

FAA CLASSROOM COURSE, PAPERWORK, AND ASSESSMENT GUIDANCE

Please also refer to the relevant FAA Session Plan, FAA Marking Guide and
FAA Practical Assessment Record if applicable



FAA CLASSROOM COURSE, PAPERWORK, AND ASSESSMENT GUIDANCE



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COURSE GUIDANCE

QUALIFICATION REGULATION AND STANDARDS

Regulated qualifications are nationally recognised and provide a guarantee of quality, validity and consistency in content, delivery, assessment and quality assurance. To maintain these standards qualifications must be delivered and assessed adhering to all FAA requirements and guidance.

First Aid Awards (FAA), as an awarding organisation, is regulated by Ofqual and SQA Accreditation and must demonstrate ongoing compliance with regulatory requirements through audits and monitoring.



An FAA centre as a training provider, is not regulated by Ofqual or SQA Accreditation but delivers Ofqual and SQA Accreditation regulated/accredited qualifications. FAA are responsible for centre compliance which is monitored by FAA external quality assurance procedures.



An FAA centre is responsible for the compliance and competence of their registered trainer/assessors which is checked through internal quality assurance.

Various bodies and organisations contribute towards setting the standards for the delivery, assessment and quality assurance of FAA qualifications. Regulatory requirements and standards are incorporated into FAA's requirements to ensure compliance.

FAA qualifications must be delivered and assessed by a registered trainer/assessor who is aware of the qualification specification and all FAA requirements, guidance and relevant policies.

A trainer/assessor confirms they have adhered to all FAA qualification regulations by signing the trainer/assessor declaration. Failure to adhere to the required standards could result in FAA being unable to award regulated qualifications or qualifications being invalidated.

FAA QUALIFICATION STANDARDS

The [FAA Qualification Standards](#) details the learner to trainer/assessor ratio, minimum contact hours, minimum learner age, qualification validity, minimum and maximum course duration and session times.

Trainer/assessors must be aware of all standards and adhere to them. For example and as stipulated by the HSE, the FAA Award in First Aid at Work must be delivered over 3 days as a minimum and cannot be completed over 2 extended days.

Minimum contact hours (Guided Learning Hours – GLH)

GLH is the number of contact hours that the learner is being taught and assessed under the immediate guidance or supervision of the trainer/assessor in the classroom. It is the minimum number of contact hours that a trainer/assessor must have with a learner.

The hours can be increased if required but not reduced and must be used to cover the set FAA syllabus.

If learners ask for something additional to be covered that may for example be relevant to their workplace, additional time must be added.

FAA CLASSROOM COURSE, PAPERWORK, AND ASSESSMENT GUIDANCE



FAA SESSION PLAN

Delivery should follow the FAA Session Plan to ensure that the full syllabus and all learning outcomes are covered.

Areas to be covered during course introduction/closure and suggested practical assessment timings where relevant are also given.

FAA QUALIFICATION SPECIFICATION

Qualification information includes qualification codes, learning outcomes and assessment criteria, entry requirements including any physical demands, qualification validity and requalification, and assessment information. This document can provide useful information for learners and employers.

Learning outcomes and assessment criteria

The learning outcomes describe the skills and knowledge a learner will gain by successfully completing the qualification. The assessment criteria state the skills, knowledge and competence a learner will be required to demonstrate during assessment.

Total Qualification Time (TQT)

TQT includes GLH ([see FAA Qualification Standards](#)), but also considers any unsupervised learning or preparation undertaken by a learner such as self-study or the completion of set tasks. It is an estimate of how long an average learner may take to achieve the qualification.

COURSE REGISTRATION AND PRE-COURSE REQUIREMENTS

PRE-COURSE CHECKLIST:

- Check the venue and equipment to be used meets the requirements of the [FAA Training Venue Requirements](#) guidance
- Register the qualification either requesting or downloading the course paperwork. The paperwork should be downloaded each time and not saved to your computer to ensure that the latest paperwork is used
- Ensure the availability of all required resources to effectively deliver and assess the qualification such as manikins, training adrenaline auto-injectors etc. as stated in the FAA Practical Assessment Record
- Provide manuals/comprehensive handouts which are a requirement when delivering all regulated qualifications
- Consider conflict of interest following the [FAA Conflict of Interest Policy](#)

TRAINING VENUE REQUIREMENTS

A venue and equipment to be used for the delivery and assessment of FAA qualifications must be checked before the course starts and meet the [FAA Training Venue Requirements](#) guidance which is based on minimum recommendations from the Health and Safety Executive and the First Aid Awarding Organisation Forum. On course registration a trainer/assessor is confirming that these checks have been made.

If for example a school or hotel is being used, the venue health and safety policy must be followed with relevant information given to learners during the course introduction such as fire evacuation procedures.

COURSE REGISTRATION

Courses should be registered before delivery with retrospective registration only used when unavoidable and not as general practice.

Correct and full course registration is important. Certification must show the correct qualification achievement date (final assessment date), which is printed from the end date entered on course registration.

Course paperwork can be requested during course registration or downloaded.

RESOURCES

A trainer/assessor must ensure they have all required resources to effectively deliver and assess the qualification. Resources such as manikins must be provided at the required ratio and in good working order with hygiene maintained.

Resources required to deliver and assess regulated first aid qualifications can be found in the [First Aid Awarding Organisation Forum Delivery Standards](#). Some requirements such as audio-visual equipment and training aids, and the provision of manuals or handouts apply to all FAA qualifications.

Manuals or comprehensive handouts covering the topics included in the qualification are an important reference point for learners and **must be provided when delivering regulated qualifications** with learners having access to these reference materials for the validity of their certification.

Additional resources are needed for some qualifications such as items for improvisation for outdoor first aid, training adrenaline auto-injectors and equipment for the manual handling assessment.

Information about resources required for completion of practical scenarios can be found in the FAA Practical Assessment Record.

CONFLICT OF INTEREST – [FAA Conflict of Interest Policy](#)

Conflict of interest in relation to assessment is where someone has competing interests such as assessing a partner or close family member and should be avoided wherever possible. Please refer to the FAA Conflict of Interest Policy for FAA requirements.

Conflict of interest must be considered for every course and any conflict of interest declared when registering learners for certification.

If for example a trainer/assessor regularly delivers FAA qualifications to work colleagues, this conflict of interest should be declared in writing and retained by the FAA centre but a declaration does not have to be completed for every course.

COURSE INTRODUCTION

COURSE INTRODUCTION AND LEARNER REGISTRATION CHECKLIST:

- Course introduction by the trainer/assessor covering all areas as detailed in the session plan and below if relevant
- Ask the learners to enter their names on the course register
 - If delivering the FAA Award in First Aid at Work requalification course, check learner's current/expired certificate dates to confirm eligibility, enter the dates on the course register and retain copies of current/expired certificates
- Ask learners to read and complete all required sections of the FAA Learner Registration Form including any reasonable adjustment or special consideration requested. Please note the learner declaration should be signed and dated at the end of the course, after assessment
- The trainer/assessor to:
 - Formally check the identity of all learners
 - Be able to confirm the learner age if the date of birth is not entered
 - Document any reasonable adjustment or special consideration granted – this is only required in response to a learner entry

COURSE INTRODUCTION

The trainer/assessor should cover the venue health and safety procedures, facilities and housekeeping rules, reasonable adjustment and special consideration including any physical demands of the assessment, complaints and appeals, and give learners an overview of the qualification as detailed in the FAA Session Plan.

Other aspects of course delivery and assessment can also be covered if felt relevant such as physical contact, audio-visual aids, written assessment and oral questioning.

FAA and FAA centre complaints and appeals policies should be covered with information about FAA policies given in the FAA Learner Registration Form.

LEARNER COURSE REGISTRATION

FAA Course Register and Assessment Results

The FAA Course Register and Assessment Results document should be circulated for completion by learners for the purpose of certification.

A learner should enter their name as they would like it printed on their certificate and must be their legal name.

- **FAA Award in First Aid at Work requalification course**

Trainer/assessors must check current/expired first aid qualification dates to confirm learner eligibility **before** they attend the shortened two-day requalification course. Dates must be recorded on the register and a copy of the current/expired certificate retained with the course paperwork. The trainer/assessor declaration confirms this has been completed.

Requalification requirements can be found in the [FAA Award in First Aid at Work Qualification Specification](#).

Learners must attend a specific requalification course and cannot attend just two days of a three-day course as this would not cover all learning outcomes and assessment criteria.

FAA Learner Registration Form

Learners should be asked to complete the LEARNER REGISTRATION INFORMATION, COURSE INFORMATION, QUALIFICATION and REASONABLE ADJUSTMENT AND SPECIAL CONSIDERATION sections indicated by .

The reasonable adjustment and special consideration section only needs to be completed if the learner has a disability, medical condition, learning need or temporary injury that they think may affect them during the course/assessment.

The learner declaration should be completed after the assessment at the end of the course.

If a learner is unwilling to enter their email address it is not mandatory but will be needed if a learner is receiving an ecert.

- **Date of birth/age confirmation**

If a learner is unwilling to enter their date of birth the trainer/assessor must be confident to confirm that they are of the required age to be awarded the regulated qualification. If there is any doubt the learner must provide evidence of their age.

The minimum learner age for each qualification can be found in [FAA Qualifications Standards](#).

- **Learner identity verification**

All learners must provide formal proof of their identification such as a passport, driving licence, signed bank card or work ID and cannot be awarded the regulated qualification if they are unable to verify their identity.

If a learner is undertaking a course in their workplace and has no formal evidence available their identity can be confirmed by a manager for example. Due to the age of some learners completing FAA qualifications, learner ID can be confirmed by an appropriate person such as a teacher or group leader.

The trainer/assessor declaration includes confirmation of learner ID verification and age.

- **Reasonable adjustment and special consideration** – [FAA Reasonable Adjustment and Special Consideration Policy](#)

Reasonable adjustment and special consideration should be explained to the learners including any physical demands of the assessment, and learners asked to complete the reasonable adjustment and special consideration box as necessary.

If a learner makes an entry the trainer/assessor should document any reasonable adjustment or special consideration granted which in some cases could simply be 'none required'. These boxes are not required to be completed if a learner does not request a reasonable adjustment or special consideration.

Reasonable adjustment should be handled with sensitivity towards the learner.

No further assistance or reasonable adjustment can be given by a trainer/assessor after an assessment has begun.

If a learner is unable to be awarded the regulated qualification they can be offered an attendance certificate.

A trainer/assessor must be aware of and fully adhere to the FAA Reasonable Adjustment and Special Consideration Policy including the adjustments they are able to grant, the specific practical assessment requirements, the additional considerations for first aid and related qualifications such as hearing and visual requirements and sufficient communication skills, and special consideration in the form of deferred assessment.

Although concession can be given during training, for example practicing cardiopulmonary resuscitation with the manikin on a table, it is not always possible to grant reasonable adjustment for practical assessment. **During assessment a learner must be able to get to the floor unaided and successfully demonstrate all required elements of the practical assessment on their own with the casualty on the floor as in a real-life situation, and no exceptions can be made.**

Special consideration in the form of a deferred assessment can be granted for a learner who at the time of assessment has a temporary injury meaning that they are unable to successfully demonstrate all required elements of the practical assessment. It can also be granted due to adverse circumstances beyond a learner's control, such as an accident or bereavement at the time of the assessment, but cannot be granted for reasons such as being on holiday or moving house etc.

Any reasonable adjustment or special consideration granted must be recorded on the FAA Learner Registration Form and when applying for learner certification.

QUALIFICATION DELIVERY

FAA SESSION PLAN

The session plan covers all qualification learning outcomes and should be followed to ensure that the full syllabus is delivered. Timings given are approximate and trainer/assessors may need to be flexible taking into consideration the needs of the learners but must ensure that the minimum required contact hours are covered. The session plan also gives suggested timings for the practical assessments where relevant.

The trainer/assessor declaration confirms that the full syllabus has been completed as detailed in the FAA Session Plan and the required contact hours have been met.

FAA POWERPOINT PRESENTATIONS AND TEACHING NOTES

FAA have PowerPoint presentations and teaching notes available for all qualifications.

COURSE CLOSURE

COURSE CLOSURE CHECKLIST:

Ask learners:

- If they have any final questions
- To sign and date the learner declaration on the FAA Learner Registration Form
- To complete an FAA Course Evaluation, reviewing any feedback that you may want to discuss with a learner
- Inform learners of when they can expect to receive their certificate and the method of delivery
- Collect and check course paperwork (including any unused), ensuring that all required paperwork has been fully completed
- Thank the learners for their attendance and effort during the course

FAA COURSE EVALUATION

FAA are required to have a course evaluation process and learners should be encouraged to provide honest feedback explaining that their views are important to enable us all to improve.

The trainer/assessor must review learner feedback and address any issues highlighted where possible.

If learner feedback requires a response, the trainer/assessor should discuss with the learner before they leave the course if possible and document in the trainer/assessor feedback box on the course evaluation.

Comments that could be used for improvement should be noted, and any major concerns reported to the FAA centre.

CERTIFICATION

Learners should be informed during course closure of when they can expect to receive their certificate and the method of delivery i.e. hard copy or ecert.

Learners must receive their certification in a timely manner **within one calendar month of course completion**. Not issuing certificates or persistent late certification could result in a sanction being imposed.

It is important that learner registration is accurate with learner names spelt correctly and showing the correct achievement (final assessment) date.

Certification cannot be withheld for financial reasons and it is important that this is covered by having comprehensive booking terms and conditions. FAA have a regulatory responsibility to issue certification to a successful learner and cannot refuse a request for a legitimate certificate.

Regulated certification can only be generated by FAA and FAA certificates must not be amended or added to in any way.

A company logo can be printed on Ofqual regulated certificates but this is not allowed by SQA Accreditation.

COURSE PAPERWORK AND RETENTION

The course paperwork should be checked to ensure that all required paperwork is fully completed and any unused paperwork retained. Course paperwork must be held for 3 years and 6 months following the [FAA GDPR Contract](#) and be available on request for quality assurance purposes. Course paperwork can be held in electronic or hard copy format.

COMPLAINTS AND APPEALS

The FAA centre should be informed of any complaints or appeals and recorded when applying for learner certification.

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COURSE PAPERWORK GUIDANCE

All required FAA course paperwork must be fully completed ensuring the latest version is being used, not changed in any way, and always held securely in line with FAA requirements.

FAA course paperwork and resources **must only be used when delivering and assessing FAA qualifications** and confidentiality and copyright protected.

Learners must not receive any FAA course paperwork before attending a course or take any paperwork away either during or after a course.

An assessment must produce sufficient and authentic evidence to confirm the competency and knowledge of the learner and is FAA's evidence for the regulatory bodies to verify learner achievement.

Completed course paperwork must be held for 3 years and 6 months following the [FAA GDPR Contract](#) and be available on request for quality assurance purposes.

COURSE PAPERWORK COMPLETION

Depending on the qualification not all course packs will contain every document as below.

As indicated below a learner must complete certain parts of their paperwork. For example, a learner should enter their own name and assessment date on their assessment paper - this should not be completed by the trainer/assessor unless a reasonable adjustment has been granted and recorded.

FAA COURSE REGISTER AND ASSESSMENT RESULTS

TRAINER/ASSESSOR COMPLETION	LEARNER COMPLETION
<ul style="list-style-type: none">• Trainer/assessor name• FAA qualification e.g. <i>FAA Award in First Aid at Work</i>• Course date/s• Venue• FAA centre name/number• Course reference number• Elearning - <i>to indicate if the learner completed part of the course by elearning and to leave blank if not relevant</i>• Qualification result – <i>Pass or Fail (P or F)</i>• Trainer/assessor declaration signature and date – <i>to be completed at the end of the course to confirm the information contained on the document i.e. learner qualification results and adherence to all FAA requirements as stated in the trainer/assessor declaration</i>	<ul style="list-style-type: none">• Learner name – <i>as the learner would like it printed on their certificate and must be their legal name</i>

FAA CLASSROOM COURSE, PAPERWORK, AND ASSESSMENT GUIDANCE



FAA LEARNER REGISTRATION FORM

TRAINER/ASSESSOR COMPLETION	LEARNER COMPLETION
<ul style="list-style-type: none"> Reasonable adjustment and special consideration – if granted (see reasonable adjustment and special consideration section above) Trainer/assessor assessment feedback – if required to record any additional assessment information such as oral questioning, retraining, reassessment or referral 	<ul style="list-style-type: none"> Name Date of birth Email Trainer/assessor name Course date/s Course reference number can be given to the learner or entered by the trainer/assessor Qualification e.g. FAA Award in First Aid at Work Reasonable adjustment and special consideration – if requested Learner declaration signature and date – to be completed after assessment at the end of the course

FAA PRACTICAL ASSESSMENT RECORD

TRAINER/ASSESSOR COMPLETION
<ul style="list-style-type: none"> Trainer/assessor name Practical assessment date/s Learner name/s Learner results for each scenario – Pass or Fail (P/F) <p><i>NB Any additional assessment information such as oral questioning, retraining, reassessment or referral to be recorded on the FAA Learner Registration Form</i></p>

FAA WRITTEN ASSESSMENT

TRAINER/ASSESSOR COMPLETION	LEARNER COMPLETION
<ul style="list-style-type: none"> Clearly mark each question – indicated by the grey boxes Enter the score – in the grey box provided <p><i>NB The assessment must be marked and scored by the trainer/assessor only. Learners must not mark their own or another learner's assessment.</i></p> <p><i>Any additional assessment information such as oral questioning to be recorded on the FAA Learner Registration Form.</i></p>	<ul style="list-style-type: none"> Learner name Assessment date Clear indication of just one answer for the multiple choice questions, crossing through to change the answer and indicating the new selection if required Answer other questions as indicated in the space provided, for example entering the correct condition to match the given signs/symptoms <p><i>NB Unless a reasonable adjustment has been granted a learner must complete their own assessment paper including their name and assessment date.</i></p> <p><i>Assessment papers must be auditable clearly showing learner answers and trainer/assessor marking.</i></p>

FAA COURSE EVALUATION

TRAINER/ASSESSOR COMPLETION	LEARNER COMPLETION
The trainer/assessor to complete the trainer/assessor feedback box in response to any evaluation comments made by the learner as necessary.	The learner to rate the course under the various headings by ticking the appropriate box and to respond to the questions asked.

ASSESSMENT GUIDANCE

Trainer/assessors are responsible for ensuring that a learner has the knowledge and competence to be awarded a qualification which for example could enable the learner to fulfil the vital and important role of a first aider in the workplace.

Trainer/assessors must fully adhere to all FAA assessment requirements and guidance to ensure that the assessment is correctly and formally conducted, assessment marking is accurate, consistent, and fair, and all learners are assessed to the same standard.

An assessment is the formal evidence of a learner's achievement for the regulatory bodies and must be marked and scored by the trainer/assessor only. A learner must not mark either their own or another learner's assessment.

Opinions sometimes vary, for example about certain aspects of first aid treatment, but when delivering and assessing FAA qualifications the regulatory bodies require FAA protocol and guidance to be followed.

The trainer/assessor must ensure they have the full range of relevant and current equipment needed for assessment.

The assessment must be the learner's own work/answers and trainer/assessors must follow the [FAA Plagiarism and Collusion Policy](#) if learner malpractice is suspected.

Assessments must be completed in English – [FAA Language Policy](#).

A trainer/assessor should refer to the [FAA Reasonable Adjustment and Special Consideration Policy](#) regarding the use of a translator or sign language interpreter during assessment.

FAA MARKING GUIDE

FAA have produced an FAA Marking Guide for all qualifications. This is a regulatory requirement and contains as relevant additional protocol requirements and answers to the related oral questions for practical assessment, and answers for a written assessment.

A trainer/assessor can use their professional judgement and subject knowledge if a learner uses different wording or gives an alternative answer to FAA's example answers but if the FAA Marking Guide gives a minimum required/exemplar answer the learner's answer must fulfil this.

Where a learner gives an alternative answer the trainer/assessor must ensure that it definitively answers the question asked.

The FAA Marking Guide gives the maximum time allowed for the written assessment to be completed and the pass mark.

There is no grading of FAA qualifications, a learner passes or is referred. If referred a learner can attend another course to retrain if they wish.

PRACTICAL DEMONSTRATION

Some qualifications are assessed fully or partially by practical demonstration during the course with suggested timings in the FAA Session Plan.

CONDUCTING THE PRACTICAL ASSESSMENT

The trainer/assessor should recreate the atmosphere, conditions, and pressures of a real-life situation as far as possible to test learner performance in a realistic setting with the observation being as unobtrusive as possible.

Every learner must be formally assessed with the trainer/assessor making learners aware of when they are being assessed and what they are required to demonstrate. Following the FAA Practical Assessment Record, a learner must successfully demonstrate each element of a scenario and correctly answer any related oral questions.

FAA CLASSROOM COURSE, PAPERWORK, AND ASSESSMENT GUIDANCE



The first aid assessment has physical demands and additional considerations which some learners may not be able to fulfil and it is not always possible to grant a reasonable adjustment. Please refer to the [FAA Reasonable Adjustment and Special Consideration Policy](#) and the reasonable adjustment and special consideration section above.

Some first aid requirements are set by other bodies such as the demonstration of effective rescue breaths. **If a learner is unwilling or unable to demonstrate effective rescue breaths they cannot be awarded the regulated qualification** but can be issued with an attendance certificate.

Reasonable prompting by the trainer/assessor is acceptable during the practical demonstration but a trainer/assessor must be confident of the learner's competence and knowledge.

Some first aid scenarios require learners to describe first aid treatment and the trainer/assessor can choose an assessment method that suits their teaching style. Learners can orally respond on a one-to-one basis, write their answers down, or practically demonstrate if appropriate.

Application of the first aid action plan for mental health and the manual handling practical assessment can be completed on a one-to-one basis with the trainer/assessor or as a group exercise but the trainer/assessor must observe **all learners** successfully meeting the required criteria to pass them.

Feedback should be given to a learner about their practical demonstration.

MARKING THE PRACTICAL ASSESSMENT

Learners must complete each element of a practical scenario with the trainer/assessor marking their demonstration adhering to FAA protocol and assessment guidance as given in both the FAA Practical Assessment Record and the FAA Marking Guide. Learners must also successfully answer any related oral questions included in the scenario following the FAA Marking Guide.

If required additional oral questioning can be used to support a learner's practical demonstration to confirm their knowledge and understanding.

If a learner does not show competence during a practical demonstration and the trainer/assessor considers it is appropriate, they can be reassessed after additional training. Please refer to the additional guidance given below.

WRITTEN ASSESSMENT

CONDUCTING THE WRITTEN ASSESSMENT

Written assessments must be formally conducted under exam conditions with the trainer/assessor being present for the duration of the assessment, all reference materials such as manuals and flipchart/learner notes etc. out of view, mobile phones and other devices switched off, and sufficient space between learners to avoid communication.

Learner assessment guidance can be found in the FAA Learner Registration Form.

The trainer/assessor must ensure that learner answers are clear and for multiple choice questions that only one answer has been selected. If more than one answer has been selected or their answer is unclear due to changes made, the trainer/assessor should confirm with the learner and document on the assessment paper accordingly. Assessment papers must be clear and auditable.

MARKING THE WRITTEN ASSESSMENT

The trainer/assessor must clearly mark and score the assessment in the boxes provided adhering to the FAA Marking Guide. A learner must not mark either their own or another learner's assessment.

If a question asks for more than one answer for example 'State two factors ...', each correct answer counts as one point.

If required and appropriate, additional oral questioning can be used to confirm a learner's knowledge and understanding. Please refer to the additional guidance given below.

If a learner gives an incorrect answer it is good practice to discuss after the assessment to ensure that they have the correct knowledge.

ADDITIONAL ORAL QUESTIONING, RETRAINING, REASSESSMENT AND REFERRAL

The trainer/assessor must ensure that any additional oral questioning or retraining and reassessment is appropriately applied and **cannot be used to simply enable a learner to achieve the qualification.**

Before asking additional questions or retraining and reassessment the trainer/assessor should use their professional judgement to determine if this is appropriate considering the learner's performance during the course and competence and knowledge already shown, or if this indicates that the learner should be referred to attend another course to retrain.

Any additional oral questioning, retraining, reassessment or referral must be documented in the trainer/assessor assessment feedback box.

ADDITIONAL ORAL QUESTIONING

Additional oral questioning can be used to confirm or clarify a learner's knowledge and understanding, for example if it is considered that the learner may have misunderstood a question, to support a practical demonstration, or if their answer needs expansion to ensure it is definitively answering the question asked. Additional oral questioning must not lead the learner to an answer and should be done in a positive and supportive way.

RETRAINING AND REASSESSMENT

If a learner does not successfully complete a practical demonstration the trainer/assessor can offer retraining and reassessment.

The trainer/assessor must make the learner aware of what they are required to demonstrate and when they are being reassessed. If reassessing just one area would fragment the assessment process the learner should be reassessed on the whole scenario again.

REFERRING A LEARNER

If the trainer/assessor judges that additional oral questioning or retraining and reassessment is not appropriate the learner should be referred to attend another course to retrain.

If after additional oral questioning or retraining and reassessment the trainer/assessor still does not judge that the learner has the required knowledge and competence to be awarded the qualification they must be referred to attend another course to retrain.

Referral should be handled with consideration for the learner.

TRENDS

The trainer/assessor should look for any trends in incorrect answers that may highlight an area needing to be recapped.

If a trainer/assessor feels that the learners are not understanding a question due to how it is written for example this should be raised with FAA.

If learners are incorrectly demonstrating the same part of the practical assessment the trainer/assessor should retrain and reassess.