clearly defined complaints procedure which is detailed in our Terms and Conditions.
Teaching currently accepted first-aid practice	
Is FAW/EFW 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. The syllabus is taken from the relevant guidelines of the UK Resuscitation Council and Voluntary Aid Societies. WNTH is advised by its AOs and the resuscitation Council should there be any changes and updates its course material accordingly.

Training Syllabus

Does the course content adequately meet the needs of your workplace as indicated by your first-aid needs assessment?	Workplace First Aid courses meet or exceed the requirements laid down by the European Resuscitation Council. The syllabus of each course is published on our website. Additional topics can often be covered to tailor the course to your specific requirements, but please ask if this is possible in advance.
For FAW, does the syllabus include the topics in Appendix 1 and include at least 18 contact hours over 3 days?	Yes. We meet all the standards laid down by the HSE.
For FAW requalification, does the syllabus include the topics in Appendix 1 and include at least 12 contact hours over 2 days?	Yes. We meet all the standards laid down by the HSE.
For Emergency First Aid at Work (EFAW), does the syllabus include the topics listed in Appendix 2 and last 6 contact hours?	Yes. We meet all the standards laid down by the HSE.
For EFAW requalification, does the syllabus include the topics listed in Appendix 2 and does the course last at least 6 contact hours?	Yes. We meet all the standards laid down by the HSE.
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. All our certificates are produced by our awarding organisation. NUCO is a recognised awarding organisation approved by OfQual and the Scottish Qualification Authority (SQA).