



FIRST AID AWARDS (FAA) **CENTRE MANUAL**



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The FAA Centre Manual provides information for FAA centres about our requirements for the administration, delivery, assessment, and quality assurance of FAA qualifications.

We hope to give you an understanding of regulated qualifications and the regulatory bodies, and to provide clear guidance about FAA requirements and why they are necessary.

Regulated qualifications are chosen by employers and other users for the consistency and standard of course content, delivery, assessment and quality assurance, and a centre must adhere to all FAA requirements to maintain these standards and centre compliance.

FAA prides itself on the support and guidance we offer. Please see our [Customer Charter](#) to view our commitment to centres and learners.

We are always happy to give guidance so if at any time you are unsure about anything please just get in touch.



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SECTION 1

QUALIFICATION REGULATION QUALIFICATION STANDARDS NON-REGULATED COURSES AND CERTIFICATION

QUALIFICATION REGULATION

An FAA centre is required to take all reasonable steps to ensure that FAA can comply with [Ofqual's General Conditions of Recognition](#) and [Qualifications Scotland Accreditation's Regulatory Principles](#).

THE REGULATORY BODIES

FAA, as an awarding organisation, is regulated by Ofqual and Qualifications Scotland Accreditation and must demonstrate ongoing compliance with regulatory requirements through audits and monitoring.

FAA are responsible for centre compliance and the regulatory bodies examine the procedures FAA use to confirm centre compliance such as external quality assurance undertaken.

The regulatory bodies may undertake their own monitoring of centres as required.

Ofqual

The Office of Qualifications and Examinations Regulation (Ofqual) regulate awarding organisations, qualifications, and assessments, maintaining standards and confidence in qualifications and are responsible for ensuring that:

- Regulated qualifications reliably indicate the knowledge, skills and understanding learners have demonstrated
- Assessments and exams show what a learner has achieved
- People have confidence in Ofqual regulated qualifications
- Learners and teachers have information on the full range of qualifications that they regulate

FAA have a regulatory obligation to comply on an ongoing basis with Ofqual's General Conditions of Recognition which are the rules set for the qualifications and organisations they regulate.

Qualifications Scotland Accreditation

Qualifications Scotland Accreditation is part of the Scottish Qualifications Authority (SQA) and quality assure qualifications offered in Scotland by approving awarding bodies and accrediting their qualifications.

Qualifications Scotland Accreditation's Regulatory Principles define the standards that FAA must meet to be compliant.

REGULATORY BODY LOGOS

Regulatory body logos can only be used by an awarding organisation on regulated qualification certificates and must not be used by a centre. Any other use is strictly prohibited however referring to a regulatory body in text, for example 'Ofqual' or 'Qualifications Scotland Accreditation', is acceptable. Please refer to the [FAA Brand Policy](#).

WHAT/WHO IS REGULATED?

FAA

FAA and FAA qualifications are regulated by Ofqual and Qualifications Scotland Accreditation.

CENTRES

An FAA centre, as a training provider, is not regulated by Ofqual or Qualifications Scotland Accreditation but delivers Ofqual and Qualifications Scotland Accreditation regulated/accredited qualifications.

FAA is responsible for centre compliance which is monitored by FAA external quality assurance procedures.

A centre must inform FAA of anything that could have an adverse effect on the delivery or award of FAA qualifications or if the centre is, or may become, noncompliant at any time.

Adverse effect

Ofqual's definition is that an act, omission, event, incident, or circumstance has an adverse effect if it:

- Gives rise to prejudice to learners or potential learners **or**
- Adversely affects:
 - The ability of FAA to undertake the development, delivery, or award of qualifications in a way that complies with our conditions/principles
 - The standards of qualifications which FAA makes available or proposes to make available **or**
 - Public confidence in qualifications

BENEFITS OF REGULATED QUALIFICATIONS

Regulated qualifications are nationally recognised giving employers and other users confidence that a learner has been assessed to a specified level of achievement that reliably indicates their competence. Regulated qualifications provide learners, employers, and stakeholders a guarantee of quality, validity and consistency in content, delivery, assessment, and quality assurance.

FAA qualifications are listed on the Regulated Qualifications Framework (RQF) and the Scottish Credit and Qualification Framework (SCQF). Information about Ofqual regulated FAA qualifications can be found on the [Ofqual Register of Regulated Qualifications](#) and [Qualifications Scotland Accreditation accredited FAA qualifications](#) on their website.

QUALIFICATION TERMINOLOGY

UNIT

All FAA qualifications consist of units with some qualifications sharing a unit. A unit is a module of a qualification and the unit 'Emergency First Aid in the Workplace' for example is used in the FAA Award in Emergency First Aid at Work and the FAA Award in First Aid at Work.

To be awarded a qualification the learner must achieve all stated unit/s. Unit information can be found in the FAA Qualification Specification.

LEVEL

A regulated qualification has a level based on the difficulty and complexity of the knowledge and skills associated with the qualification. The higher the level the more difficult the qualification is.

Qualifications at the same level can be very different in terms of content and the length of time they take to complete.

Levelling is numbered differently between the regulatory bodies with the SCQF generally being three levels higher than the RQF level for the same qualification. The FAA Award in First Aid at Work qualification is at level 3 on Ofqual's RQF and level 6 on Qualifications Scotland Accreditation's framework while being identical qualifications.

QUALIFICATION SIZE

Information about guided learning hours and total qualification time for each qualification can be found in the relevant FAA Qualification Specification and [FAA Qualification Standards](#).

Guided learning hours (GLH)

GLH is the amount of time that the learner is being taught or assessed under the immediate guidance or supervision of the trainer/assessor. Immediate guidance or supervision can be simultaneous physical presence such as in the classroom, or remotely by simultaneous electronic communication.

GLH state the minimum number of contact hours, including assessment, 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 in full.

GLH is reflected in the qualification session plan.

Total qualification time (TQT)

TQT is GLH plus time allocated for any preparation or study a learner may undertake independently that is not under the immediate guidance or supervision of the trainer/assessor. This could include self-study or the completion of set tasks. It is an estimate of how long an average learner may take to complete a qualification.

LEARNING OUTCOMES AND ASSESSMENT CRITERIA

FAA qualifications have set 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.

The learning outcomes and assessment criteria for a qualification can be found in the FAA Qualification Specification.

AWARDING FAA QUALIFICATIONS INTERNATIONALLY

Ofqual regulated qualifications can be delivered and are regulated internationally. Qualifications Scotland Accreditation is committed to ensuring that their qualifications are recognised globally.

If awarding FAA qualifications internationally FAA course paperwork must be used, and the assessment conducted in English - please refer to the [FAA Language Policy](#). The qualification must be subject to the same delivery, assessment, and quality assurance requirements as it would be if it were being awarded in the UK.

Some countries have their own specific regulations and requirements. If a qualification is going to be used internationally FAA recommend that the learner confirms with the company/organisation that they recognise and accept the qualification.

CENTRE REQUIREMENTS

A centre must:

- Take all reasonable steps to ensure that FAA can comply with our regulatory requirements by adhering to all FAA requirements
- Inform FAA of any adverse effect, or if the centre is, or may become, noncompliant at any time
- Understand the benefits of regulated qualifications, how qualification regulation works including terminology, the roles of FAA and the regulatory bodies and the responsibilities of FAA and an FAA centre
- Not use regulatory body logos
- Adhere to all FAA requirements if delivering FAA qualifications internationally

QUALIFICATION STANDARDS

There are various bodies and organisations that contribute towards setting the standards for the delivery, assessment, and quality assurance of first aid and related qualifications.

All regulatory and standard setting body requirements are incorporated into FAA's requirements to ensure they are met.

FAA qualifications must be delivered, assessed and quality assured following FAA requirements and protocol. If a workplace has their own policy, for example regarding the removal of splinters, this can be discussed with learners but to be awarded the regulated qualification they must be taught and assessed following FAA protocol.

FIRST AID AWARDING ORGANISATION FORUM (FAAOF)

The [First Aid Awarding Organisation Forum](#) is a group formed to support regulatory requirements for awarding organisations/bodies who offer regulated first aid qualifications. FAA sits on the forum with representatives from the regulatory bodies and other awarding organisations offering regulated first aid qualifications.

The remit of the forum is to collaborate on best practice and maintain quality to ensure the integrity and currency of regulated first aid qualifications and that they meet the needs of the sector.

The HSE actively encourage participation by awarding organisations/bodies to follow the shared standards relating to the delivery, assessment, and quality assurance of first aid qualifications agreed by the forum.

The forum is responsible for:

TERMS OF REFERENCE

The [Terms of Reference](#) define the background, purpose, structure, and operational guidelines of the First Aid Awarding Organisation Forum.

ASSESSMENT PRINCIPLES FOR REGULATED FIRST AID QUALIFICATIONS

The [Assessment Principles for Regulated First Aid Qualifications](#) set out the qualifications and experience required to be able to teach, assess and quality assure regulated first aid qualifications and have been produced by awarding organisations/bodies in cooperation with the HSE and qualification regulators.

The principles must be applied in addition to the generic criteria and regulations that the regulatory bodies require awarding organisations/bodies to meet when delivering regulated qualifications.

DELIVERY STANDARDS FOR REGULATED FIRST AID QUALIFICATIONS

The [Delivery Standards for Regulated First Aid Qualifications](#) are agreed nationally by the First Aid Awarding Organisation Forum and the HSE. These standards set out requirements such as the duration of training, certification, resource requirements and learner to trainer ratios.

Industry experts and the HSE have agreed on these standards to ensure that sufficient time and resources are provided when training and assessing learners who undertake the lifesaving role of the first aider.

BLENDED LEARNING IN FIRST AID QUALITY ASSURANCE STANDARDS

The [Blended Learning in First Aid Quality Assurance Standards](#) have been agreed nationally by both the First Aid Quality Partnership and the First Aid Awarding Organisation Forum. The standards set out the quality assurance requirements when a blended learning approach is applied in first aid (part distance learning and part face to face).

Industry experts have agreed on these principles to ensure that sufficient face-to-face learning, assessment, and quality assurance is applied when training those who undertake the lifesaving role of the first aider.

FREQUENTLY ASKED QUESTIONS

The [Frequently Asked Questions](#) are designed to help those delivering or quality assuring regulated first aid qualifications by using shared best practice and additional guidance when using and applying the Assessment Principles for Regulated First Aid Qualifications and Delivery Standards for Regulated First Aid Qualifications.

FIRST AID QUALITY PARTNERSHIP

The First Aid Quality Partnership is made up of bodies such as the HSE, police, NHS, fire service, the voluntary aid societies, and representation from the First Aid Awarding Organisation Forum.

The partnership sets standards and interprets guidance from for example the Resuscitation Council UK, and filters this information to other organisations and stakeholders within the industry.

HEALTH AND SAFETY EXECUTIVE (HSE)

The HSE stopped approving first aid training providers on 1st October 2013. Training providers who were formerly approved by the HSE could no longer state HSE approval or use their HSE approval number, and first aid certification could not state 'HSE approved'.

The HSE are still responsible for certain aspects of first aid training, for example employer legislation and syllabus content, and they produce guidance relating to first aid regulation and training.

Where relevant FAA certificates state **'The qualification meets the requirements of the Health and Safety Regulations (First Aid) 1981 and the Health and Safety (First Aid) Regulations (Northern Ireland) 1982.'**

RESUSCITATION COUNCIL UK

FAA's first aid and related qualifications must be delivered and assessed in line with the latest Resuscitation Council UK guidelines.

The guidelines guarantee that the same knowledge base surrounding practice is shared and contain detailed information about basic and advanced life support for adults and paediatrics as well as information on the use of automated external defibrillators and other topics.

Where relevant FAA certificates state **'The qualification was delivered and assessed in accordance with current Resuscitation Council UK guidelines.'**

NATIONAL HEALTH SERVICE (NHS)

FAA use the NHS protocols for non-resuscitation first aid such as bandaging, poisoning and burns.

FOOD SAFETY AWARDING ORGANISATION FORUM

The Food Safety Awarding Organisation Forum follows the aims and objectives of the first aid forum for awarding organisations/bodies who offer regulated food safety qualifications.

FAA QUALIFICATION STANDARDS

The [FAA Qualification Standards](#) gives information for each FAA qualification about minimum contact hours (GLH), minimum and maximum course duration, session timings, trainer/assessor to learner ratios, minimum learner age, qualification validity and refresher training. Information is given about both classroom-based and distance learning delivery standards.

The FAA Qualification Standards can be found in the download area of FAAPlus or by following the link above. Qualification standards are given as relevant in FAA qualification guidance such as the FAA Qualification Specification.

MINIMUM CONTACT HOURS (GUIDED LEARNING HOURS – GLH)

GLH is the amount of time that the learner is being taught or assessed under the immediate guidance or supervision of the trainer/assessor. Immediate guidance or supervision can be simultaneous physical presence such as in the classroom, or remotely by simultaneous electronic communication.

GLH state the minimum contact hours, including assessment, 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 as stated in the FAA Session Plan.

MINIMUM SESSION TIMES

States the minimum time for each session for classroom-based courses or a distance learning qualification being delivered following the classroom format, and split into sessions

MINIMUM AND MAXIMUM COURSE DURATION

The minimum and maximum period over which a course can be run.

If a qualification consists of two units both units must be completed within the stated maximum course duration.

TRAINER/ASSESSOR TO LEARNER RATIO

The maximum number of learners that can be taught and assessed by one trainer/assessor. This will vary depending on the method of delivery.

The HSE say 'Class sizes for the training should be appropriate. For example, where first aid training is provided in class sizes of greater than twelve, unless additional trainers and/or assessors are provided there may be concerns over addressing the training needs of individual candidates or adequately assessing their competence.'

MINIMUM LEARNER AGE

The minimum age for a learner to be awarded the regulated qualification.

CERTIFICATE VALIDITY

The length of the qualification validity. FAA qualifications either do not have an expiry date or have a three-year expiry.

For qualifications that have an expiry date a learner must follow the specific requalification rules as stated in the FAA Qualification Specification.

REFRESHER TRAINING

FAA recommend annual refresher training for all qualifications.

For qualifications that do not have an expiry date refresher training and keeping up to date with changes to policies, procedures and new legislation through ongoing continuing professional development is vital.

FIRST AID LEARNER REQUALIFICATION

The HSE guidance states that on expiry of their first aid qualification a first aider is no longer considered competent to act as a first aider in the workplace for the purposes of the First Aid at Work Regulations. An employer should be aware of this when arranging requalification to ensure the workplace is not left with a shortfall of qualified first aiders.

FAA Award in First Aid at Work requalification

To requalify for the FAA Award in First Aid at Work qualification learners can attend a shortened 12-hour two-day requalification course if the expiry date of their current qualification meets FAA requirements. The requalification course covers all learning outcomes and assessment criteria of the three-day course but in a shortened time as shown on the session plan.

A learner must attend a specific requalification course and cannot attend just two days of the three-day course as this would not cover the whole syllabus or all learning outcomes and assessment criteria.

Please see the [FAA First Aid at Work Qualification Specification](#) for requalification rules and evidence required.

All learners attending the two-day requalification course must provide evidence of their previous first aid at work qualification. If a learner does not hold a regulated first aid qualification their certificate must meet HSE requirements indicating that it has been issued for the purposes of complying with the requirements of the Health and Safety (First-Aid) Regulations 1981.

Evidence of eligibility to attend the requalification course must be provided to the centre or trainer/assessor before attending the course and retained with the course paperwork. If a learner attends the requalification course and has not produced the required evidence FAA will be unable to award the regulated qualification.

If a learner is unable to provide evidence of their previous qualification, they will need to attend the three-day course again.

If a learner is referred after attending a requalification course, they can attend another requalification course if their first aid at work qualification expiry date means they are still eligible to do so. It may however be considered beneficial for them to attend the three-day course again to retrain. The trainer/assessor should discuss both options with the learner.

For trainer/assessor first aid requalification also refer to SECTION 4 - FIRST AID TRAINER/ASSESSOR AND IQA REQUALIFICATION.

Requalification for other FAA first aid qualifications

To requalify for other FAA first aid qualifications learners need to attend the full course again as stated in the relevant FAA Qualification Specification.

CENTRE REQUIREMENTS

A centre must:

- Administrate, deliver, assess, and quality assure qualifications following FAA requirements, standards, and protocol understanding that some are set by external bodies
- Adhere to FAA first aid at work requalification requirements

A centre should be aware:

- If a learner's first aid qualification has expired, they are no longer considered competent to be a first aider in the workplace
- The FAA Award in First Aid at Work requalification course is a specific two-day course and a learner cannot attend just two days of the three-day course
- If a learner attends the requalification course when not eligible to do so FAA will be unable to award the regulated qualification
- As stated by the HSE the FAA Award in First Aid at Work must be delivered over a minimum of 3 days and cannot be reduced to 2 extended days. Similarly the FAW requalification course must be delivered over a minimum of 2 days

NON-REGULATED/IN-HOUSE COURSES AND CERTIFICATION

The regulatory bodies promote awareness of regulated qualifications and expect FAA and FAA centres to do the same.

If a centre is delivering and certifying non-regulated/in-house courses the regulators require FAA to ensure that learners or users of the qualifications are not being misled. Providing inaccurate or misleading information is classed as malpractice.

Centres must ensure that no FAA paperwork, presentations, policies, or other resources are used for the delivery, assessment, and administration of non-regulated courses as this may lead the learner to believe the qualification is regulated. Centres must also ensure that marketing or promotional materials for non-regulated courses do not suggest that the course is regulated.

Non-regulated certification must not reference FAA, the regulatory bodies, a 'level', or use any logos.

FAA monitors use of the FAA brand and takes unauthorised use seriously fully investigating any misuse or misrepresentation.

Further information can be found in the [FAA Brand Policy](#).

Non-regulated/in-house courses and certification may be covered during external quality assurance.

CENTRE REQUIREMENTS

A centre must adhere to the [FAA Brand Policy](#).

SECTION 2

FIRST AID AWARDS:

QUALIFICATIONS

POLICIES

EXTERNAL QUALITY ASSURANCE

QUALIFICATIONS

BLENDING LEARNING

Blended learning is part distance learning through the internet and part face to face with the trainer/assessor and learner physically in the same room. FAA offer blended learning for some first aid qualifications. Please refer to the [FAA Blended Learning for First Aid](#) guidance.

Centres must ensure the guidance is followed in full with all practical teaching and assessment being conducted face to face in the classroom. The HSE state that only theoretical modules can be covered through distance learning.

Information about blended learning for first aid qualifications can also be found in the First Aid Awarding Organisation Forum's [Blended Learning in First Aid Quality Assurance Standards](#).

DISTANCE LEARNING

FAA offer distance learning for most qualifications except first aid and related subjects where only part distance learning (blended learning) is possible. The HSE do not allow distance learning for the practical aspects of first aid.

In relation to FAA qualifications distance learning is 'virtual classroom' learning. This is an online learning environment allowing live interaction between the trainer/assessor and the learner as they participate in learning activities. The virtual classroom is a shared online space where the learner and the trainer/assessor work together simultaneously through videoconferencing.

For further information please refer to the [FAA Distance Learning Course, Paperwork, and Assessment Guidance](#).

QUALIFICATION INFORMATION

The FAA Qualification Specification and FAA Session Plan can be downloaded from FAAPlus or by following the links below in the FAA qualification list.

Personnel involved with the delivery, assessment and quality assurance of a qualification must be aware of all FAA documentation available and understand and adhere to FAA requirements.

FAA QUALIFICATION SPECIFICATION

The FAA Qualification Specification gives comprehensive qualification information and entry requirements which will be helpful for learners, employers, and other users. The links for the documents can be embedded into a centre's website and are maintained by FAA ensuring that the information is always current.

Where relevant the FAA Qualification Specification gives information about both classroom-based and distance learning delivery and assessment.

FAA SESSION PLAN

The FAA Session Plan details session content meeting the learning outcomes and assessment criteria for the qualification ensuring that the required syllabus is covered, and course introduction and closure requirements.

The session plan includes session timings and recommended assessment timings where appropriate. Session timings are approximate, and trainer/assessors may need to be flexible and responsive considering the needs of the learners but must ensure that the minimum required contact hours (GLH) are met. Additional time can be added but must not be reduced.

FAA QUALIFICATION LIST

Below is a current list of FAA qualifications with links to the qualification specification and session plan.

Fire safety

- **FAA Award in Fire Safety Awareness**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Fire Safety**
[Qualification specification](#) [Session plan](#)

First aid and first aid related qualifications

- **FAA Award in Activity First Aid**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Basic Life Support and Automated External Defibrillation**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Basic Life Support and Automated External Defibrillation for Adults, Children and Infants**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Basic Life Support, Automated External Defibrillation and the Management of Anaphylaxis**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Basic Life Support, Automated External Defibrillation and the Management of Anaphylaxis for Adults, Children and Infants**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Emergency First Aid at Work**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Emergency Outdoor First Aid**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Emergency Paediatric First Aid**
[Qualification specification](#) [Session plan](#)
- **FAA Award in First Aid at Work**
[Qualification specification](#) [Session plan](#)
Requalification course [Session plan](#)
- **FAA Award in Forestry First Aid**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Outdoor First Aid**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Oxygen Therapy Administration**
[Qualification specification](#) [Session plan](#)

- **FAA Award in Paediatric First Aid**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Student First Aid**
[Qualification specification](#) [Session plan](#)

First aid for mental health

- **FAA Award in Awareness of First Aid for Mental Health**
[Qualification specification](#) [Session plan](#)
- **FAA Award in First Aid for Mental Health**
[Qualification specification](#) [Session plan](#)
- **FAA Award in First Aid for Youth Mental Health**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Supervising/Leading First Aid for Mental Health**
[Qualification specification](#) [Session plan](#)
- **Requalification course** [Session plan](#)

Food safety

- **FAA Award in Food Safety in Catering**
[Qualification specification](#) [Session plan](#)

Health and safety

- **FAA Award in Health and Safety in the Workplace (Level 1/4)**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Health and Safety in the Workplace (Level 2/5)**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Health and Safety in the Workplace (Level 3 RQF)**
[Qualification specification](#) [Session plan](#)

Manual handling

- **FAA Award in Manual Handling - Principles and Practice**
[Qualification specification](#) [Session plan](#)

Safeguarding

- **FAA Award in Awareness of Safeguarding**
[Qualification specification](#) [Session plan](#)
- **FAA Award in Principles of Safeguarding and Protecting Children, Young People or Vulnerable Adults**
[Qualification specification](#) [Session plan](#)

CENTRE REQUIREMENTS

A centre must:

- Be aware of the FAA documentation and guidance available for each qualification and ensure that relevant centre personnel understand and adhere to all stated qualification specifications and requirements

POLICIES

Centre personnel must be aware of FAA policies, their own responsibilities, and sanctions that could be imposed for noncompliance including individual sanctions.

A centre must be aware of additional centre requirements relating to FAA policies referring to Section 3 – FAA CENTRE.

A centre should make learners aware of relevant FAA policies.

FAA policies can be found in the download area of FAAPlus and by following the links below.

FAA POLICY LIST WITH LINKS

[FAA Appeals Policy](#)

[FAA Brand Policy](#)

[FAA Centre Registration and Qualification Withdrawal Policy](#)

[FAA Complaints and Enquiries Policy](#)

[FAA Conflict of Interest Policy](#)

[FAA Data Protection Policy](#)

[FAA Electronic Certificate Policy](#)

[FAA Equal Opportunities Policy](#)

[FAA Exemption Policy](#)

[FAA Health & Safety Policy](#)

[FAA Invoicing Policy](#)

[FAA Language Policy](#)

[FAA Learner Privacy Policy](#)

[FAA Maladministration and Malpractice Policy \(including whistleblowing\)](#)

[FAA Plagiarism and Collusion Policy](#)

[FAA Pricing Policy](#)

[FAA Reasonable Adjustment and Special Consideration Policy](#)

[FAA Recognised Prior Learning Policy](#)

[FAA Sanctions Policy](#)

CENTRE REQUIREMENTS

Centre personnel and learners should be aware of, and adhere to, relevant FAA policies and any related requirements.

EXTERNAL QUALITY ASSURANCE (EQA)

FAA are responsible for centre compliance and FAA external quality assurance is monitored and scrutinised by the regulatory bodies. Centre compliance is vital to FAA because it affects our regulatory compliance as an awarding organisation.

FAA's external quality assurance procedures check that centre administration, delivery, assessment, and internal quality assurance meet our requirements and standards. A centre must work in line with FAA internal quality assurance and external quality assurance requirements and procedures.

A centre:

- Is required to assist and fully cooperate with FAA and the regulators to carry out any reasonable monitoring activities and investigations
- Must take all reasonable steps to comply with requests for information, data or documents from FAA or the regulators as soon as possible and adhere to any time frame if given
- Should provide FAA and the regulators access to premises, people and records as required

CENTRE ASSESSMENT STANDARDS SCRUTINY (CASS)

CASS is a regulatory requirement for awarding organisations to ensure that sufficient control is retained over the standards of their qualifications where centres make assessment judgements on their behalf.

FAA'S APPROACH TO CASS

For external quality assurance purposes, we have grouped FAA qualifications into assessment types – practical demonstration, written, and professional discussion.

Irrespective of the method of assessment, FAA must determine that:

- The assessment is correctly conducted following FAA requirements
- Assessment marking is accurate, consistent, and fair adhering to FAA guidance regardless of the identity of the trainer/assessor, learner, or centre
- If deviation is found it is corrected and prevented from recurring
- The assessment remains fit for purpose

The external quality assurance of assessment decisions for written and professional discussion assessment can be conducted remotely but for practical assessment must be completed in person at the time of assessment.

Determined by the qualifications that a centre delivers, FAA will on an annual basis:

- Scrutinise marking undertaken by the centre since the last procedure, for written and professional discussion assessment
and/or
- Observe assessment/s, including centre marking of the assessment, for practical assessment
and subsequently
- Hold a meeting with the centre by online conferencing to discuss the findings of the above procedures, give guidance as required, and examine aspects of a centre's general administration, policies, and procedures

ADDITIONAL CENTRE REQUIREMENTS

In addition to the external quality assurance procedures above a centre must:

- Monitor annually every active trainer/assessor conducting practical assessments (i.e. first aid and related qualifications), with a focus on accurate and consistent marking of assessments with centres ensuring:
 - o Any adverse effect highlighted regarding assessment is notified to FAA immediately
 - o The person carrying out the monitoring is fully qualified and experienced following requirements stated in the [FAA Trainer/Assessor Monitoring Report](#). The person should be independent of the trainer/assessor where possible
- Standardise the marking of assessments
- Ensure face-to-face requalification every three years as appropriate

CENTRE RISK RATING

Minimum requirements have been set by the regulatory bodies, but awarding organisations are expected to take a risk-based approach.

On registration a centre will be classified as low risk with the rating being updated after each FAA quality assurance procedure or earlier if noncompliance is identified.

Compliance issues affecting a centre's risk rating can be raised at any time including day-to-day activity.

SANCTIONS

FOLLOWING EQA PROCEDURES

If noncompliance is found during external quality assurance procedures FAA will refer to the [FAA Sanctions Policy](#) and implement sanctions that are appropriate and measured based on the seriousness and nature of the noncompliance.

A centre could for example have direct claims suspended and be subject to increased assessment marking scrutiny or additional observations could be required until the centre is considered by FAA to be compliant. The centre will be informed of any additional external quality assurance procedures required and the fee as stated in the [FAA Pricing Policy](#).

A centre's history, for example repeated noncompliance in the same area, is also considered when determining the level of sanction imposed.

FAA is required to notify other awarding organisations if it is considered that an FAA centre poses a potential risk to their operations.

If a centre is unhappy with the conduct or outcome of an external quality assurance procedure this should be taken up through FAA's [Complaints](#) and [Appeals](#) policies.

ONGOING

On an ongoing basis if centre noncompliance is found or brought to our attention, FAA will refer to the [FAA Sanctions Policy](#) and implement sanctions that are appropriate and measured.

The centre will be informed as appropriate of any additional external quality assurance procedures required, the reason for this, and the fee as stated in the [FAA Pricing Policy](#).

RETURN OF DOCUMENTATION TO FAA

Documentation upload to FAAPlus is secure but centres must ensure that any documentation or learner records sent electronically through other means is via a securely maintained system controlled by password protected login arrangements following the requirements of the [FAA GDPR Contract](#).

Documentation should only be uploaded to FAAPlus or emailed to FAA if the centre has the facility to batch scan with all the paperwork for a complete course scanned as one attachment. A centre should not upload/email single documents or individual learner evidence and if unable to batch scan the documentation should be posted to FAA. Scanned documentation must be legible and scanned in a way to enable easy scrutiny.

If documentation is posted to FAA it should be sent by recorded delivery and a copy retained following the [FAA GDPR Contract](#).

A centre will be given a date for return of all documentation and it is the responsibility of the centre to adhere to this. FAA will not send reminders and failure to meet this date will result in access to FAAPlus being automatically suspended pending receipt.

Following suspension, if the documentation is not received within an additional 5 working days, FAA will refer to the [FAA Sanctions Policy](#). During suspension, the centre must not run any courses, including for retrospective registration.

On completion of external quality assurance, FAA will upload documentation received to the centre documents area on FAAPlus and return hard copies of paperwork received to the centre if requested.

ANNUAL EQA PROCEDURES

FAA external quality assurance procedures are completed on an annual basis and must maintain continuity of the centre external quality assurance date. The centre/FAA meeting will be the last procedure, amalgamating the centre's annual external quality assurance, and should be completed by this date.

OBSERVATION OF PRACTICAL ASSESSMENT

Observation of practical assessment/s, including centre assessment marking, will be conducted face to face for centres delivering qualifications using this assessment method. Wherever possible an FAA Award in First Aid at Work or Emergency First Aid at Work qualification will be observed.

This should be treated as a normal course and the centre head or other centre personnel do not need to attend.

This observation will ensure that the centre:

- Follows all FAA requirements in the setting and completion of the assessment
- Is marking accurately, consistently, and fairly to FAA's set standards

Although the visit is centred on the conduct of the assessment and assessment marking, other aspects of the course will be reviewed as observed such as:

- Required resources being available for assessment
- Qualification delivery
- Current assessment paperwork and FAA guidance is being used
- Reasonable adjustment is being granted in line with the [FAA Reasonable Adjustment and Special Consideration Policy](#)
- Suitability of the venue
- Learner engagement

The trainer/assessor should introduce the FAA observer to the learners explaining the purpose of the visit and clarifying that the learners themselves are not being observed. The observer could ask learners for their feedback, but this will be in a way that will not interrupt the course.

The report will not be given to the trainer/assessor. This observation is part of a centre's annual external quality assurance procedure and FAA will report back to the centre.

The report can be uploaded to FAAPlus by the centre and used to satisfy the annual monitoring requirement for the trainer/assessor.

SCRUTINY OF WRITTEN/PROFESSIONAL DISCUSSION ASSESSMENT

FAA will request assessment evidence to scrutinise centre marking to ensure that:

- Assessment marking is accurate, consistent, and fair adhering to FAA assessment guidance
- FAA course paperwork is fully and correctly completed and provides sufficient evidence of learner achievement

FAA will also request internal quality assurance documentation for a proportion of the courses to confirm that comprehensive centre internal quality assurance is being conducted.

Additional centre documentation/registers may also be requested as part of this procedure.

A centre will be given a date for return of all requested documentation. Please refer to RETURN OF DOCUMENTATION TO FAA above.

CENTRE MEETING

The meeting, held through video conferencing software, will conclude the centre annual external quality assurance procedures. The meeting will be with the centre head and any other centre personnel such as the IQA that the centre would like to include.

During the meeting, the outcome of the other external quality assurance procedure/s will be discussed, and FAA may ask additional questions that have arisen.

In addition, certain aspects of centre administration will be reviewed and evaluated as necessary to ensure that the centre is following FAA requirements and could include as examples:

- Use of FAA's systems
- Centre policies, procedures, and processes
- Record keeping, including:
 - o Course paperwork
 - o Assessment evidence
 - o Conflict of interest
 - o Maladministration and malpractice
 - o Complaints
 - o Appeals
 - o Reasonable adjustment and special consideration
- Any issues highlighted during the review period
- Centre communication
- Internal quality assurance and standardisation
- The capability of the centre ensuring that they can operate as required by FAA

Documentation must be available to review during the meeting if required and may be requested for FAA desktop examination.

The meeting will also be an opportunity for the centre to raise any issues with FAA, clarify any points they are unsure about, or for any help or guidance they may need.

ADDITIONAL VISITS

AD HOC VISIT

An additional visit may be required for reasons such as noncompliance highlighted during an EQA procedure, confirming that an action plan has been completed, to investigate suspected or alleged maladministration or malpractice, or where there has been a significant change within the centre, for example a change of ownership.

The centre will be informed of the requirement for an ad hoc visit and the fee as stated in the [FAA Pricing Policy](#).

UNANNOUNCED VISIT

FAA reserves the right to carry out an unannounced visit to a centre or a course that a centre is delivering. This could be for reasons such as ensuring the maintenance of quality standards or where maladministration or malpractice is suspected or alleged.

If an unannounced visit is required, the centre will be charged after the visit as stated in the [FAA Pricing Policy](#).

DETERMINING THE LEVEL OF CENTRE ANNUAL EQA

FAA must operate a risk-based approach to CASS. The procedures below, concluded by the centre meeting, are the minimum external quality assurance that FAA will conduct.

OBSERVATION OF PRACTICAL ASSESSMENT

FAA will undertake the observation of practical assessment annually with the number of observations being determined by learner registration numbers. Centres with annual learner registration during the audit period of up to 2500 learners will receive 1 observation and centres registering over this number of learners will receive 5 observations.

SCRUTINY OF WRITTEN/PROFESSIONAL DISCUSSION ASSESSMENT

FAA will determine the level of sampling required based on factors such as the qualifications delivered by a centre and learner registrations.

ARRANGING EQA PROCEDURES, FAA TERMS & CONDITIONS AND CANCELLATION FEES

FAA will contact a centre approximately 2 months before their annual external quality assurance date and according to the qualifications delivered:

- Request course paperwork for written and professional discussion assessments as appropriate with some corresponding internal quality assurance documentation, giving a date for return. Other centre documentation may also be requested
- Suggest a practical observation date depending on FAAPlus course registration

A date for the FAA/centre meeting will be suggested after the above EQA procedures have been completed.

When FAA contacts a centre to arrange their annual external quality assurance procedures, the centre will be invoiced or sent a payment link for the fees following the [FAA Pricing Policy](#). If a centre does not have a credit account, payment must be made on receipt of the payment link.

If an onsite visit is being arranged and due to the location of a centre additional costs will be incurred, FAA will inform the centre of the additional fee when travel arrangements have been made.

Following the [FAA Annual Centre External Quality Assurance Terms and Conditions](#) a centre must ensure they are aware:

- Of all FAA confirmation and payment requirements etc. and the cancellation fees
- It is their responsibility to respond to FAA communication and requests. FAA will not send reminders and not responding as stated will result in a sanction being imposed

CENTRE ACTIVITY

Centre registration is dependent on centre activity and a centre must be actively registering learners to enable FAA to conduct the required annual external quality assurance procedures.

If a centre has been inactive for a period of 6 months meaning that FAA cannot conduct the required external quality assurance, the centre will be deregistered.

If by the centre's annual external quality assurance date, a practical assessment has not been observed due to inactivity, FAA will either remove centre approval for qualification/s with a practical assessment or deregister the centre as appropriate.

OBSERVATION OF PRACTICAL ASSESSMENT

A centre should assist FAA by registering courses on FAAPlus giving as much notice as possible.

Registered courses must always show full and correct information, such as a comprehensive venue address, with any changes being made on FAAPlus as they occur, and FAA being informed as appropriate.

If the practical assessment observation date as suggested by FAA in the initial email is acceptable, a centre should refer to the [terms and conditions](#).

If the practical assessment observation date as suggested by FAA in the initial email is not acceptable, a centre must email FAA by return suggesting an alternative date. When an alternative date has been agreed, FAA will confirm by email and the centre should refer to the [terms and conditions](#).

FAA will conduct a practical assessment observation at short notice in response to any concerns. FAA will provide the centre a maximum of 24 hours' notice of the visit who must ensure that all information given in FAA's confirmation email is correct, confirm by a return email and note that no further amendments can be made due to time constraints.

CENTRE MEETING

Following completion of the other required EQA procedure/s FAA will suggest a meeting date and time and the centre head should email FAA back by return confirming acceptance or if not acceptable suggesting an alternative. When a date and time has been agreed and confirmed the centre should refer to the [terms and conditions](#).

NEWLY REGISTERED CENTRES

FAA makes an applicant aware of the required external quality assurance procedures on initial enquiry and centre registration.

As part of the centre application process FAA conducts an interview with the applicant (centre head) and any other relevant personnel as required by the applicant before registration.

The interview gives FAA an insight into the capability, commitment, knowledge and understanding of the applicant regarding awarding regulated qualifications and FAA requirements. It also provides the applicant an opportunity to ask any questions they may have and receive guidance and information.

After registration FAA will arrange the observation of a practical assessment and moderation of written assessment/professional discussion as relevant to determine a centre's direct claims status.

OBSERVATION OF PRACTICAL ASSESSMENT

FAA will arrange an onsite visit to observe a practical assessment, including assessment marking, for the first course that a centre delivers. Only in exceptional circumstances will FAA allow this initial visit to be postponed and the visit will then be arranged for the subsequent course.

Wherever possible an FAA Award in First Aid at Work or Emergency First Aid at Work qualification will be observed. This should be treated as a normal course and the centre head or other centre personnel do not need to attend.

This observation will ensure that the centre:

- Follows all FAA requirements in the setting and completion of the assessment
- Is marking accurately, consistently, and fairly to FAA's set standards

Although the visit is centred on the conduct of the assessment and assessment marking, other aspects of the course will be reviewed as observed such as:

- Required resources being available
- Qualification delivery
- Current assessment paperwork and FAA guidance is being used
- Reasonable adjustment is being granted in line with the [FAA Reasonable Adjustment and Special Consideration Policy](#)
- Suitability of the venue
- Learner engagement

The trainer/assessor should introduce the FAA observer to the learners explaining the purpose of the visit and clarifying that the learners themselves are not being monitored. The observer could ask learners for their feedback, but this will be in a way that will not interrupt the course.

The report will not be given to the trainer/assessor. As this is part of a centre's external quality assurance procedure FAA will report back to the centre but where relevant the report can be uploaded to FAAPlus by the centre and used to satisfy the annual monitoring requirement for the trainer/assessor.

FAA will also request the course paperwork and corresponding IQA documentation.

If the observation and paperwork is satisfactory the centre will be granted direct claims status.

MODERATION OF WRITTEN/PROFESSIONAL DISCUSSION ASSESSMENT

FAA will request the course paperwork and the corresponding internal quality assurance documentation for the first course run by the centre to ensure that:

- Assessment marking is accurate, consistent, and fair adhering to FAA assessment guidance
- FAA course paperwork is fully and correctly completed and provides sufficient evidence of learner achievement
- Centre IQA is being comprehensively conducted

A centre will be given a date for return of all requested documentation. Refer to RETURN OF DOCUMENTATION TO FAA above.

If no issues are highlighted, the centre will be allowed direct claims status.

NONCOMPLIANCE

If a centre fails to meet FAA requirements the [FAA Sanctions Policy](#) will be followed which could entail requesting additional assessment evidence or arranging another observation until the centre reaches the required standard and is given direct claims status.

The fees for any additional external quality assurance are as stated in the [FAA Pricing Policy](#).

EQA REPORTS

ESTABLISHED FAA CENTRES

On completion of the practical assessment observation FAA will email the FAA Observation Report and any comments to the centre.

The outcome of the examination of course paperwork, IQA and any additional documentation will be reported in the FAA Centre Annual External Quality Assurance Report.

Following the FAA/centre meeting, FAA will email the centre the FAA Centre Annual External Quality Assurance Report which amalgamates the outcomes of all external quality assurance procedures undertaken, highlights centre compliance/noncompliance with FAA requirements, and includes recommendations and an action plan, as necessary.

Reports are uploaded to the centre document area on FAAPlus which a centre can view under 'My Documents'.

If more serious noncompliance is highlighted, FAA will inform the centre of the sanction imposed following the [FAA Sanctions Policy](#).

NEW FAA CENTRES

For newly registered centres the outcome of the examination of course paperwork and IQA documentation will be documented in a report and the practical assessment observation, where relevant, by the FAA Observation Report.

Following the EQA procedures FAA will email the centre informing them of their direct claims status.

CENTRE REGULATORY BODY AUDITS

Audits, monitoring, and investigations may be undertaken by the regulatory bodies and centres must cooperate fully in the time frame given.

CENTRE NONCOOPERATION

If a centre fails to cooperate with FAA or the regulatory bodies regarding a quality assurance procedure or fails to take the required remedial action following an audit within the stated time frame, FAA will refer to the [FAA Maladministration and Malpractice Policy \(including whistleblowing\)](#).

CENTRE REQUIREMENTS

A centre must:

- Understand the importance of centre compliance
- Understand FAA external quality assurance procedures, requirements, terms and conditions etc.
- Comply with FAA and regulatory body quality assurance requests and requirements
- Be aware of the [FAA Sanctions Policy](#)

SECTION 3

FAA CENTRE:

GENERAL CENTRE REQUIREMENTS

ROLES AND RESPONSIBILITIES

COMMUNICATION

POLICIES

ADDITIONAL CENTRE REQUIREMENTS RELATING TO FAA POLICIES

QUALIFICATION PORTFOLIO

GENERAL CENTRE REQUIREMENTS

CENTRE RESPONSIBILITY

On registration a centre signs the [FAA Centre Agreement](#) and agrees to take all reasonable steps to ensure that FAA can comply with Ofqual's Conditions of Recognition and Qualifications Scotland Accreditation's Regulatory Principles by adhering to all requirements as stated in the FAA Centre Manual, FAA policies and procedures, [FAA Terms and Conditions](#), FAA Centre Agreement, [FAA GDPR Contract](#) and any ongoing and additional guidance and information provided.

A centre should inform FAA if the centre is, or may become, noncompliant at any time, or if there is anything that could have an adverse effect on the delivery, assessment, or award of FAA qualifications.

RETENTION OF RECORDS AND THE FAA GENERAL DATA PROTECTION REGULATION (GDPR) CONTRACT

A centre must retain complete and accurate records of learner achievement and any additional documentation relating to the award of FAA qualifications, for example complaints and appeals information and centre registers, for 3 years and 6 months from the end date of the course.

Documentation must be securely stored according to the [FAA GDPR Contract](#) in either hard copy or electronic format and be available on request.

For distance learning qualifications relevant emails should be retained according to the [FAA GDPR Contract](#) but learner ID verification evidence must be destroyed after validation.

The [FAA GDPR Contract](#) details a centre's responsibilities to both FAA and data subjects stating procedures that must be followed in the collection, storage and processing of an individual's personal and special category data and is signed by a centre on registration.

Centres are not permitted to collect any additional learner data other than that required on FAA course paperwork. If a centre requires additional data for any other purpose, they must conduct a GDPR audit themselves and ensure compliance before doing so.

A centre should be aware of the [FAA Learner Privacy Notice](#).

ACCESS TO RECORDS, PEOPLE AND PREMISES

A centre must assist FAA in carrying out any reasonable monitoring activities, and the regulatory bodies in any investigations made for the purposes of performing their functions, providing access to premises, people and records as required.

A centre must take all reasonable steps to provide information, data and documents requested by FAA or the regulatory bodies as soon as practicable and if a time frame is given it is the responsibility of the centre to adhere to this.

GOVERNANCE, WORKFORCE AND RESOURCES

A centre must be able to undertake the administration, delivery, and assessment of FAA qualifications effectively and efficiently in line with FAA requirements by:

- Retaining a workforce of appropriate size and competence
- Having sufficient managerial and other resources
- Having sufficient information technology systems and support to effectively administer, deliver, and assess FAA qualifications
- Supplying the full range of relevant and current equipment required for delivery and assessment of FAA qualifications

FAA should be informed in writing of any major changes such as centre status, contact details, governance, or the centre head.

CONFIDENTIALITY AND COPYRIGHT

All FAA materials, images and resources are subject to copyright and must not be changed, edited, or reproduced without the written consent of FAA. Please refer to the [FAA Brand Policy](#).

A centre must maintain and acknowledge FAA confidentiality and copyright throughout all FAA course paperwork and resources, take all possible steps to protect this, and report any infringements to FAA.

FAA assessment materials must always be held securely.

CENTRE ACTIVITY

To maintain FAA centre registration a centre must actively register learners. A centre must be active to enable FAA to carry out the required annual external quality assurance procedures.

A centre must register learners within six months of registration and failure to do so will result in deregistration.

A period of six months of centre inactivity will result in deregistration.

If a centre has an inactive qualification with no learner registrations for two years or more, qualification approval will automatically lapse. If due to demand the centre wants to deliver the qualification in the future, they can reapply to FAA in writing. Please refer to the [FAA Centre Registration and Qualification Withdrawal Policy](#).

MINIMUM SPEND

A centre will be subject to a learner registration minimum annual spend of £500 exclusive of VAT per calendar year with the first year being calculated proportionately.

Centres who do not reach the minimum spend will be invoiced for the difference between their actual spend and the minimum threshold. The centre is not entitled to roll over registrations from one twelve-month period to another.

CENTRE REGISTRATION AND QUALIFICATION WITHDRAWAL

CENTRE REGISTRATION WITHDRAWAL

FAA centre registration withdrawal could be following a decision made by the centre where they no longer want to deliver FAA qualifications, or the centre has ceased operating. FAA could withdraw FAA centre registration for example following proven malpractice.

Regardless of the reason for centre withdrawal, FAA and a centre must take all reasonable steps to protect the interests of learners ensuring they are not disadvantaged.

A centre must adhere to all requirements as stated in the [FAA Centre Registration and Qualification Withdrawal Policy](#).

QUALIFICATION WITHDRAWAL

If a centre no longer wants to deliver a qualification or FAA has removed a qualification from the centre's portfolio, a centre should refer to the [FAA Centre Registration and Qualification Withdrawal Policy](#).

INVOICING

A centre must provide payment for all valid invoices in line with the [FAA Invoicing Policy](#) and accept that failure to do so could result in the implementation of the [FAA Sanctions Policy](#).

CENTRE REQUIREMENTS

A centre must:

- Take all reasonable steps to ensure that FAA can comply with our regulatory conditions and principles by adhering to all FAA requirements informing FAA if the centre is, or may become, noncompliant at any time, or there is a risk of an adverse effect
- Adhere to the [FAA GDPR Contract](#)
- Assist and cooperate with FAA and the regulators to carry out any reasonable monitoring activities or investigations
- Have and maintain all required resources
- Inform FAA in writing of any major changes within the centre
- Maintain and acknowledge FAA copyright and confidentiality throughout all FAA course paperwork and resources referring to the [FAA Brand Policy](#)
- Follow the requirements of the [FAA Centre Registration and Qualification Withdrawal Policy](#)
- Provide payment for all valid invoices in line with the [FAA Invoicing Policy](#)

CENTRE ROLES AND RESPONSIBILITIES

A centre must retain a workforce of appropriate size and competence and have sufficient managerial and other resources to undertake the administration, delivery, assessment, and quality assurance of FAA qualifications effectively and efficiently.

There are key roles that must be covered within a centre and depending on the structure and size of the centre some roles may cross over.

A centre must provide personnel with comprehensive induction ensuring they are aware of and fully understand:

- The role of the centre, FAA, and the regulatory bodies
- All FAA requirements for the administration, delivery, assessment, and quality assurance of FAA qualifications
- FAA policies and procedures

A centre is responsible for the competency of personnel.

FAA must be informed of any significant change to centre personnel such as the centre head.

CENTRE HEAD

The centre head has overall responsibility for the centre and compliance with FAA requirements.

The centre head will usually be the main point of contact for all FAA communication, including the FAA Newsletter, and is responsible for ensuring that centre personnel are kept informed of FAA communication.

If another person is nominated to be the main day-to-day contact it is their responsibility to ensure that the centre head and other personnel are informed of FAA communication.

ADMINISTRATIVE PERSONNEL

A centre must have sufficient personnel, resources, and systems in place to administrate FAA qualifications.

It must be ensured that personnel understand how and when to apply for learner registration and certification, and that accurate submissions are made taking all reasonable steps to prevent fraudulent or mistaken claims by having strong systems and procedures. The centre is responsible for the accuracy of data entered onto FAAPlus.

TRAINER/ASSESSORS

Trainer/assessors are responsible for the delivery and assessment of FAA qualifications in line with FAA protocol and requirements and completion of the course paperwork.

INTERNAL QUALITY ASSURANCE PERSONNEL

The role of the internal quality assurer (IQA) may vary from centre to centre depending on the size of the centre and the extent of their involvement in day-to-day activities.

An important part of the role is supporting trainer/assessors to ensure they are making accurate, consistent, and unbiased assessment decisions.

To be compliant, a centre must have qualified and registered internal quality assurance personnel covering all qualifications being delivered by the centre. The same IQA can quality assure multiple qualifications if qualified to do so.

A centre trainer/assessor can be registered as an IQA if qualified, but cannot quality assure a course if they were involved in the delivery or assessment due to conflict of interest.

REGISTRATION OF CENTRE PERSONNEL

Trainer/assessors and internal quality assurance personnel must be preapproved by FAA and registered on FAAPlus before undertaking the delivery, assessment, or internal quality assurance of FAA qualifications on behalf of the centre.

Centres are not permitted to use a trainer/assessor or IQA who has not been preapproved and registered by FAA. Using unregistered personnel would be classed as malpractice and FAA would be unable to award regulated qualifications.

CENTRE REQUIREMENTS

A centre must:

- Ensure they have all required personnel to support the administration, delivery, assessment, and quality assurance of FAA qualifications and comprehensive induction is carried out
- Make centre personnel aware of FAA communication and changes etc.
- Not use an unregistered trainer/assessor or IQA ensuring that all trainer/assessors and internal quality assurers are preapproved and registered by FAA on FAAPlus before undertaking any activity on behalf of the centre
- Inform FAA of any significant changes in personnel such as the centre head
- Have qualified and registered IQA personnel covering all qualification suites

COMMUNICATION

FAA

All communication from FAA, including the FAA Newsletter, will be sent to the nominated email address which is usually the centre head. This centre email address will be used by the regulatory bodies as required.

A centre must respond promptly or as requested to any communication from FAA or the regulatory bodies.

FAA NEWSLETTER

The FAA Newsletter is the main method of communication used by FAA and it should be distributed, read, and understood by all relevant centre personnel.

The newsletter is used to inform centres of regulatory and protocol changes for example any review of the Resuscitation Council UK Guidelines, and FAA changes and developments such as updated policies, the introduction of a new qualification, and course paperwork changes.

CENTRE

There must be strong and effective internal communication within a centre keeping all personnel up to date with FAA policies, procedures and requirements and relaying any changes affecting FAA qualifications.

Depending on the number and location of centre personnel this could be by email, meetings including standardisation, centre newsletters, centre CPD events, video, audio conferencing etc.

A centre should be able to evidence effective internal communication for quality assurance purposes by for example, minutes of meetings and retention of emails.

COMMUNICATION WITH LEARNERS

A centre must maintain good and timely communication with learners before, during and after a course with all information being clear and explanatory.

FAA Course Finder

If a centre advertises a course on the FAA Course Finder they should respond to all enquiries promptly. All enquiries are potential customers, and a poor response reflects negatively on both FAA and the centre. It is important that all information displayed is correct.

Repeated failure to respond to enquiries could result in the centre losing access to post and advertise their courses on this facility.

Course booking

Where possible learners should be provided with qualification information, for example the FAA Qualification Specification, ensuring that the qualification is suitable for their needs and making them aware of requirements such as any physical demands.

Physical requirements could affect a learner with a disability or temporary injury particularly if they are attending a course which involves a practical assessment. A learner with a temporary injury may choose to attend a later course.

A centre should inform learners about the [FAA Reasonable Adjustment and Special Consideration Policy](#) during course booking but reasonable adjustment or special consideration can be requested and granted during course registration. A centre should be aware of any reasonable adjustment that may require prior consent from FAA.

The centre and FAA's complaints and appeals policies should be covered during the course introduction, but a learner could be given this information during course booking.

A learner's certificate cannot be withheld for financial reasons without justifiable cause so a centre should consider this within their payment terms and conditions. FAA have a regulatory responsibility to issue a valid certificate to a learner irrespective of any financial issues.

Course registration requirements for FAA distance learning qualifications including resources that must be provided for the learner before course commencement, can be found in the [FAA Distance Learning Course, Paperwork, and Assessment Guidance](#).

Certification

Learner certification must be promptly registered on FAAPlus and certificates forwarded to learners on receipt. FAA and centres are both responsible for issuing certificates in a timely manner and a centre should register learners for certification within 10 working days of the end date of the course.

After the course

Learners may have ongoing queries and a centre should provide information and support as requested. If a learner contacts a centre to correct a spelling mistake on their certificate for example, this should be dealt with promptly.

CENTRE REQUIREMENTS

A centre must:

- Implement effective internal communication including distribution of the FAA Newsletter
- Respond to communication from FAA or the regulatory bodies in a timely manner
- Ensure informative, clear, and prompt communication with learners including timely learner certification
- Be aware that FAA have a regulatory responsibility to issue a certificate to a learner irrespective of any financial issue

POLICIES

A centre is required to hold the following policies:

- Appeals
- Complaints
- Data protection
- Equal opportunities
- Health and safety
- Internal quality assurance
- Maladministration and malpractice
- Public liability insurance

Centre policies should follow any FAA requirements, be reviewed as necessary, and available to learners as relevant and FAA and the regulatory bodies on request.

Centre personnel should be aware of centre policies and their individual responsibilities.

APPEALS

An appeal is an application for a decision made by the centre to be changed. A centre must have an appeals policy for the benefit of learners and provide appropriate information and support to enable learners to access the appeals process.

As examples, an appeal made to a centre could be about:

- Assessment results
- Reasonable adjustment and special consideration
- Action to be taken against a learner following an investigation into malpractice

The policy should outline the centre procedure giving a timescale for an investigation to be conducted by competent personnel who have no conflict of interest/personal interest in the outcome.

COMPLAINTS

A complaint is an expression of dissatisfaction and a centre must have a complaints policy for the benefit of learners.

The policy should outline the centre procedure giving a timescale for an investigation to be conducted by competent personnel who will handle the complaint in a fair and transparent manner with no bias.

DATA PROCESSING

A centre must comply with the requirements of current data protection legislation in relation to learner data and is responsible for having a centre data protection policy that is compliant with UK GDPR and the Data Protection Act (2018).

EQUAL OPPORTUNITIES

A centre is required to undertake the delivery and assessment of FAA qualifications in accordance with current equalities law and must have an equal opportunities policy ensuring that all learners have equal opportunity to access FAA qualifications as far as possible.

HEALTH AND SAFETY

A centre must have a legally compliant health and safety policy that is regularly reviewed and updated when there are changes to the premises, fixtures, fittings, equipment etc.

INTERNAL QUALITY ASSURANCE

A centre must have a documented IQA policy detailing the centre's approach to internal quality assurance which should be reviewed when required. As a minimum the policy should contain details of:

- The centre's commitment to FAA internal quality assurance requirements adhering to FAA policies, procedures, and requirements to maintain and improve standards
- The role and responsibilities of the centre IQA/s
- How sampling is decided and undertaken, for example risk rating of trainer/assessors, new trainer/assessors etc.
- Standardisation and how this is conducted

MALADMINISTRATION AND MALPRACTICE

Examples of learner malpractice could be:

- Any form of cheating, collusion, or plagiarism (see the [FAA Plagiarism and Collusion Policy](#))
- Impersonation of another learner

Trainer/assessor malpractice could be:

- Inappropriate assistance to learners such as helping them to pass the qualification and not adhering to the [FAA Reasonable Adjustment and Special Consideration Policy](#)

A centre is required to have a maladministration and malpractice policy stating the:

- Centre's procedure for preventing and identifying maladministration and malpractice
- Centre will inform FAA immediately of any actual, suspected, or alleged maladministration or malpractice
- Investigation will be led by FAA following the [FAA Maladministration and Malpractice Policy \(including whistleblowing\)](#) in liaison with the centre as required

PUBLIC LIABILITY INSURANCE

A centre is required to have current public liability insurance covering the centre for personal injuries and loss of, or damage to, property.

Professional indemnity insurance covering teaching and advice given by a centre is recommended but is not mandatory.

CENTRE REQUIREMENTS

A centre must:

- Hold all required centre policies with the contents following any FAA requirements
- Ensure that centre personnel are aware of and adhere to all policies, and relevant policies are available to learners
- Review and update policies as necessary, showing a review date/version
- Make all policies available to FAA and the regulatory bodies on request

ADDITIONAL CENTRE REQUIREMENTS RELATING TO FAA POLICIES

A centre must be aware of the contents of all FAA policies and the additional requirements as below.

APPEALS - [FAA Appeals Policy](#)

CENTRE REQUIREMENTS

A centre must:

- Make learners aware of the centre and FAA's appeals policies during course introduction/booking; information about the FAA Appeals Policy is stated in FAA course paperwork
- Hold a register of appeals received for quality assurance purposes, retain all documentation relating to an appeal according to the [FAA GDPR Contract](#) and record information about an appeal on FAAPlus when registering learners
- Inform FAA immediately if an appeal has highlighted a weakness or failure in the assessment process and use the outcome of an appeal to prevent recurrence where possible and make improvements if relevant

COMPLAINTS - [FAA Complaints and Enquiries Policy](#)

CENTRE REQUIREMENTS

A centre must:

- Make learners aware of the centre and FAA's complaints policies during course introduction/booking; information about the FAA Complaints and Enquiries Policy is stated in FAA course paperwork
- Hold a register of complaints received for quality assurance purposes, retain all documentation relating to a complaint according to the [FAA GDPR Contract](#) and record information about a complaint on FAAPlus when registering learners
- Inform FAA immediately if a complaint has highlighted a weakness or failure in the assessment process and use the outcome of a complaint to prevent recurrence where possible and make improvements if relevant

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

Examples of conflict of interest, including personal interest, at a centre could be:

- Assessing a partner or close family member
- A financial incentive to ensure that learners pass a qualification
- Undertaking monitoring and qualification updates for centre personnel within the centre
- Trainer/assessors and internal quality assurers working for different centres who could be in direct competition
- Trainer/assessors and internal quality assurers at the same centre who quality assure each other's courses
- A husband and wife team delivering FAA qualifications and quality assuring each other's courses

CONFLICT OF INTEREST/PERSONAL INTEREST IN ASSESSMENT

Regarding conflict of interest in assessment, the relevant question to ask would be does the person carrying out the assessment have any reason or incentive to make anything other than a decision in line with FAA requirements, or would an informed and reasonable observer conclude that such a reason or incentive exists?

A conflict of interest may arise where the trainer/assessor has a relationship with a learner such as a family member, friend, or colleague.

A centre must avoid wherever possible any part of the assessment of a learner being undertaken by a person who has a personal interest in the result of the assessment by for example, using an alternative trainer/assessor.

A centre should check with the trainer/assessor when booking a course regarding any conflict of interest. The trainer/assessor should be informed that if a conflict of interest arises during learner registration on the course, they should contact the centre immediately.

Where the trainer/assessor is assessing a close family member such as a parent, child, brother, sister, partner or spouse, the conflict of interest should be declared on FAAPlus when registering the learner, and the assessment scrutinised by the centre.

Scrutiny of the assessment can be by internal quality assurance of the course paperwork or by a qualified assessor overseeing the assessment. Evidence of assessment scrutiny must be held by the centre and be available to FAA on request.

In cases where the trainer/assessor is assessing a work colleague, the conflict of interest should be declared on FAAPlus when registering the learner.

If a trainer/assessor regularly assesses work colleagues, for example at leisure centres, an [FAA Conflict of Interest Declaration](#) should be completed by the trainer/assessor acknowledging this but it would not be necessary to complete a declaration for every course they deliver. The declaration should be held by the centre and reviewed as required.

Conflict of interest should be declared as appropriate by completing one of the following:

- [FAA Conflict of Interest Declaration](#) and uploading to 'My Documents' on FAAPlus
- Conflict of interest declaration on FAAPlus for interest in assessment when registering a learner
- [FAA Trainer/Assessor Monitoring Report](#) for monitor conflict of interest declaration

CENTRE REQUIREMENTS

A centre must:

- Ensure that centre personnel understand what constitutes a conflict of interest (and adverse effect), and the possible consequences of not declaring a conflict of interest
- Monitor conflict of interest, and possible conflict of interest, on an ongoing basis avoiding where possible
- Ensure that centre personnel declare all actual, perceived, or potential conflict of interest including any reasonably foreseeable scenarios, by completing the relevant declaration
- Take all reasonable steps to ensure no conflict of interest has an adverse effect, mitigating and correcting as far as possible if an adverse effect has occurred and informing FAA
- Take all reasonable steps to avoid any part of the assessment (including quality assurance) being undertaken by someone who has a personal interest in the result of the assessment
- Ensure that no one with a personal interest in the outcome, carries out investigations into suspected or alleged maladministration or malpractice, breaches of confidentiality or appeals decisions
- Upload completed FAA Conflict of Interest Declarations to FAAPlus and retain according to the [FAA GDPR Contract](#)
- Maintain an up-to-date register of conflict of interest declarations monitoring, reviewing, and updating as appropriate considering any change in circumstances and the effects of any steps taken
- Scrutinise the assessment when a trainer/assessor is assessing a close family member, retaining evidence

EQUAL OPPORTUNITIES - [FAA Equal Opportunities Policy](#)

CENTRE REQUIREMENTS

A centre must:

- Undertake the delivery and assessment of FAA qualifications in accordance with current equalities law granting reasonable adjustments following the [FAA Reasonable Adjustment and Special Consideration Policy](#)
- Ensure that training venues have suitable disabled access arrangements as stated in the [FAA Training Venue Requirements](#) guidance

HEALTH AND SAFETY – [FAA Health & Safety Policy](#)

CENTRE REQUIREMENTS

A centre must ensure that all venues and equipment used for the delivery and award of FAA qualifications comply with the [FAA Training Venue Requirements](#) guidance.

MALADMINISTRATION AND MALPRACTICE

[FAA Maladministration and Malpractice Policy \(including whistleblowing\)](#)

CENTRE REQUIREMENTS

A centre must:

- Ensure that centre personnel and learners understand what constitutes maladministration and malpractice, the consequences if proven and are aware of the [FAA Plagiarism and Collusion Policy](#)
- Ensure that centre personnel report actual, alleged, or suspected maladministration or malpractice immediately to the centre head who must subsequently inform FAA immediately
- Fully cooperate with the investigation as required by FAA providing all information and documentation, access to records, personnel, premises, learners, or any other resources as requested
- Ensure that centre personnel liaising with FAA have the appropriate competence and no conflict of interest/personal interest in the outcome
- Retain all documentation, emails etc. relating to an investigation following the [FAA GDPR Contract](#)
- Hold a register of all actual, suspected or alleged incidents of maladministration and malpractice for quality assurance purposes
- Understand that FAA is responsible for informing all parties of an investigation into maladministration and/or malpractice and/or the outcome including the regulatory bodies, other awarding organisations, and FAA centres as appropriate
- Rectify any negative impact of proven incidents of maladministration or malpractice as required by FAA
- Review centre policies and working procedures to prevent recurrence if maladministration or malpractice is proven, making any improvements as necessary

REASONABLE ADJUSTMENT AND SPECIAL CONSIDERATION

FAA Reasonable Adjustment and Special Consideration Policy

CENTRE REQUIREMENTS

A centre must:

- Ensure that centre personnel grant reasonable adjustment and special consideration following the FAA Reasonable Adjustment and Special Consideration Policy understanding that failure to do so could constitute malpractice
- Contact FAA if a reasonable adjustment is required that a centre cannot grant
- Ensure that centre personnel are aware of the practical assessment requirements and the additional considerations regarding communication, hearing and vision etc. that must be followed when conducting practical first aid assessments
- Record reasonable adjustment and special consideration requested/granted on FAA course paperwork and FAAPlus when applying for learner certification
- Accurately complete all course paperwork and ensure correctly dated certification (the assessment date), if special consideration (delayed assessment) has been granted
- Hold a register of all reasonable adjustment and special consideration granted for quality assurance purposes

QUALIFICATION PORTFOLIO

Before making a qualification available to learners a centre must have appropriate personnel, systems, and resources in place to undertake the administration, delivery, assessment, and quality assurance effectively and efficiently in accordance with the requirements of the qualification.

There must be comprehensive induction for all personnel and additional internal quality assurance should be conducted when the centre starts the delivery of a new qualification.

ON CENTRE REGISTRATION

A centre indicates the qualifications they would like to deliver when applying for centre registration providing evidence of trainer/assessor and IQA qualifications for FAA approval.

A centre will not be approved for a qualification if they do not have FAA approved and registered trainer/assessors and IQA personnel.

FAA confirms the qualifications that a centre has been approved to deliver in the centre registration email.

ADDING A QUALIFICATION

A centre can apply to deliver additional qualifications at any time by contacting FAA in writing confirming that they have the personnel, systems and resources required for the delivery, assessment and quality assurance of the qualification and uploading trainer/assessor and IQA qualifications as appropriate.

FAA does not charge to add a qualification to a centre's portfolio.

QUALIFICATION WITHDRAWAL

A qualification may be withdrawn from a centre portfolio for reasons including:

- A centre no longer wanting to offer the qualification
- A centre no longer having qualified personnel to deliver, assess, or quality assure the qualification
- The qualification being withdrawn by FAA through inactivity or a sanction

If a centre wants to withdraw from the delivery of a qualification, they should refer to the [FAA Centre Registration and Qualification Withdrawal Policy](#).

FAA and the centre must take all reasonable steps to protect the interests of learners during the withdrawal of delivery of a qualification ensuring they are not disadvantaged.

INACTIVE QUALIFICATIONS

If a centre has not registered any learners for a qualification for two years or more, FAA approval for the qualification will automatically lapse. The centre should refer to the [FAA Centre Registration and Qualification Withdrawal Policy](#).

If due to demand the centre wants to deliver the qualification in the future, they can reapply to FAA in writing.

CENTRE REQUIREMENTS

A centre must:

- Have all FAA requirements in place before making a qualification available to learners
- Apply to FAA in writing to add a qualification to the centre portfolio
- Refer to the [FAA Centre Registration and Qualification Withdrawal Policy](#) if wanting to withdraw from the delivery of an FAA qualification
- Be aware that FAA approval for a qualification will automatically lapse after 2 years of inactivity and refer to the [FAA Centre Registration and Qualification Withdrawal Policy](#)

SECTION 4

PERSONNEL QUALIFICATION REQUIREMENTS AND REGISTRATION:

TRAINER/ASSESSOR AND IQA QUALIFICATION AND COMPETENCE REQUIREMENTS

TRAINER/ASSESSOR AND IQA FAA REGISTRATION

TRAINER/ASSESSOR MONITORING

CONTINUING PROFESSIONAL DEVELOPMENT

TRAINER/ASSESSOR AND IQA QUALIFICATION AND COMPETENCE REQUIREMENTS

Requirements for trainer/assessors and internal quality assurers are set by FAA but based on requirements set by regulatory bodies and other stakeholders such as the [First Aid Awarding Organisation Forum](#).

The First Aid Awarding Organisation Forum say that 'Assessment centres will be responsible for maintaining up-to-date information on trainers, assessors and internal quality assurers and for ensuring the currency of the competence of all those involved in the assessment and internal quality assurance process.'

FAAPlus can be used to meet this requirement where a centre can view all uploaded qualification and competence evidence for trainer/assessors and internal quality assurance personnel.

A centre must ensure the personnel portfolios are always current and should monitor qualification expiry dates and future monitoring requirements to ensure that personnel maintain their FAA registration. Personnel cannot be involved in the delivery, assessment, or quality assurance of FAA qualifications if their qualification has expired or additional requirements, such as a monitoring report, have not been satisfied.

The First Aid Awarding Organisation Forum say 'This document details the requirements of trainers and assessors separately. It is accepted however, that both roles may be performed by the same person, providing the qualifications and experience requirements for both roles are met.' For FAA qualifications the trainer/assessor undertakes both qualification delivery and assessment.

Trainer/assessor and IQA qualification requirements can be found in the download area of FAAPlus.

Below are links to guides to accepted qualifications but the lists are not exhaustive. If a non-regulated or alternative/formal qualification is held the qualification should be mapped following the [FAA Exemption Policy](#) and the certificate and mapping information forwarded to FAA for approval.

TRAINER/ASSESSOR QUALIFICATIONS

To deliver and assess FAA qualifications a trainer/assessor must hold:

1. A formal/regulated teaching qualification

Please follow the [link](#) to see a guide to acceptable teaching qualifications.

2. A formal/regulated assessing qualification to deliver first aid and first aid related qualifications

Trainer/assessors delivering first aid and first aid related qualifications will need to hold a formal/regulated assessing qualification.

Please follow the [link](#) to see a guide to acceptable assessing qualifications. Some teaching qualifications, as indicated on the list, cover both the teaching and assessing qualification requirement.

Completion of an Assessing and IQA CPD training workshop provided by an awarding organisation is suitable to meet the assessing requirement.

3. Subject knowledge and competence

Please refer to the trainer/assessor subject knowledge qualification links in the table below for examples of accepted qualifications.

If a trainer/assessor does not hold a regulated qualification FAA are required to undertake due diligence following the [FAA Exemption Policy](#) and the certificate and mapping information forwarded to FAA for approval.

First aid qualification equivalents that have been successfully mapped and accepted by the First Aid Awarding Organisation Forum can be seen [here](#).

If a centre wants to register a trainer/assessor who holds a non-regulated qualification, they can conduct a formal FAA qualification assessment to confirm that the trainer/assessor has the required knowledge and competence. Please refer to the [FAA Exemption Policy](#).

4. Competency in teaching

To evidence competency in teaching a subject, a teaching/assessing log or monitoring report should be provided for the relevant subject. Please follow the [link](#) for further information.

Trainer/assessor qualification requirements are detailed below with subject knowledge links.

	Teaching qualification required	Assessing qualification required	Subject knowledge requirements	Teaching/assessing log or monitoring report required *
FIRE SAFETY			link	
FIRST AID			link (refer to section 3)	
Basic Life Support and Automated External Defibrillation			link	
Basic Life Support and Automated External Defibrillation for Adults, Children and Infants			link	
Basic Life Support, Automated External Defibrillation and the Management of Anaphylaxis			link	
Basic Life Support, Automated External Defibrillation and the Management of Anaphylaxis for Adults, Children and Infants			link	
FORESTRY FIRST AID			link	
OUTDOOR FIRST AID			link	
FIRST AID FOR MENTAL HEALTH			link	
FOOD SAFETY			link	
HEALTH & SAFETY			link	
MANUAL HANDLING			link	
OXYGEN THERAPY			link	
SAFEGUARDING			link	

* For some qualifications, the monitoring report/teaching log requirement may have been satisfied during for example first aid or health & safety trainer/assessor registration.

NO TEACHING/ASSESSING LOG OR MONITORING REPORT?

If when applying for FAA registration a trainer/assessor does not have the required training log or monitoring report, the centre can arrange for them to be observed competently teaching and assessing sessions under the supervision of a suitably qualified trainer/assessor. New trainer/assessors

should be observed for a minimum of 6 hours (full day), and experienced trainer/assessors for a minimum of 4 hours.

An [FAA Trainer/Assessor Monitoring Report](#) should be completed and uploaded to FAAPlus.

The observation should be conducted on an FAA course that has been registered by the centre and is being delivered by an FAA registered trainer/assessor. The registered trainer/assessor must be present for the whole course as they are the named trainer/assessor and therefore responsible for the standard of delivery and assessment and the completion of course paperwork. The observation can be conducted by this trainer/assessor or another qualified and experienced trainer/assessor if preferred.

The monitor must ensure that the trainer/assessor is teaching and assessing following all FAA requirements and protocols and the session confirms their knowledge and competency in teaching and assessing the subject.

PAEDIATRIC FIRST AID TRAINER/ASSESSOR ONLY

If a trainer/assessor does not hold an FAA Award in First Aid at Work qualification but holds the FAA Award in Paediatric First Aid or accepted equivalent, and satisfies the trainer/assessor requirements as above, they can deliver and assess the FAA Award in Paediatric First Aid and the FAA Award in Emergency Paediatric First Aid. Please refer to [Appendix 1](#).

IQA QUALIFICATIONS

An internal quality assurer must hold:

1. An accepted IQA qualification

Please follow the [link](#) to see a guide to acceptable IQA qualifications.

2. Subject knowledge evidence for the qualification sector they are quality assuring – first aid, first aid for mental health, food safety, health and safety and safeguarding

Please refer to the subject knowledge qualification links in the table above.

Completion of an Assessing and IQA CPD training workshop provided by an awarding organisation is suitable to meet the IQA qualification requirement.

Internal quality assurance personnel must have knowledge of the specification and requirements of the qualification they are quality assuring and knowledge and understanding of the role of assessors. Many IQA personnel will have an assessing qualification as a prerequisite for their IQA qualification.

FIRST AID TRAINER/ASSESSOR AND IQA REQUALIFICATION

Centre personnel cannot deliver, assess, or quality assure FAA qualifications if their first aid at work qualification has expired.

An IQA can update their qualification by either attending the three-day course again or the two-day requalification course if eligible following FAA requalification requirements – see SECTION 1 QUALIFICATION STANDARDS – FAA Award in First Aid at Work requalification.

A trainer/assessor can update their qualification by:

- Attending the three-day course
- Attending a two-day requalification course if eligible
- Successfully completing the FAA Award in First Aid at Work assessment only option

ASSESSMENT ONLY OPTION

Following the requirements of the First Aid Awarding Organisation Forum an experienced first aid trainer/assessor can renew their first aid at work qualification by an [assessment only option](#). Please follow the link for further information.

This option only applies to first aid trainer/assessors and not general first aiders or learners.

A trainer/assessor will need to successfully complete all assessments required for the FAA Award in First Aid at Work qualification with the assessment being conducted by a registered, and where possible, independent FAA first aid trainer/assessor. The assessment must be conducted in a formal and professional manner with all course paperwork being completed to evidence achievement.

Conflict of interest must be considered if for example the assessment is to update the qualification of a trainer/assessor within a centre. The trainer/assessor conducting the assessment should refer to the [FAA Conflict of Interest Policy](#). The conflict of interest should be declared on FAAPlus when registering for certification and recorded on the centre register.

All required course paperwork including assessment records, evidence of the regulated first aid at work or first aid at work requalification course that has been delivered and assessed by the trainer/assessor in the past three months, and the trainer/assessor's monitoring report conducted in the last twelve months, must be held by the centre and be available on request.

To administrate on FAAPlus a centre should select as appropriate either:

FAW Trainer (assessment only) requalification – Ofqual

or

FAW Trainer (assessment only) requalification – Qualifications Scotland Accreditation

The First Aid Awarding Organisation Forum recommend that trainer/assessors who teach and assess paediatric first aid qualifications take the paediatric first aid assessments at the same time to regain evidence/certification relevant to teaching paediatric first aid.

CENTRE REQUIREMENTS

A centre must:

- Understand trainer/assessor and internal quality assurer qualification and competence requirements
- Ensure that centre personnel portfolios uploaded to FAAPlus are current
- Monitor and plan requalification and monitoring requirements
- Ensure the competence of trainer/assessors and internal quality assurers
- Adhere to all FAA first aid at work requalification requirements

A centre must be aware:

- Of the [FAA Exemption Policy](#) and the requirement for mapping of non-regulated and alternative qualifications
- If centre personnel's qualifications have expired, they cannot undertake the delivery, assessment, or quality assurance of qualifications

TRAINER/ASSESSOR AND IQA FAA REGISTRATION

FAA do not allow subcontracting or the use of third parties for any part of the delivery, assessment, or quality assurance of FAA qualifications. All personnel must be registered and preapproved by FAA before undertaking the delivery, assessment, or quality assurance of FAA qualifications on behalf of the centre.

Using unregistered personnel would be classed as malpractice following the [FAA Maladministration and Malpractice Policy \(including whistleblowing\)](#) and require FAA to take appropriate action following our sanctions policy.

ON CENTRE REGISTRATION

FAA approves and registers trainer/assessors and internal quality assurance personnel as part of the centre registration process and uploads qualification and supporting documentation to FAAPlus.

FAA will correlate the qualifications that a trainer/assessor is qualified to teach with the qualifications that a centre has applied to deliver and indicate accordingly on the trainer/assessor's FAAPlus record.

When registered on FAAPlus the centre will be able to see the qualifications that have been approved for a trainer/assessor or IQA, including monitoring reports as relevant. The qualifications that a trainer/assessor is eligible to deliver can also be viewed.

FAAPlus will not allow a course to be registered under a trainer/assessor's name unless they are registered for the relevant qualification. A course must be registered under the correct trainer/assessor which can be evidenced by the course paperwork.

REGISTRATION OF ADDITIONAL TRAINER/ASSESSORS AND IQA PERSONNEL, AND MANAGING REGISTERED PERSONNEL

To add additional trainer/assessors or IQA personnel, the centre should go to Centre tasks/Manage Instructors or Centre tasks/Centre IQA on FAAPlus.

The email address entered will receive qualification expiry reminders. Qualification evidence can be uploaded by selecting the 'browse' button, selecting the file/s and clicking 'upload'.

When approved and registered by FAA a centre will be able to see the qualifications that have been approved for the trainer/assessor and IQA, and the qualifications the trainer/assessor can deliver.

If a registered trainer/assessor is to be registered as an internal quality assurer, the 'fill details from instructor's profile' has a drop-down list and the trainer/assessor should be selected. The personal details box will automatically fill.

A trainer/assessor or IQA can be added or archived, and additional documentation uploaded for a previously registered trainer/assessor or IQA as above.

On an ongoing basis, if additional required documentation has not been uploaded such as an annual monitoring report for first aid trainer/assessors or an expired qualification has not been updated, the trainer/assessor or IQA will not be fully registered with FAA. A centre will not be able to use them or register courses for the trainer/assessor until this has been rectified.

Centres must ensure that they carefully manage the expiry dates of all centre personnel to ensure that sufficient cover is made to meet all training commitments.

QUALIFICATION EXPIRY EMAIL NOTIFICATION

A trainer/assessor or internal quality assurer cannot be involved in the delivery, assessment, or quality assurance of FAA qualifications if their qualification/s have expired, and they are not fully registered on FAAPlus. FAAPlus sends an automatic qualification expiry email reminder to the stated email address and a centre should respond as soon as possible.

If a trainer/assessor or IQA is no longer working with a centre they should be archived by the centre.

If a qualification, such as the FAA Award in First Aid at Work, has expired by three months and has not been updated, FAA removes the qualification from the record on FAAPlus and archives the trainer/assessor or IQA if appropriate. If archived the history of courses delivered by the trainer/assessor will remain on FAAPlus.

CENTRE REQUIREMENTS

A centre must:

- Only use trainer/assessors or internal quality assurers who have been preapproved and registered by FAA
- Respond promptly to qualification expiry reminder emails
- Ensure that additional required documentation such as an annual monitoring report, is uploaded as required to maintain FAA registration
- Manage the expiry dates of all centre personnel to ensure cover for all training commitments

A centre must be aware that:

- On qualification expiry, a trainer/assessor or IQA is unable to deliver, assess, or quality assure FAA qualifications
- Using an unregistered trainer/assessor or IQA is classed as malpractice and FAA will be unable to award regulated qualifications
- If a qualification has expired by three months, FAA will remove it from the record on FAAPlus or archive the trainer/assessor or IQA as appropriate

TRAINER/ASSESSOR MONITORING

FIRST AID TRAINER/ASSESSOR ANNUAL MONITORING

The [First Aid Awarding Organisation Forum](#) say 'In GEIS3, the HSE specify that each trainer/assessor should have at least one IQA monitoring visit per year, which was accepted as the minimum recommendation. Trainer/assessors who are considered to be higher risk or who train/assess large numbers of learners are likely to need monitoring more frequently than this.'

Trainer/assessor monitoring is important for quality assurance and standardisation and is a key part of FAA's CASS procedures. Monitoring confirms many aspects of a course such as the trainer/assessor is teaching according to current protocols, following FAA delivery and assessment requirements, has all required resources, is engaging with learners and responding to their needs, and the suitability of the venue.

As part of monitoring, the assessment and assessment marking must be observed to confirm that the assessment is conducted following FAA requirements and accurately, consistently, and fairly marked fully adhering to FAA assessment guidance. To be able to confirm this the trainer/assessor must be monitored on their delivery and assessment of an FAA regulated first aid or related qualification. FAA recommends that monitoring is conducted on either the FAA Award in First Aid at Work or Emergency First Aid at Work qualification.

The FAA requirement is that first aid trainer/assessors must be monitored once during each calendar year, but a centre should consider that some first aid trainer/assessors may need more frequent monitoring.

Monitoring must be planned to ensure that all first aid trainer/assessors are monitored each calendar year, but this does not have to strictly follow the date of the last monitoring, for example June each year. We understand that this may not always be possible due to factors such as a trainer/assessor not teaching on a regular basis or courses not being run at a specific time.

A first aid trainer/assessor must have uploaded a monitoring report to FAAPlus by 31st December to be able to teach first aid and related qualifications in the following year. If a monitoring report has not been uploaded FAAPlus will not allow course registration under their name until this has been rectified.

If a first aid trainer/assessor has not uploaded a monitoring report and runs an unregistered course, FAA will not be able to issue regulated certificates if registered retrospectively.

If a first aid trainer/assessor has not been monitored, they will not be able to deliver first aid and related qualifications but can deliver other qualifications such as food safety and health and safety where monitoring is recommended but not mandatory.

FAA will accept a video of course delivery/assessment of at least 3 hours – please refer to the [FAA Trainer/Assessor Monitoring Report](#) for guidance. A fee will be incurred to cover the cost of a suitably qualified person monitoring the video. Please refer to the [FAA Pricing Policy](#).

MONITORING GUIDANCE

Comprehensive guidance can be found in the [FAA Trainer/Assessor Monitoring Report](#) and includes the qualifications that require annual monitoring, monitor qualification and competence requirements, conflict of interest and the monitoring process.

THE FAA MONITORING REPORT

The [FAA Trainer/Assessor Monitoring Report](#) is linked here and can be downloaded from FAAPlus. The latest version of the monitoring report must always be used.

NO MONITORING REPORT?

If an active first aid trainer/assessor does not have a monitoring report for the previous year and has a valid reason for this FAA should be contacted. FAA will allow a concession if there are legitimate reasons for not having been monitored. The trainer/assessor must be monitored on the next course they deliver, and the centre must ensure that future monitoring is planned and completed following FAA requirements.

If a first aid trainer/assessor does not have a monitoring report due to inactivity during the year in question, FAA should be contacted to record this on FAAPlus. The trainer/assessor must be monitored on the first course they deliver.

A first aid trainer/assessor may not have a monitoring report for every consecutive year if they were not active during that time.

MONITORING FOR OTHER FAA QUALIFICATIONS

FAA do not extend the requirement for annual monitoring to other FAA qualifications, but it is recommended as good practice that all trainer/assessors are regularly monitored to confirm their competence and adherence to centre and FAA requirements.

NEW TRAINER/ASSESSORS

It is good practice for a centre to monitor new trainer/assessors to confirm their competence and ensure they are delivering and assessing following FAA requirements and to the standards required by the centre.

CENTRE REQUIREMENTS

A centre must:

- Follow all FAA requirements and guidance regarding the annual monitoring of first aid trainer/assessors
- Be aware that a monitoring report will not be accepted until FAA receives the monitor's qualification evidence if not already held, or if it is not sufficiently comprehensive
- Understand that if a first aid trainer/assessor has not been monitored and runs an unregistered course, FAA will not be able to issue regulated certificates
- Be aware that FAA recommend the monitoring of all centre trainer/assessors and new trainer/assessors

CONTINUING PROFESSIONAL DEVELOPMENT

Continuing professional development (CPD) is the process of tracking and documenting skills, knowledge, and experience gained both formally and informally beyond any initial training.

CPD can be achieved in many ways including attending CPD workshops, qualification updates and refresher training, conference events, ideas and best practice sharing during standardisation, reading the FAA Newsletter and individual research.

Trainer/assessors holding a qualification that does not have an expiry date, such as health and safety, should attend refresher training, and keeping up to date with changes to policies, procedures, and new legislation through ongoing CPD is vital.

FAA recommend annual refresher training for all qualifications to maintain knowledge and competence.

It is the responsibility of centre personnel to undertake and record their CPD. There are no set CPD requirements for trainer/assessors and internal quality assurers.

CENTRE REQUIREMENTS

A centre should make personnel aware of their responsibility regarding CPD including recording, annual refresher training and keeping up to date with changes to policies, procedures, and new legislation.

SECTION 5

DELIVERY AND ASSESSMENT OF FAA QUALIFICATIONS:

CLASSROOM AND DISTANCE LEARNING

THE LEARNING RECORDS SERVICE AND INSIGHT

FAA qualifications must be delivered and assessed in a fair, appropriate, and lawful manner; protecting the interests of all learners, the integrity of the FAA centre, FAA, and the regulatory bodies; and maintaining public confidence in the qualifications. Delivery and assessment must comply with all relevant law, regulatory criteria, and codes of practice.

The information below is for classroom and distance learning qualification delivery but some sections, for example venue requirements, are not relevant to both.

Please note: This section should be read in conjunction with other relevant FAA guidance such as the [FAA Classroom Course, Paperwork, and Assessment Guidance](#) and [FAA Distance Learning Course, Paperwork, and Assessment Guidance](#).

CLASSROOM AND DISTANCE LEARNING

PRE-COURSE

THE TRAINER/ASSESSOR

A trainer/assessor must be preapproved and registered by FAA on FAAPlus before they can deliver or assess an FAA qualification.

Before delivering and assessing a qualification, a centre must ensure that the trainer/assessor is aware of the qualification specification and FAA requirements following the FAA:

- Qualification Standards
- Qualification Specification
- Session Plan
- Course paperwork including all FAA guidance
- Policies and any additional FAA requirements and guidance published

The trainer/assessor confirms that all FAA qualification regulations have been adhered to by signing a declaration. Failure to adhere to the required standards could result in FAA being unable to award regulated qualifications.

A centre should check with the trainer/assessor regarding any possible conflict of interest and document accordingly if unavoidable. If during learner registration on the course a trainer/assessor identifies any conflict of interest/interest in assessment they should contact the centre immediately.

VENUE SITE EVALUATION

A centre is responsible for ensuring that a venue and equipment to be used for the delivery and assessment of FAA qualifications meet acceptable health and safety standards and the venue is conducive to learning.

The First Aid Awarding Organisation Forum state venue requirements in the [Delivery Standards for Regulated First Aid Qualifications](#). Please refer to Table 1 - Training Venue and Equipment Requirements.

Venue and equipment requirements, as given in the [FAA Training Venue Requirements](#) guidance, are based on minimum recommendations from the Health and Safety Executive and the First Aid Awarding Organisation Forum.

A centre must ensure that a venue and equipment is checked before the course is run. The venue's risk assessment can be referenced for the health and safety element of the requirements. When registering the course on FAAPlus a centre is confirming that all requirements following the [FAA Training Venue Requirements](#) guidance, have been met.

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

FAAPlus COURSE REGISTRATION

Please also refer to SECTION 7 - FAAPlus.

The course should be registered on FAAPlus as soon as possible and must always show full and correct information with any amendments being made as they occur. This is particularly important for external quality assurance purposes.

A course can be registered retrospectively but this should only be used when unavoidable.

FAAPlus will not allow course registration if certain qualification standards are not met such as the minimum contact hours. Please refer to the [FAA Qualification Standards](#).

RESOURCES

A centre must ensure that a trainer/assessor has all required resources to deliver and assess FAA qualifications effectively and efficiently supplying the full range of relevant and current equipment required for assessment.

The First Aid Awarding Organisation Forum states 'Lesson plans - centres should plan and deliver training in accordance with detailed lesson plans, detailing timetables for delivery, aims, outcomes and objectives for each session, learner and trainer activity. Training should be delivered to the principles set out in NOS 7 Facilitate Individual Learning and Development.'

Comprehensive training notes, session plans and associated resources such as PowerPoint are available from FAA for each qualification delivered by a centre. Session plans can be downloaded from FAAPlus and a centre should contact FAA regarding training notes and PowerPoint presentations.

The First Aid Awarding Organisation Forum outlines the resources required when delivering and assessing regulated first aid qualifications in the [Delivery Standards for Regulated First Aid Qualifications](#). Please refer to Table 1 – Training Venue and Equipment Requirements.

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 are an important reference point for learners and must be provided with learners having access to these reference materials for the validity of their certification. For distance learning qualifications a manual is essential as it is the main point of reference for learners. Electronic manuals are available for use with distance learning qualifications.

Additional resources are needed for some qualifications such as items for improvisation for first aid in an outdoor setting and training adrenaline auto-injectors.

Resources required for completion of the practical assessment scenarios can be found in the FAA Practical Assessment Record/FAA Practical Assessment Record - Distance Learning.

It is important to make practical scenarios as realistic as possible by using casualty simulation products for example. Practical demonstration should recreate the atmosphere, conditions, and pressures of a real-life situation as far as possible.

COURSE PAPERWORK

When delivering FAA regulated qualifications current FAA paperwork must be used, fully completed and not changed in any way. If a centre has retained paperwork, for example from a cancelled course, FAAPlus should be checked to make sure it is current.

Centres must protect the confidentiality and copyright of FAA course paperwork and always hold securely in line with FAA requirements. FAA course paperwork and resources must only be used when delivering and assessing FAA qualifications.

An assessment must produce sufficient and authentic evidence to confirm the competency and knowledge of the learner and the course paperwork 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.

Assessment guidance is a regulatory requirement and a centre must ensure that learners are assessed accurately, consistently, and fairly, fully adhering to FAA guidance.

All qualifications have an FAA Marking Guide/FAA Marking Guide – Distance Learning detailing as relevant written assessment/professional discussion answers, answers to related oral questioning, and additional protocol guidance as required for the practical assessment. The answer guidance provides required and example answers as relevant.

The protocols to be followed for a practical assessment are detailed on the FAA Practical Assessment Record/FAA Practical Assessment Record – Distance Learning with any additional requirements given in the relevant FAA Marking Guide/FAA Marking Guide – Distance Learning.

[The FAA Classroom Course, Paperwork, and Assessment Guidance](#) and [FAA Distance Learning Course, Paperwork, and Assessment Guidance](#) contain comprehensive information covering areas such as FAA assessment standards, pre-course checklists, course paperwork completion, conflict of interest and reasonable adjustment, training venue and resource requirements.

A centre must issue trainer/assessors with all current FAA guidance to ensure that the course is delivered, and the assessment conducted and assessed, adhering to FAA requirements and standards.

Classroom delivery

Course paperwork can be requested on course registration or downloaded from FAAPlus.

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

Distance learning delivery

The specific distance learning paperwork should be downloaded from FAAPlus and must be used as it differs from the classroom paperwork and is for online completion.

Other than the FAA course paperwork as stated in the guidance, learners must not receive any additional FAA course paperwork before, during or after the course. Allowing learner's access to other FAA documents, such as the FAA Professional Discussion Record – Distance Learning, would be classed as malpractice and invalidate the learner's qualification.

LEARNER REGISTRATION

Learners are registered during the course introduction for classroom delivery by completion of the FAA Learner Registration Form.

For distance learning qualifications learners should be registered before course commencement by completion of the FAA Learner Registration Form – Distance Learning.

When registering it is not mandatory for a learner to give their email address but this must be entered if the learner is going to receive 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 the [FAA Qualification Standards](#).

Learner identity confirmation

All learners must provide formal proof of their identification such as a passport, driving licence or signed bank card. For distance learning courses this evidence must not be held after being checked.

If a learner is undertaking a course in their workplace and has no formal evidence available, their identity can be confirmed for example by a manager. 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.

A learner cannot be awarded the regulated qualification if they are unable to verify their identity.

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

Classroom delivery

The [FAA Classroom Course, Paperwork, and Assessment Guidance](#) includes information about learner registration and completion of the FAA Learner Registration Form and FAA Course Register and Assessment Results document.

Distance learning delivery

Regardless of the method of delivery, i.e. self-study/webinars or classroom-based format, all learners must be registered and provided with the required resources before course commencement allowing time for completion and return of the FAA Learner Registration Form – Distance Learning and ID evidence, and for learner preparation.

Detailed information can be found in the [FAA Distance Learning Course, Paperwork, and Assessment Guidance](#).

REASONABLE ADJUSTMENT AND SPECIAL CONSIDERATION

Reasonable adjustment

Reasonable adjustment must be made before the start of an assessment and is recorded on learner registration. No further assistance can be given by the trainer/assessor after the assessment has begun.

The learner should complete the reasonable adjustment section if they have a disability, medical condition or learning need that may affect them during the assessment with the trainer/assessor recording any reasonable adjustment granted.

If a learner makes an entry the trainer/assessor should document any reasonable adjustment 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.

Reasonable adjustment should be handled with sensitivity towards the learner.

A trainer/assessor must be aware of the [FAA Reasonable Adjustment and Special Consideration Policy](#) including the adjustments they are able to grant, the specific practical assessment requirements as below, the additional considerations for first aid and related qualifications regarding hearing, vision and communication skills, and special consideration in the form of a deferred assessment.

PRACTICAL ASSESSMENT REQUIREMENTS:

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

Although concession can be given during training, for example practicing cardiopulmonary resuscitation with the manikin on a table, a trainer/assessor must be aware that it is not always possible to grant reasonable adjustment for practical assessment.

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

For distance learning qualifications, due to the level of unsupervised learning, a learner will need the literacy skills to be able to read and self-learn the manual and other resources. The trainer/assessor should be available to help the learner with any issues that may arise during the delivery and assessment of the qualification such as problems connecting to video conferencing etc.

Special consideration

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.

Special consideration should be documented on the FAA Learner Registration Form/FAA Learner Registration Form – Distance Learning.

CENTRE REQUIREMENTS

Before running a course, the centre must:

- Ensure that the trainer/assessor is registered on FAAPlus and is aware of all qualification information, FAA requirements and policies
- Check that the trainer/assessor has no conflict of interest documenting accordingly if unavoidable, and confirm the requirement to contact the centre immediately if a conflict of interest arises during learner registration on the course
- Check the training venue and equipment to confirm the [FAA Training Venue Requirements](#) guidance is met
- Register the course on FAAPlus ensuring the accuracy of all information
- Ensure that a trainer/assessor has all required resources including current course paperwork and FAA guidance, and manuals or comprehensive handouts
- Register learners for distance learning qualifications ensuring the learner has all required resources

COURSE INTRODUCTION

Classroom delivery

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, and give learners an overview of the qualification as detailed in the FAA Session Plan.

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

Other relevant aspects of course delivery and assessment can also be covered such as:

- Spoken delivery
- Audio-visual aids
- Written assessment
- Oral questioning
- Physical contact

Learners should be asked to complete the required FAA course paperwork.

Distance learning delivery

A course introduction webinar can be held but this is optional and can be covered in a learner's course registration instructions if preferred.

The trainer/assessor should cover the qualification information as detailed in the FAA Session Plan. Information about FAA complaints and appeals policies is given in the FAA Learner Registration Form – Distance Learning.

Before starting the course, the trainer/assessor should ask if learners have any questions. If learners are undertaking self-study it is particularly important they clearly understand the procedure and what is required of them.

CENTRE REQUIREMENTS

A centre must:

- For classroom delivery, ensure the course introduction is covered as stated in FAA documentation and guidance and ask learners to complete the required course paperwork
- For distance learning delivery, cover the requirements as above either by an introductory webinar or in the learner's course registration information

DELIVERY

FAA SESSION PLAN

The session plan covers all qualification learning outcomes and should be followed to ensure that the full syllabus is delivered. Areas to be covered during course introduction and closure are also detailed.

The guided learning hours stated (contact hours) are the minimum required for classroom-based delivery and can be increased 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.

Timings in the session plans are approximate and trainer/assessors may need to be flexible taking into consideration the needs of the learners. The session plan also gives suggested timings for the assessments where relevant.

Session duration is not relevant for distance learning using the self-study/webinar format but the session plan should be followed to ensure that the full syllabus and all learning outcomes are covered.

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

Session plans can be downloaded from FAAPlus and are linked under FAA QUALIFICATIONS.

Classroom delivery

The contact hours stated (GLH – guided learning hours), are the minimum hours that a learner is being taught and assessed under the immediate guidance or supervision of the trainer/assessor in the classroom and excludes breaks. Please also refer to the [FAA Qualification Standards](#).

Distance learning delivery

For distance learning delivery, GLH is the minimum number of contact hours that the learner is being taught and assessed under the immediate supervision or guidance of the trainer/assessor remotely through video conferencing. Please refer to the [FAA Qualification Standards](#).

GLH will vary due to any self-study required. For example, the FAA Award in First Aid for Mental Health has 3 hours GLH for distance learning using the self-study and webinar format, and 6 hours GLH for delivery following the classroom-based format with the learner and trainer/assessor being in continuous contact by video conferencing software.

If the qualification is being delivered by self-study and trainer/assessor webinars the minimum contact hours as stated for the distance learning qualification must be covered.

If the qualification is being delivered with the learner and trainer/assessor in continuous contact delivering the full syllabus remotely by video conferencing software using the classroom-based format, the minimum contact hours and session time as stated for classroom delivery must be followed.

Please also refer to the [FAA Distance Learning Course, Paperwork, and Assessment Guidance](#) for further information about course delivery.

FAA POWERPOINT PRESENTATIONS AND TEACHING NOTES

FAA have PowerPoint presentations and teaching notes available for all qualifications and centres should contact FAA to access these.

CENTRE REQUIREMENTS

A centre must:

- Cover the stated contact hours (Guided Learning Hours - GLH) according to the method of delivery
- Follow the FAA Session Plan to ensure that the full syllabus is covered
- Follow the [FAA Distance Learning Course, Paperwork, and Assessment Guidance](#) regarding delivery of distance learning qualifications

ASSESSMENT

Among other regulatory requirements an assessment must be:

- VALID - allowing learners to show that they have the required knowledge, understanding and skills to meet the standards of the qualification. For example, an assessment that asked a learner to write about a skill such as giving effective CPR rather than demonstrate it, would have low validity
- RELIABLE - reliability is a measure of the degree of consistency with which learner assessment evidence is judged. Assessment decisions should be consistent across all trainer/assessors for all learners undertaking the same assessment. Consistent conditions of assessment and standardisation by centres assists with reliability

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

FAA are required by the regulatory bodies to produce assessment guidance which is provided for every FAA qualification. Trainer/assessors must fully adhere to all FAA guidance and assessment requirements to ensure that:

- The assessment is correctly conducted
- Assessment marking is accurate, consistent, and fair regardless of the identity of the learner, trainer/assessor or centre ensuring that all learners are assessed to the same standard

Trainer/assessors should use their professional judgement and subject knowledge if a learner uses alternative wording or where appropriate, gives an alternative answer which could be considered correct and therefore meet the required standard.

The trainer/assessor is responsible for ensuring that a learner has the knowledge, understanding and practical competence required to be awarded the qualification which they may subsequently use in the workplace.

Opinions sometimes vary about certain aspects of first aid treatment but when delivering and assessing FAA qualifications FAA guidance and requirements must be followed. For example, if a workplace has a different policy about the removal of splinters this can be discussed with the learners but to gain the regulated qualification a learner must be taught and assessed following FAA protocol.

There is no grading of FAA qualifications, a learner passes or is referred.

LANGUAGE OF THE ASSESSMENT

FAA resources and assessment materials are produced in English and assessments must be completed in English. Please refer to the [FAA Language Policy](#).

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

LEARNER MALPRACTICE

The assessment must be the learner's own work/answers. Trainer/assessors and learners should be aware of the [FAA Plagiarism and Collusion Policy](#) and any form of cheating, plagiarism or collusion will disqualify a learner from taking any further part in the assessment. If learner malpractice is suspected the assessment should be stopped and FAA informed immediately.

For distance learning qualifications malpractice would include a learner using the internet on their mobile phone during assessment.

ASSESSMENT METHODS

FAA use different assessment methods and for some qualifications a combination of assessment methods is used.

Practical demonstration

First aid and related qualifications are practical subjects and are assessed by practical demonstration when possible, to ensure the validity of the assessment.

Assessment of other FAA qualifications include practical scenario assessment such as the application of the first aid action plan for mental health and demonstration of efficient and safe manual handling.

Practical demonstration 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.

The trainer/assessor creates scenarios, following guidelines in the FAA Practical Assessment Record/ FAA Practical Assessment Record - Distance Learning, enabling learners to demonstrate the skills and knowledge they have gained during training.

For first aid, in pairs the learners can be the 'casualty' and the 'first aider' for some scenarios but a trainer/assessor should always confirm that they are happy to do so beforehand. Manikins should be used for child and baby first aid.

For safety reasons manikins or a specific choking vest must be used to demonstrate choking procedures. Learners must never demonstrate choking procedures on each other.

Practical assessments are ongoing throughout the course, but a learner must know when they are being assessed and what they are required to demonstrate. It is recommended that a scenario is assessed following the teaching of a subject, with suggested assessment timings included in the FAA Session Plan, but this is the choice of the trainer/assessor.

Learners must successfully demonstrate each element of a scenario and correctly answer the related oral questions as relevant, adhering to the protocols as stated both in the practical assessment record and the assessment guidance. 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 before marking the scenario as successfully completed.

Some scenarios require learners to describe first aid treatment and the trainer/assessor can choose a method that suits their teaching style to assess this. Learners can orally respond on a one-to-one basis, write their answers down or practically demonstrate if appropriate. Whichever method is chosen, the learner must respond with at least the minimum required answer or successfully demonstrate the first aid treatment.

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

If a learner does not satisfactorily complete a practical demonstration and the trainer/assessor feels it is appropriate, they can be reassessed on the required scenario after additional training – see RETRAINING AND REASSESSMENT below.

Additional oral questioning can be used to support a learner's practical demonstration if felt appropriate to confirm their knowledge and understanding – see ADDITIONAL ORAL QUESTIONING below.

- **Related oral questioning**

Some scenarios include oral questions relating to the scenario which the learner must successfully answer, following the FAA assessment guidance, as part of their practical demonstration.

Written assessment

Written assessments must be conducted under exam conditions with requirements given in the FAA guidance.

For written assessment the FAA assessment guidance gives minimum required/exemplar answers, example answers, and the correct answers to the multiple choice questions as relevant.

Professional discussion

Professional discussion is used to assess FAA distance learning qualifications. A professional discussion is a structured conversation providing a holistic approach to assessing knowledge and understanding giving the trainer/assessor a clear indication of the learner's knowledge. It is not a question-and-answer session and should not be confused with having a 'quick chat'.

Please refer to the [FAA Distance Learning Course, Paperwork, and Assessment Guidance](#) for additional information about conducting and documenting the professional discussion.

Answer guidance is given in the FAA Marking Guide - Distance Learning.

ADDITIONAL ORAL QUESTIONING, RETRAINING AND REASSESSMENT

It is the responsibility of the trainer/assessor to ensure that a learner has the knowledge and competence required to be awarded the qualification which they may subsequently use in the workplace, for example by being the designated first aider.

A trainer/assessor should use their professional judgement to determine if additional oral questioning or retraining and reassessment is appropriate by considering the learner's knowledge and competence shown during the course, or if this indicates that the learner should be referred to retrain.

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

Additional oral questioning

Additional oral questioning can be used by the trainer/assessor to confirm or clarify a learner's knowledge and understanding, for example if they feel that the learner may have misunderstood the question, but must not lead the learner to the answer.

Additional questioning should be done in a positive and supportive way and documented in the trainer/assessor assessment feedback box.

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 when they are being reassessed and if reassessing just one area would fragment the assessment process the learner should be reassessed on the whole scenario again.

Retraining and reassessment should be documented in the trainer/assessor assessment feedback box.

REFERRING A LEARNER

If a learner does not successfully achieve an assessment and the trainer/assessor judges that due to the learner's knowledge and competence shown during the course 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 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 documented in the trainer/assessor assessment feedback box and handled with sensitivity towards the learner.

ASSESSMENT MARKING

It is the responsibility of the trainer/assessor to determine whether learners pass or are referred and to ensure that all learners are assessed accurately, consistently, fairly, and formally adhering to FAA assessment requirements.

Correct assessment is essential as incorrect assessment could result in learners being awarded the qualification and deemed as competent when they are not or vice versa.

Many FAA qualifications enable a learner to undertake an important role in the workplace so ensuring that a learner has the required knowledge and competence is vital.

The trainer/assessor must mark fully adhering to FAA assessment guidance and assessment marking must be accurate, consistent, fair, and standardised within the centre.

The trainer/assessor must mark and score a learner's written assessment and complete all practical assessment and professional discussion paperwork. Learners must not mark their own or another learner's assessment.

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

TRENDS

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

If a trainer/assessor feels that the learners are not understanding a question due to the way 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.

APPEAL OF ASSESSMENT RESULTS

If a learner wants to appeal their assessment decision, they should initially appeal to the centre. If an appeal is referred to FAA, a centre must work in line with any instruction issued by FAA to change the assessment marking for a learner if required.

CENTRE REQUIREMENTS

A centre must:

- Ensure that trainer/assessors understand the importance of accurate, consistent, and fair assessment and that it is their responsibility to ensure that a learner has the required knowledge and competence to be awarded the qualification
- Adhere to all FAA assessment requirements and assess learners following FAA assessment guidance
- Ensure that trainer/assessors are aware of the specific requirements of the practical assessment and that reasonable adjustment may not be able to be granted
- Understand the importance of course paperwork and ensure that learner achievement is clearly evidenced

COURSE CLOSURE

FINAL QUESTIONS

On completion of the course the trainer/assessor should ask if learners have any final questions.

LEARNER FEEDBACK

The First Aid Awarding Organisation Forum require centres to have an evaluation procedure, based on learner feedback, to evaluate the ability of trainer/assessors, the structure and content of the course, the equipment used and the training venue.

Learners should be encouraged to provide honest feedback by completing the FAA Course Evaluation/FAA Course Evaluation - Distance Learning. There is a section for the trainer/assessor to add any comments they may have if required. Centres can have additional ways for learners to provide feedback but should give them the opportunity to complete an FAA Course Evaluation.

The trainer/assessor should review all learner feedback, address any issues highlighted where possible, and use feedback for improvement if relevant. Serious concerns should be passed to the centre head and learner feedback reviewed during internal quality assurance.

CERTIFICATION

The trainer/assessor should let the learners know when they can expect to receive their certificates and the centre's procedure for sending certificates, by post or email.

Ecerts are issued for distance learning qualifications and are available immediately on learner registration.

FAA and centres both have a regulatory responsibility to issue certificates to learners in a timely manner which is dependent on prompt learner registration by the centre. Following the [FAA Customer Charter](#), FAA state certification turnaround time of within 7 working days. Learners must receive their certification within one calendar month of course completion.

Centres must not withhold learner certification for financial reasons and should ensure they have comprehensive booking terms and conditions to cover this. FAA have a regulatory responsibility to issue certification to a successful learner and cannot refuse a request for a legitimate certificate.

Certificates must be correctly dated with the end date of the course being the learner's assessment date.

For distance learning qualifications learners may have different professional discussion (assessment) dates and must be registered on separate courses accurately reflecting their achievement date.

COURSE PAPERWORK CHECK AND RETENTION OF MANUALS/HANDOUTS

On course closure a trainer/assessor should ensure that all required FAA paperwork is fully completed.

A learner attending a classroom-based course must not take any FAA paperwork away with them and unused paperwork must be collected and securely held by the centre.

Following a distance learning course the learner must not receive any FAA paperwork such as their assessment record.

Completed course paperwork must be held securely by the trainer/assessor and returned to the centre as soon as possible to enable prompt learner certification.

All course paperwork, and relevant emails for distance learning qualifications, must be retained by the centre for 3 years and 6 months according to the [FAA GDPR Contract](#) and be available on request. Paperwork can be held in electronic or hard copy format.

Learners should be able to retain the manuals/handouts issued on the course for future reference for the validity of their certificate.

CENTRE REQUIREMENTS

A centre should follow course closure as above.

THE LEARNING RECORDS SERVICE AND INSIGHT

THE LEARNING RECORDS SERVICE

The Learning Records Service is provided and managed by the Education and Skills Funding Agency. A personal learning record is an online record of qualifications and achievements collected by UK education bodies in England, Wales, and Northern Ireland. This information is not collected in Scotland. A learner can request to have their achievement uploaded but this is not mandatory and will not affect the validity of their qualification in any way.

It is a requirement for FAA to upload learner achievement for all courses where an FAA centre receives public funding such as from the Skills Funding Agency. It is the responsibility of the centre to ensure collection of the relevant data for publicly funded courses and to submit this to FAA for upload to the Learning Records Service.

Learners must complete the [FAA Personal Learning Record](#) for any courses a centre delivers where public funding is received. The centre should email this information to FAA ensuring that any learner records sent electronically are via a securely maintained system controlled by password protected login arrangements. Please refer to the [FAA GDPR Contract](#).

A Unique Learner Number (ULN) is a 10-digit reference number allocated to a learner and used to share personal learning records.

INSIGHT (SCOTLAND)

Insight is an online benchmarking tool designed to help bring about improvements for learners in the senior phase (S4 to S6). It is a professional tool for secondary schools and local authorities to identify areas of success and where improvements can be made.

Please contact FAA for further information.

CENTRE REQUIREMENTS

A centre should ensure learner completion of the [FAA Personal Learning Record](#) for any publicly funded courses and forward to FAA for upload to the Learning Records Service.

SECTION 6

CENTRE INTERNAL QUALITY ASSURANCE

CENTRE ASSESSMENT STANDARDS SCRUTINY (CASS)

CASS was introduced in 2021 and the regulatory bodies require an awarding organisation to ensure that all learners are accurately, consistently, and fairly assessed by trainer/assessors regardless of the trainer/assessor, learner, or centre, following the requirements and guidance set by the awarding organisation, and the assessment remains fit for purpose.

CASS requires:

- Review of trainer/assessor judgements for written/professional discussion assessment
- Observation of both the conduct of the assessment and assessment marking for practical assessments such as first aid

CASS is the responsibility of FAA but in line with this requirement, centre IQA must confirm that learners are being accurately, consistently, and fairly assessed by fully adhering to all FAA assessment guidance. If deviation is found it must be corrected and prevented from recurring.

In addition to the external quality assurance procedures above a centre must:

- Monitor annually every active trainer/assessor conducting practical assessments (i.e. first aid and related qualifications), with a focus on accurate and consistent marking of assessments with centres ensuring:
 - o Any adverse effect highlighted regarding assessment is notified to FAA immediately
 - o The person carrying out the monitoring is fully qualified and experienced following requirements stated on the [FAA Trainer/Assessor Monitoring Report](#). The person should be independent of the trainer/assessor where possible
- Standardise the marking of assessments
- Ensure face-to-face requalification every three years if appropriate

THE CENTRE IQA

The role of the IQA may vary depending on factors such as the size of the centre and their personal involvement in day-to-day activities but will usually include:

- Documentation of an internal quality assurance policy
- Risk rating of trainer/assessors to assist with planning of sampling
- Sampling of course paperwork and assessment decisions (written, practical and professional discussion)
- Providing feedback on assessment and any issues highlighted including correction of any deviation found
- Standardisation
- Evaluating and actioning learner feedback
- Promoting best practice and supporting trainer/assessors in their standard of course delivery and assessment

There are additional internal quality assurance requirements that may be the shared responsibility of someone else at the centre, for example the centre head, and could include:

- Adherence to FAA policies and procedures
- Centre policies and review
- Adherence to the FAA GDPR Contract
- Providing data required by FAA and the regulatory bodies
- Trainer/assessor monitoring
- Monitoring trainer/assessor and IQA qualification expiry
- EQA reports and action plans
- Identification, recording and review of conflict of interest
- Recording and monitoring of reasonable adjustment and special consideration, complaints, appeals and any incidents of maladministration or malpractice
- Venue checks

IQA POLICY

A centre must have a documented IQA policy detailing the centre's approach to internal quality assurance which should be reviewed as necessary. As a minimum the policy should contain details of:

- The centre's commitment to FAA internal quality assurance requirements adhering to FAA policies, procedures, and requirements to maintain and improve standards
- The role and responsibilities of the centre IQA/s
- How sampling is decided and undertaken, for example risk rating of trainer/assessors, new trainer/assessors etc.
- Standardisation and how this is conducted

SAMPLING

DOCUMENTATION

FAA have produced the [Centre Internal Quality Assurance Sampling Record](#) which highlights areas to be checked and recorded. A centre can produce their own paperwork for documenting centre internal quality assurance if preferred making sure that all required points are covered.

Observation of a practical assessment and assessment marking should be recorded on the [FAA Trainer/Assessor Monitoring Report](#).

All sampling must be documented, and a record of sampling conducted held to evidence the level undertaken.

All centre IQA documentation must be held according to the [FAA GDPR Contract](#) and be available for quality assurance purposes.

COMPLETION OF COURSE PAPERWORK (FOR ALL ASSESSMENT METHODS)

An assessment must generate sufficient valid and authentic evidence that a learner has the required knowledge, understanding and competence to be awarded the qualification. FAA course paperwork must be used for the administration of courses and clearly verify learner authenticity and achievement and is FAA's evidence for the regulatory bodies.

Course paperwork must be fully completed following FAA guidance.

Course paperwork should be examined to confirm that all required documentation has been fully and correctly completed and is auditable evidence of a learner's achievement.

SAMPLING OF WRITTEN ASSESSMENT/PROFESSIONAL DISCUSSION JUDGEMENTS

Trainer/assessor assessment judgements must be reviewed to ensure that they are accurate, consistent, and unbiased adhering to FAA assessment guidance, and any trends in incorrect answers noted.

As relevant it must be confirmed that:

- Assessments are clearly marked and scored by the trainer/assessor. The trainer/assessor is responsible for determining if a learner has the skills, knowledge and understanding to be awarded the qualification. Learners must not mark either their own or each other's assessment
- Marking is accurate, consistent, and unbiased fully adhering to all FAA assessment guidance
- Minimum answers are achieved where applicable
- Where FAA give example answers, any alternative answers given by learners are correct
- Answers to open questions are correct and comprehensive and do not indicate the need for additional oral questioning by the trainer/assessor to confirm or clarify knowledge and understanding
- Any additional oral questioning recorded was correctly and consistently used and confirmed learner knowledge as necessary
- The learner achieved the assessment

OBSERVATION OF PRACTICAL ASSESSMENT AND ASSESSMENT JUDGEMENTS

When a centre observes a practical assessment, they must ensure that it is being conducted following FAA requirements:

- All required resources are available for assessment. Please refer to the [FAA Trainer/Assessor Monitoring Report](#) and any other relevant FAA guidance
- Learners are made aware of when they are being assessed and what they are required to demonstrate
- Realistic scenarios are set following the FAA Practical Assessment Record/FAA Practical Assessment Record - Distance Learning recreating the atmosphere, conditions, and pressures of real-life situations

Practical assessment must be accurate, consistent, and unbiased and it must be confirmed as relevant that:

- The assessment is accurately and consistently marked by the trainer/assessor following the protocols detailed on both the FAA Practical Assessment Record/FAA Practical Assessment Record - Distance Learning and FAA assessment guidance if relevant
- Learners can demonstrate all requirements of the practical assessments, for example getting to the floor unaided and having sufficient communication skills. Please refer to the [FAA Reasonable Adjustment and Special Consideration Policy](#)
- Any reasonable prompting during the practical assessment is consistent for all learners
- Scenario related oral questions are answered accurately and consistently following the FAA assessment guidance
- Where example answers are given by FAA, alternative learner answers given are correct
- Scenarios that can be assessed either by demonstration or oral questioning, are assessed in a manner that confirms all learner's knowledge, for example answers written on a 'white board'
- Additional oral questioning is correctly used to confirm or clarify learner knowledge or understanding for both the practical demonstration and scenario oral questions, is consistently used, did not lead the learner to the answer, is answered accurately and documented by the trainer/assessor

DETERMINING SAMPLING

TRAINER/ASSESSOR RISK RATING

Trainer/assessor risk rating can be used to determine how sampling is decided. A centre should risk rate each trainer/assessor to determine the frequency of quality assurance required with this being reviewed following internal quality assurance procedures.

When considering a trainer/assessor's risk rating various factors should be considered such as:

- The experience of the trainer/assessor teaching regulated qualifications
- Does the trainer/assessor have a satisfactory monitoring report completed in the last 12 months?
- Has centre IQA or FAA EQA highlighted any issues?
- Have there been any concerns highlighted within the last 6 months?

New trainer/assessors should be subject to internal quality assurance for their first course delivered for the centre. This will provide an indication of the standard of delivery, assessment and completion of the paperwork determining the trainer/assessor's initial risk rating and the level of future IQA necessary.

OTHER CONSIDERATIONS

Other considerations such as a centre delivering a new qualification or changes to assessment methods, course paperwork or protocol, could indicate the need for increased quality assurance and standardisation.

Before delivering a new qualification or if there have been assessment, paperwork or protocol changes, a centre should undertake induction for all relevant personnel.

Quality assurance levels should provide confidence that trainer/assessors, qualifications, and assessment methods are being appropriately sampled taking into consideration factors such as the risk rating of trainer/assessors and newly registered trainer/assessors etc.

FAA MINIMUM REQUIREMENTS

A centre can determine their level of sampling but should ensure that as a minimum the following FAA guidance is covered:

Number of courses delivered per year by the centre	Minimum percentage of courses to be sampled
Less than 100	25%
100 – 1000	10%
Over 1000	5%

STANDARDISATION

The accuracy and consistency of assessment decisions must be in line with FAA guidance and requirements and the IQA must ensure that all trainer/assessors are applying the same standards fairly to all learners. Any deviation must be corrected and prevented from recurring.

Internal standardisation ensures that delivery and assessment is consistent across the centre with all trainer/assessors and IQA personnel interpreting FAA requirements and assessment guidance in the same way and confirms that learners are being marked accurately, consistently, and fairly, regardless of the trainer/assessor or learner.

Standardisation should be undertaken on a regular basis and will vary from centre to centre depending on factors such as the number of trainer/assessors and their location. A centre could standardise by email following the IQA of course paperwork if issues are found, or can be by standardisation

meetings, Skype, webinar, newsletter etc. Evidence of standardisation, such as retention of emails, minutes of meetings and newsletters, must be retained by the centre for quality assurance purposes.

All relevant personnel must be informed of the outcome of standardisation.

Factors such as being a new FAA centre, a new qualification being delivered by the centre or changes to the assessment, course paperwork or protocol, may indicate the need for increased standardisation.

Standardisation is assisted by centres:

- Implementing FAA policies, procedures, and requirements uniformly
- Adhering to the requirements of other relevant bodies such as the Resuscitation Council UK and the First Aid Awarding Organisation Forum
- Using FAA course paperwork for all FAA qualifications and completing following FAA guidance
- Delivering qualifications adhering to the FAA Session Plan
- Interpreting FAA assessment requirements in the same way such as:
 - Scenarios uniformly created and conducted
 - Written assessment undertaken under the same exam conditions
 - Correct and consistent use of additional questioning by a trainer/assessor
- Fully adhering to FAA assessment guidance ensuring that centre assessment judgements are consistent, accurate and fair complying with FAA requirements and national standards
- Undertaking three-year requalification as appropriate and the annual monitoring of first aid trainer/assessors

FAA EQA FEEDBACK

Standardisation requirements if necessary, are highlighted in feedback from FAA during external quality assurance procedures.

STANDARDISATION ACTIVITIES

Standardisation activities highlight discrepancies between trainer/assessors enabling adjustments to be made and could include a centre:

- Discussing and reaching a common understanding about FAA requirements. For example, trainer/assessors could work through a unit/qualification to identify how it should be delivered, learner activities and expected learner performance
- Comparing assessment judgements with trainer/assessors sample marking or 'double marking' assessment papers
- Discussing the requirements of a practical assessment ensuring that all trainer/assessors are following the required protocols to the same standard
- Conducting a dual assessment with each trainer/assessor making independent judgements and any inconsistency discussed
- Comparing the use of additional oral questioning
- Comparing the standard of course paperwork completion

Standardisation is an opportunity for trainer/assessors to share ideas and good practice.

Trainer/assessors could each deliver a session of a qualification which is then discussed to consider different approaches. This is particularly useful for new trainer/assessors.

COURSE EVALUATION

Course evaluation is a requirement of the First Aid Awarding Organisation Forum and evaluates trainer/assessors, the structure and content of the course, the equipment used, and the training venue based on learner feedback.

The IQA should review learner feedback with a view to improving any aspects of the administration, delivery, assessment, or quality assurance of FAA qualifications addressing issues highlighted where relevant and if possible.

Feedback should be given to the trainer/assessor if necessary and serious concerns passed to the centre head.

TRAINER/ASSESSOR MONITORING

All first aid trainer/assessors must be monitored annually. FAA do not extend this requirement to all FAA qualifications but strongly recommend that all trainer/assessors are monitored annually as a measure of good practice.

A centre should monitor new trainer/assessors to ensure they are teaching and assessing to FAA requirements and the standards required by the centre.

Please also see SECTION 4 – TRAINER/ASSESSOR MONITORING.

NONCOMPLIANCE

If a centre fails to follow FAA IQA requirements or to demonstrate appropriate levels of IQA, a sanction could be imposed following the [FAA Sanctions Policy](#).

CENTRE REQUIREMENTS

A centre must adhere to all FAA internal quality assurance requirements.

SECTION 7

FAAPlus

FAAPlus is the online administration system for an FAA centre which can be accessed through the centre login on the [FAA website](#) or <https://www.faaplus.co.uk/>. If additional guidance is needed on the use of FAAPlus please just get in touch.

FAAPlus will enable you to:

- Register courses and request course paperwork
- Advertise courses on the FAA Course Finder
- Amend and cancel courses
- Register learners for certification
- View previous courses and search for learners
- View and download guidance and FAA documentation such as qualification specifications
- Download course paperwork
- View invoice history and download invoices
- View an account statement, outstanding balance and make payments (credit account holders only)

Only users authorised by the centre should enter data and passwords must be protected. The centre is responsible for the appropriate use of FAAPlus and the accuracy of data entered and should read the [terms and conditions](#) before using the system and understand that use of the system implies agreement.

HOME PAGE

The latest version of the FAA Centre Manual is available to download. This page is used to post news and reminders to centres, as necessary.

COURSE MANAGEMENT

ADD A NEW COURSE

All course information must be accurately and fully registered with any changes made before course commencement. For external quality assurance purposes such as an unannounced visit, FAAPlus must show the correct information at the time a course is running. A course must be registered as distance learning where applicable.

Trainer/assessor should be selected from the drop-down list. Courses must be registered under the correct trainer/assessor verifiable by the course paperwork during external quality assurance.

Qualification should be selected from the drop-down list. Only the qualifications that the trainer/assessor is registered to teach will show. If a qualification does not show for a trainer/assessor please contact FAA and we can confirm any missing evidence required.

Course start and end dates should be selected. The maximum course duration is stated and FAAPlus will not allow date registration outside of this range. The course end date is the achievement date that will appear on the learner's certificate and if incorrectly dated the certificate would need to be reprinted with a charge applied.

Number of learners attending the course should be selected but this can be amended when registering results. The maximum number of learners allowed for the qualification is shown.

Venue can be selected from the drop-down list of registered venues or by adding a new venue. There is a reminder about the FAA Venue Requirements guidance.

Course paperwork options are given of 'post to approved centre', 'post to venue' or 'paperwork not required'. Course paperwork can also be downloaded from FAAPlus. Course paperwork for distance learning qualifications must be downloaded.

FAA Course Finder gives the centre the option to advertise the course where potential learners contact the centre direct. If a centre chooses not to advertise on the FAA Course Finder the course will still appear but show as course full with no contact details available. If advertising on the FAA Course Finder it is important that accurate course information and contact details are shown and any enquiries are promptly responded to.

Session times selected for the course must meet the required guided learning hours (contact hours) or will not be accepted. Breaks must be indicated. Click the grey tick box to add each session.

The final screen confirms the course registration giving the FAA course reference number for use on FAA course paperwork.

ADD A COMPLETED COURSE

This allows for retrospective course registration but must only be used if unavoidable and not as general practice.

FAA need to be aware of courses running for external quality assurance purposes.

AMEND AN EXISTING COURSE

Amendments must be made prior to course commencement.

A course cannot be amended if learner results have been entered and the course is finalised.

If a learner has been omitted, another course will need to be registered to certificate this learner. This should be recorded on the course paperwork for quality assurance purposes.

If a result has been incorrectly entered on a finalised course, please contact FAA.

CANCEL A COURSE

A course cannot be cancelled if learner results have been registered.

To cancel a course simply click 'cancel' on the right of the screen.

Any courses that did not run should be cancelled on FAAPlus.

NOTIFY COURSE RESULTS

Learners must be registered entering all required information to ensure that each learner is uniquely identified. Mandatory fields for completion are first name, last name and learner result, 'pass', 'referred' or 'not taken'. If a reasonable adjustment was granted, a complaint or appeal received, or a conflict of interest declared, the details should be entered.

The centre head must ensure that relevant personnel are aware of how and when to apply for learner certification taking all reasonable steps to prevent fraudulent and mistaken claims being made by having strong administrative procedures.

A centre should make sure that all learner names have been spelt correctly as there is a charge for a certificate reprint – please refer to the [FAA Pricing Policy](#). Certificate reprints can be ordered under 'view previous courses'.

If awarding Ofqual regulated qualifications a centre can choose to have their logo printed on the certificates. Qualifications Scotland Accreditation do not allow this for qualifications they accredit. Please email FAA your logo if you would like it added to FAAPlus.

The delivery method of either 'hard copy' or 'ecerts' should be chosen. Ecerts are awarded for distance learning qualifications.

A centre can check out on account if preapproved or enter credit/debit card details.

If the certificates are to be sent to a different address this should be entered under 'ship to' and there is a box to enter any special instructions. FAA do not send out certificates individually to learners.

The terms and conditions can be viewed at this point.

VIEW PREVIOUS COURSES

A centre can view all previous courses and learner results.

Certificate reprint

A certificate reprint can be ordered if a certificate has been lost or misspelt. The course should be selected and 'order replacement certificates' clicked. The learner's name should be selected and the reason for ordering the reprint, either lost or incorrect spelling. If it is due to incorrect spelling the correct name should be entered in the box provided.

If a certificate reprint is required due to a legally changed name such as marriage, the learner will need to submit official documentary evidence to FAA.

ELECTRONIC CERTIFICATES

Electronic certificates are available for FAA qualifications and can be downloaded from FAAPlus immediately after learner registration.

When registering learners, a centre should indicate if they want ecerts or hard copy. After payment has been made the ecerts can be downloaded. A high-quality pdf file is created which can be emailed to the learner. The pdf contains a scannable QR code that will authenticate the certificate if required.

For additional information please refer to the [FAA Electronic Certificate Policy](#).

SEARCH DELEGATES

A search can be made either by learner name or certificate number. A % wildcard can be used to assist a search if necessary. For example, a search for J% Smith may show Jason Smith, Jan Smith, Junior Smith etc.

MY ACCOUNT

ORDER/INVOICE HISTORY

A centre can view their order history, view and download previous invoices, and see the status of an order.

Clicking on the invoice number will bring up either a sales receipt if paid by debit/credit card or an invoice for account holders.

If a centre has a credit account, the account statement and outstanding balance can be viewed, and payments made for the outstanding invoices.

CHANGE PASSWORD

A centre password can be changed here.

RESOURCES

This is a download area for FAA documentation and guidance.

COURSE PAPERWORK

Current course paperwork for all FAA qualifications can be downloaded.

FAA NEWSLETTERS

Past FAA Newsletters are available for reference.

FAA POLICIES

Links to FAA policies.

CENTRE DOCUMENTS

This section contains various FAA documents such as the [FAA Conflict of Interest Declaration](#) and [FAA Qualification Standards](#).

FAA LOGO

The FAA approved centre logo, [brand guidelines](#) and the [FAA Brand Policy](#).

QUALIFICATION INFORMATION

The FAA Qualification Specification and FAA Session Plan for all qualifications can be downloaded.

PERSONNEL QUALIFICATIONS

This section gives information about the qualifications required for trainer/assessors and internal quality assurers for all FAA qualifications and guidance such as the [Assessment Principles for Regulated First Aid Qualifications](#).

CENTRE TASKS

MANAGE INSTRUCTORS

A trainer/assessor can be added or removed, and additional documentation uploaded for a previously registered trainer/assessor.

If adding a new trainer/assessor, the email address entered will receive qualification expiry reminders. Qualification evidence can be uploaded by selecting the 'upload files' button, selecting the file/s on your PC and clicking 'upload'.

When a trainer/assessor has been approved and registered by FAA, a centre will be able to see the qualifications that have been approved and the qualifications the trainer/assessor can deliver.

Documentation can be uploaded for previously registered trainer/assessors by clicking on the trainer/assessor name and uploading as above.

MANAGE VENUES

A new venue can be added, an existing venue amended, and all venues registered can be viewed. A venue can be archived if the centre will no longer be using it.

CENTRE LOGOS

Centres who wish to have their logo featured on learner certificates must send a copy of their logo to FAA for approval and for FAA to upload the approved logo to their centre profile. A centre's website address can be amalgamated with the logo but telephone numbers or email addresses etc. are not permitted.

Centre logos can be added to both Ofqual and Qualifications Scotland Accreditation certificates and FAAPlus has the option for the centre to select their logo for inclusion or for no logo to be included on certificates during the process of filing learners results.

CENTRE IQA DETAILS

An IQA can be added or removed, and documentation uploaded for a previously registered IQA.

If adding a new IQA, the email address entered will receive qualification expiry reminders. Qualification evidence can be uploaded by selecting the 'upload files' button, selecting the file/s on your PC and clicking 'upload'.

If a registered trainer/assessor is to be registered as an internal quality assurer, the 'fill details from instructor's profile' has a drop-down list and the trainer/assessor should be selected. The personal details box will automatically fill.

Qualification evidence can be uploaded for previously registered internal quality assurers by clicking on the IQA name and uploading as above.

When approved and registered by FAA, a centre will be able to see the qualifications that have been approved for an IQA.

MY DOCUMENTS

A centre can upload documentation and view documentation uploaded by FAA. FAA uploads information such as centre application paperwork and external quality assurance reports.

A centre can upload to this area by selecting the 'upload files' button, selecting the file/s on your PC and clicking 'upload'.

If uploading course paperwork for an external quality assurance procedure for example, this facility should only be used if a centre is able to batch scan and upload, such as a complete course pack in one uploaded file. Single pages or separate evidence for each learner should not be uploaded.

Trainer/assessor and IQA qualification evidence should be uploaded to their FAAPlus record.

CENTRE REQUIREMENTS

A centre must:

- Only allow authorised users to access FAAPlus and protect passwords
- View and agree to the [FAAPlus Terms and Conditions](#)
- Ensure the accuracy of all data entered on FAAPlus
- Register each learner in line with FAA requirements to ensure that each learner is uniquely identified
- Take all reasonable steps to ensure that relevant personnel understand how and when to register learners for certification
- Guard against fraudulent or mistaken claims for certificates
- Respond to FAAPlus qualification expiry reminders
- Be aware of all aspects of FAAPlus and the information and guidance provided