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# Qualification Specification

## Highfield Level 3 Award in First Aid at Work (RQF)

Qualification Number: 610/0753/5

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## Highfield Level 3 Award in First Aid at Work (RQF)

### Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

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### Qualification regulation and support

The Highfield Level 3 Award in First Aid at Work (RQF) has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual and CCEA Regulation. The qualification is also regulated by Qualifications Wales.

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### Key facts

<b>Qualification number:</b>	610/0753/5
<b>Learning aim reference:</b>	61007535
<b>Credit value:</b>	2
<b>Assessment method:</b>	Practical assessment and multiple-choice theory assessment
<b>Guided learning hours (GLH):</b>	18
<b>Contact Hours*</b>	18
<b>Total qualification time (TQT):</b>	22

\*See Guidance on Delivery section for more information

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### Qualification overview and objective

The objective of this qualification is to support learners to become first aiders in the workplace. The content of the qualification meets the Health and Safety Executive (HSE) and the Health and Safety Executive Northern Ireland (HSENI) requirements for training first aiders in those organisations that have identified that staff need to be trained to this level within their first-aid needs assessment.

The qualification covers knowledge such as the roles and responsibilities of the first aider, how to assess an incident and recognising signs and symptoms of injury and illness. The qualification also covers first aid skills in cardiopulmonary resuscitation (CPR) and use of an automated external defibrillator (AED) and assisting a casualty who is suffering from major injury and illness such as chest injuries, spinal injuries, anaphylaxis and auto-injectors.

In line with guidance provided by the HSE and HSENI, the qualification supports/approves workplace first aiders for a period of 3 years, after which point learners will need to retake the course. Therefore, the qualification is valid for 3 years from the date of award. In addition to this, it is recommended that learners refresh their knowledge annually.

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### Entry requirements

We recommend learners are a minimum of 14 years of age. However, it is also recommended that centres/employers undertake an initial assessment to ensure that learners, whatever their age, are physically capable of completing the practical assessment (please see reasonable adjustments and special considerations section for learners if required).

It is also advised that learners have a minimum of Level 1 in English to enable them to complete the assessment.

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### Delivery/assessment ratios

To effectively deliver and assess this qualification, centres **must not** exceed the ratio of 1 qualified tutor/assessor to 12 learners.

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### Centre requirements

To effectively deliver and assess this qualification, centres must have the following resources in place:

- a minimum of 1 resuscitation manikin between a maximum of 4 learners
- safety procedures in place for manikin faces e.g. facilities to sterilise the manikin faces at the end of each course OR one disposable face shield per learner OR manikin face wipes to be used after each learner's demonstration
- replacement airways and lungs for each resuscitation manikin to be changed at the end of each course
- a minimum of 1 training defibrillator between a maximum of 4 learners\*
- a minimum of 1 disposable training dressing per learner
- a minimum of 1 pair of disposable gloves (not latex) per learner
- a minimum of 1 first aid kit
- a minimum of 1 **Jext** auto-injector training aid
- a minimum of 1 **Epi-Pen** auto-injector training aid
- a minimum of 1 **Emerade** auto-injector training aid
- training rooms that have carpeted floors or mats/blankets provided, for use during practical sessions
- adequate training and assessment facilities to accommodate a maximum number of learners on the course
- a training room which is safe, that has adequate ventilation, lighting sufficient for learners to read easily, and temperature suitable to maintain a 'shirt sleeve' environment. It is also required that training rooms are able to cater for people with additional needs (where appropriate).

*\*Where fewer AED trainers are provided, learning hours/lesson plans should be adjusted accordingly to ensure learners are not disadvantaged.*

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### Guidance on delivery

The total qualification time for this qualification is 22 hours and of this 18 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance. However, contact hours **must** be met.

This aligns with the Health and Safety Executive's (HSE) stipulated minimum contact hours for this qualification, excluding breaks, which should be for a minimum period of 18 hours over 3 days, and for requalification 12 hours over 2 days. These contact hours must be adhered to unless the learner

meets the requirements to complete an Assessment Only Requalification (see Requalification section on page 8 for further guidance), which has no minimum stipulation on contact hours.

The ‘*Delivery Standards for Regulated First Aid Qualifications*’ also states that this qualification can also be delivered over a maximum of a 10-week period, with the minimum duration of each training session being 2 hours. The 10-week period includes blended learning.

#### Use of blended learning

This qualification may be delivered by blended learning where the following principles are adhered to.

- The time taken to complete the first aid course should **not** be reduced. There may be a benefit in flexibility, but blended learning should not reduce the overall time required to take the course
- A minimum of **two-thirds** (12 hours) of the training time should be **face-to-face** learning for First Aid at Work courses
- A minimum of **one half** (6 hours) of the training time should be **face-to-face** learning for First Aid at Work Requalification courses only (see ‘requalification guidance’ section)
- The practical content of the qualification should be delivered and assessed face-to-face. Distance learning must only cover theory

Following the distance element of learning, learners’ skills and knowledge must be assessed in full during the face-to-face part of the course, in accordance with the qualification specification.

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### Guidance on assessment

This qualification is graded Pass/Fail. Learners **must** achieve a pass in each of the following assessment components to pass the qualification.

This qualification is assessed by:

#### 1] Practical assessment

The practical assessment is completed throughout the course delivery. This ongoing assessment requires learners to demonstrate practical first aid skills. The practical assessment will be recorded using the practical matrix within the Assessment Pack.

#### 2] Centre-marked multiple-choice theory assessment

Learners are required to pass a 30-question multiple-choice theory paper. Each unit may be completed separately or when all knowledge has been covered. The assessment can be completed towards the end of each unit or after theory learning has been completed. This does not have to be an end of course assessment. It is recommended that learners have a minimum of 90 seconds per question, therefore for both units, a time of **45 minutes** should be provided to learners to complete the theory assessment (or unit 1: 25 minutes /unit 2: 25 minutes).

The multiple-choice assessment is internally assessed by the assessor. In order to pass, learners must achieve at least 70% (21/30) (overall, for both units). Further/oral questioning can be undertaken if learners do not achieve the required pass mark.

The multiple-choice assessment must be undertaken in **controlled conditions**. This means:

- learners must complete the assessment unaided

- books and other training aids must not be accessed by the learners
- at least one authorised member of staff must be present in the assessment area while the assessment is being carried out
- learners may complete the theory assessment in more than one sitting however the centre must collect the paperwork and hold it securely until the assessment recommences.

Theory papers are marked by the centre using mark schemes provided by Highfield and will be subject to external moderation by Highfield as part of external quality assurance procedures.

If further/oral questioning is required, the assessor should document the learner's responses within the **First Aid Further Questioning Assessment Document**, and file with the learner's exam. Further information to support assessors is located within the Tutor, Assessor and Internal Quality Assurance Support Pack (TAI pack), available to download from the Members' Area of the Highfield website.

All assessment paperwork is externally set by Highfield and **must** be used, including:

- question papers
- mark schemes
- further questioning document
- practical assessment matrix

All assessment information is available to download from the Members' Area of the Highfield website. For more information, please refer to the Highfield Qualifications Core Manual or contact your Highfield account manager.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

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## Requalification Guidance

The qualification provides learners with a valid first aid at work certificate that supports the requirements (from the HSE) to be an approved first aider for a period of 3 years. After this period, learners are required to retrain.

### Highfield offers 2 options for learners who require retraining:

**Option 1.** The learner can complete a 12-hour Requalification over 2 days. The duration of this course may be increased to meet additional learning needs if required, but not reduced. As stated in the '*Delivery Standards for Regulated First Aid Qualifications*', the 12-hour requalification can also be delivered over a maximum of a 7-week period, with the minimum duration of each training session being 2 hours.

The centre must keep a copy of the original First Aid certificate that the learner is wishing to update, together with all assessment paperwork and Internal Quality Assurance paperwork involved in the requalification process.

NB: If the learner has previously held an older FAW certificate (where it does not include auto injectors) learners are advised to complete the additional learning before undertaking an assessment for this qualification (launched April 2022).

**Option 2.** Learners with recent experience as first aid tutors who fulfil all relevant criteria listed below will be permitted to undertake the First Aid at Work assessments only (without undergoing further training or adhering to the usual 12-hour minimum contact time for a Requalification).

To access the Assessment Only Requalification, learners must be able to evidence to the centre:

- their previous First Aid at Work certificate (which should not have expired by more than 1 calendar month at the point of re-assessment)
- successful delivery of a regulated FAW course within the 3 months prior to sitting their assessments
- a satisfactory internal quality assurance observation report on a regulated FAW course they have delivered within the past 12 months prior to sitting their assessments

NB: If learner/tutor is delivering/approved to deliver the new FAW qualification (where it includes demonstration of correctly using auto injectors) they are able to do this assessment only option. If the learner/tutor is not approved, they should do the 12-hour re-qualification option 1.

Further information can be found in the Supporting Evidence Checklist form available in the Download Area. Centres are required to complete this form for learners that complete an Assessment Only Requalification course to verify that appropriate evidence has been checked and learners meet all relevant requirements prior to undertaking their assessments. The form and associated evidence should be retained together with all assessment paperwork and Internal Quality Assurance paperwork involved in the requalification process. This may be requested for review as part of External Quality Assurance activity carried out by Highfield.

Learners completing both the 12-hour and Assessment Only Re-qualifications will still need to be assessed against **all** learning outcomes and assessment criteria in both units. For learners to remain qualified they must also retake their qualification whilst their certificate remains in date.

NB. Learners have a one-month period of grace, post-certificate expiry, to be able to access the shorter courses, however, it is important to note that during this period learners are **not** qualified to provide first aid.

### Guidance on quality assurance

Highfield requires centres to have in place a robust mechanism for internal quality assurance (IQA) of training delivery and internal assessment processes. IQA must be completed by an appropriately qualified person and that person must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring.

The IQA should monitor both the delivery and assessment of the qualification, including any distance learning, and can involve a number of different methods of monitoring such as observation of course delivery/assessment, sampling of course assessment material and learner interviews.

Once complete, this assessment paperwork and IQA paperwork must be stored by the centre for a minimum period of 3 years to allow for quality assurance checks.

Highfield will support centres by conducting ongoing engagements to ensure and verify the effective and efficient delivery and assessment of the qualification.

### Recognition of prior learning (RPL)

The unit Emergency First Aid in the Workplace (A/650/2021) is contained within the following two qualifications (Launched April 2022):

- Highfield Level 3 Award in Emergency First Aid at Work (RQF) (610/0759/6)
- Highfield Level 3 Award in First Aid at Work (RQF) (610/0753/5)

Learners may transfer achievement of Emergency First Aid to the Highfield Level 3 Award in First Aid at Work (RQF), provided both are achieved within a 10-week period.

### Tutor requirements

**Tutor/Assessor: It is accepted, that both roles may be performed by the same person, providing the qualifications and experience requirements for both roles are met.**

Highfield, in line with the *Assessment Principles for Regulated First Aid Qualifications*, **require** nominated tutors for this qualification to meet the following:

1. Hold a relevant subject area qualification that shows occupational knowledge and competence in **first aid\***. Evidenced by holding a first aid at work qualification/medical registration as detailed below.
  - Holding a current **Level 3 Award in First Aid at Work** certificate (issued by an Ofqual/SQA/Qualifications Wales/CCEA Regulation recognised Awarding Organisation or recognised equivalent)
  - Or**
  - Current registration as:
    - a **Doctor** with the General Medical Council (GMC\*\*) **or**
    - a **Nurse** with the Nursing and Midwifery Council (NMC\*\*) **or**



- a **Paramedic** with the Health and Care Professions Council (HCPC\*\*)
- 2. Knowledge and competency in **teaching/training**, evidenced by holding an acceptable teaching/training qualification as detailed in **Appendix 4**.
- 3. Knowledge and competency of how to safely use an adrenaline auto-injector
- 4. Tutors are required to keep a log of courses that they have been involved with and any continuous professional development they have undertaken (within 3 years).
- 5. Maintain appropriate continued professional development for the subject area

*\*recognised First Aid at Work certificate equivalents that are not listed, must be submitted to Highfield with a comprehensive mapping. Please speak to your Account Manager for further information.*

*\*\*registered healthcare professionals must act within their scope of practice and therefore have current expertise in first aid to teach/assess the subject.*

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### Assessor requirements

**Tutor/Assessor: It is accepted, that both roles may be performed by the same person, providing the qualifications and experience requirements for both roles are met**

Highfield, in line with the *Assessment Principles for Regulated First Aid Qualifications*, **require** nominated assessors for this qualification to meet the following:

1. Hold a relevant subject area qualification that shows occupational knowledge and competence in **first aid\***. Evidenced by holding a first aid at work qualification/medical registration as detailed below.
- Holding a current **Level 3 Award in First Aid at Work** certificate (issued by an Ofqual/SQA/Qualifications Wales/CCEA Regulation recognised Awarding Organisation or recognised equivalent)  
**Or**
- Current registration as:
  - a **Doctor** with the General Medical Council (GMC\*\*) **or**
  - a **Nurse** with the Nursing and Midwifery Council (NMC\*\*) **or**
  - a **Paramedic** with the Health and Care Professions Council (HCPC\*\*)
2. Knowledge and competency in **assessing**, evidenced by holding (or working towards) an acceptable assessing qualification or CPD Training as detailed in **Appendix 4**.
3. Knowledge and competency of how to safely use an adrenaline auto-injector
4. Assessors are required to keep a log of courses that they have been involved with and any continuous professional development they have undertaken (within 3 years)
5. Maintain appropriate continued professional development for the subject area

*\*recognised First Aid at Work certificate equivalents that are not listed, must be submitted to Highfield with a comprehensive mapping. Please speak to your Account Manager for further information.*

*\*\*registered healthcare professionals must act within their scope of practice and therefore have current expertise in first aid to teach/assess the subject.*

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### Internal quality assurance (IQA) requirements

Highfield, in line with the Assessment Principles for Regulated First Aid Qualifications, **require** nominated internal quality assurers for this qualification to meet the following:

1. Hold a relevant subject area qualification that shows occupational knowledge and competence in **first aid\***. Evidenced by holding a first aid at work qualification/medical registration as detailed below.
  - Holding a current **Level 3 Award in First Aid at Work** certificate (issued by an Ofqual/SQA/Qualifications Wales/CCEA Regulation recognised Awarding Organisation or recognised equivalent)  
**Or**
  - Current registration as:
    - a **Doctor** with the General Medical Council (GMC\*\*) **or**
    - a **Nurse** with the Nursing and Midwifery Council (NMC\*\*) **or**
    - a **Paramedic** with the Health and Care Professions Council (HCPC\*\*)
2. Knowledge and competency in **internal quality assurance**, evidenced by holding (or working towards) an acceptable IQA qualification as detailed in **Appendix 5**.
3. Knowledge and competency of how to safely use an adrenaline auto-injector

*\*recognised First Aid at Work certificate equivalents that are not listed, must be submitted to Highfield with a comprehensive mapping. Please speak to your Account Manager for further information.*

*\*\*registered healthcare professionals must act within their scope of practice and therefore have current expertise in first aid to teach/assess the subject.*

**Note: In addition to the above Internal Quality Assurers must:**

- have knowledge of the requirements of the qualification they are quality assuring at the time any assessment is taking place
- have knowledge and understanding of the role of assessors
- visit and observe assessments
- carry out other related internal quality assurance

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### Countersigning strategy

While it is a minimum requirement for centres to have the appropriately qualified workforce in place, it is understood that centres may have new personnel who are working towards those requirements. During this period, centres are required to have a robust countersigning strategy in place that supports and validates unqualified assessment/quality assurance decisions, until the point where they meet the requirements as detailed above.

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### Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to *Highfield Qualifications' Reasonable Adjustments Policy* for further information/guidance.

Additionally, all trainers/providers and employers must follow the 'Reasonable adjustments and special considerations in First-Aid Qualifications' joint statement. This has been developed collaboratively with the First Aid Quality Partnership, The First Aid Awarding Organisation Forum

and The Resuscitation Council UK to clarify what is an acceptable reasonable adjustment request in relation to first aid training. This can be found on the Highfield Qualifications qualification page/download area or at [Home - First Aid Awarding Organisation Forum \(firstaidqualifications.org.uk\)](#).

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### **ID requirements**

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card, etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

**For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.**

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### **Progression opportunities**

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Highfield Level 3 Award in First Aid Response (RQF)
  - Highfield Level 3 Award in Paediatric First Aid (RQF)
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### **Useful websites**

- Health and Safety Executive [www.hse.gov.uk](http://www.hse.gov.uk)
  - The Resuscitation Council (UK) [www.resus.org.uk](http://www.resus.org.uk)
  - Health and Safety Executive Northern Ireland <https://www.hseni.gov.uk/>
  - First Aid Awarding Organisation Forum <http://www.firstaidqualifications.org.uk/>
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### **Recommended training materials**

The following resources have been reviewed by Highfield and are recommended training materials for users of this qualification:

- Morley, J. & Sprenger, C. (2021) First Aid at Work Handbook. Highfield Products
  - Morley, J. & Sprenger, C. First Aid at Work Presentation. Highfield Products
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## Appendix 1: Qualification structure

To complete the **Highfield Level 3 Award in First Aid at Work (RQF)**, learners must complete the following 2 mandatory units:

Learners must achieve **all units**

Unit reference	Unit title	Level	GLH	Credit
A/650/2021	Emergency First Aid in the Workplace	3	6	1
D/650/2022	Recognition and Management of Illness and Injury in the Workplace	3	12	1

## Appendix 2: Qualification content

### Unit 1: Emergency First Aid in the Workplace

Unit number: A/650/2021

Credit: 1

GLH: 6

Level: 3

#### Introduction

The purpose of the unit is for the learner to attain the knowledge and practical competences required to deal with a range of workplace first aid situations.

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Understand the role and responsibilities of a first aider</b>	1.1 Identify the role and responsibilities of a first aider
	1.2 Identify how to minimise the risk of infection to self and <b>others</b>
	1.3 Identify the need for consent to provide first aid
<b>2. Be able to assess an emergency situation safely</b>	2.1 Conduct a scene survey
	2.2 Conduct a primary survey of a casualty
	2.3 Summon appropriate assistance when necessary
<b>3. Be able to provide first aid to an unresponsive casualty</b>	3.1 Identify when to administer Cardiopulmonary Resuscitation (CPR)
	3.2 Demonstrate adult <b>CPR</b> using a manikin
	3.3 Identify when to place a casualty into the recovery position
	3.4 Demonstrate how to place a casualty into the recovery position
	3.5 Demonstrate continual monitoring of breathing whilst the casualty is in the recovery position
	3.6 Identify how to administer first aid to a casualty who is experiencing a seizure
<b>4. Be able to provide first aid to a casualty who is choking</b>	4.1 Identify when a casualty is choking
	4.2 Demonstrate how to administer first aid to a casualty who is choking
<b>5. Be able to provide first aid to a casualty with external bleeding</b>	5.1 Identify whether external bleeding is life-threatening
	5.2 Demonstrate how to administer first aid to a casualty with external bleeding
<b>6. Know how to provide first aid to a casualty who is suffering from shock</b>	6.1 Recognise when a casualty is suffering from <b>shock</b>

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
	6.2 Identify how to administer first aid to a casualty who is suffering from shock
<b>7. Know how to provide first aid to a casualty with minor injuries</b>	7.1 Identify how to administer first aid to a casualty with: <ul style="list-style-type: none"> <li>• Small cuts</li> <li>• Grazes</li> <li>• Bruises</li> <li>• Small splinters</li> <li>• Nosebleeds</li> </ul>
	7.2 Identify how to administer first aid to a casualty with minor burns and scalds

Indicative Content
<p><b>The purpose of the indicative content in this unit is to provide an indication of the context behind each assessment criteria. This is not intended to be exhaustive or set any absolute boundaries.</b></p> <p>1.1 Identification of the roles and responsibilities of a first aider may include:</p> <ul style="list-style-type: none"> <li>• Preventing cross-infection</li> <li>• Recording incidents and actions</li> <li>• Safe use of available equipment</li> <li>• Assessing an incident</li> <li>• Summoning appropriate assistance</li> <li>• Prioritising treatment</li> <li>• Dealing with post-incident stress</li> </ul> <p>1.2 Minimising the risk of infection may include:</p> <ul style="list-style-type: none"> <li>• Personal Protective Equipment (<i>PPE</i>)</li> <li>• Hand hygiene</li> <li>• Disposal of contaminated waste</li> <li>• Using appropriate dressings</li> <li>• Barrier devices during rescue breaths</li> <li>• Covering own cuts</li> </ul> <p><b>Others</b> may include casualties, work colleagues or people within the workplace environment.</p> <p>1.3 Identifying the need to gain consent may include:</p> <ul style="list-style-type: none"> <li>• Gaining consent</li> <li>• Implied consent</li> </ul> <p>2.1 Conducting a scene survey may include:</p> <ul style="list-style-type: none"> <li>• Checking for further danger</li> <li>• Identifying the number of casualties</li> <li>• Evaluating what happened</li> <li>• Prioritising treatment</li> </ul>

- Delegating tasks

2.2 The primary survey sequence may include:

- Danger
- Response
- Airway
- Breathing
- Circulation

2.3 Summoning appropriate assistance may include:

- Shouting for help
- Calling 999/112 via speakerphone or bystander
- Leaving the casualty to call 999/112
- Calling an NHS emergency helpline such as 111

3.1 Identifying when to administer CPR must include:

- When the casualty is unresponsive and:
  - Not breathing
  - Not breathing normally/agonal breathing

3.2 Demonstrating CPR must include:

- 30 chest compressions
  - Correct hand positioning
  - 5-6cm compression depth
  - 100-120 per minute
- 2 rescue breaths
  - Correct rescue breath positioning
  - Blowing steadily into the mouth (about 1 sec to make chest rise)
  - Taking no longer than 10 seconds to deliver 2 breaths
- AED (Defibrillator)
  - Correct placement of AED pads
  - Following AED instructions

**CPR – minimum demonstration time of 2 minutes at floor level**

May additionally include the use of rescue breath barrier devices

3.3 Identifying when to place the casualty into the recovery position should include when the casualty has lowered levels of response and:

- Does not need CPR
- Is breathing normally
- Is uninjured

An injured casualty may be placed in the recovery position if the airway is at risk (e.g. fluids in the airway or you need to leave the casualty to get help)

3.4 Placing a casualty into the recovery position may include:

- Placing in a position that maintains a stable, open, draining airway at floor level

- Continually monitoring airway and breathing
- Turning the casualty onto the opposite side every 30 minutes
- Placing heavily pregnant casualty on their left side

3.5 Continually monitoring airway and breathing includes:

- Continual checking for normal breathing to ensure that cardiac arrest can be identified immediately

3.6 Administering first aid to a casualty having a generalised seizure may include:

- Keeping the casualty safe (removing dangers)
- Noting the time and duration of the seizure
- Opening airway and checking breathing post seizure
- Determining when to call 999/112

4.1 Identifying mild choking may include recognising the casualty is able to:

- Speak
- Cough
- Breathe

Identifying severe choking may include recognising the casualty is:

- Unable to cough effectively
- Unable to speak
- Unable or struggling to breathe
- In visible distress
- Unconscious

4.2 Administering first aid for choking should include the following:

- Encouraging to cough
- Up to 5 back blows
- Up to 5 abdominal thrusts
- Calling 999/112 when required
- CPR if unconscious

**Demonstration must be simulated using a training device – not another learner.**

5.1 Identifying the severity of arterial bleeding may include recognising the blood:

- Is under pressure
- spurts in time with the heartbeat

**Recognition that arterial bleeding is a life-threatening emergency**

Identifying the severity of venous bleeding may include recognising the blood:

- Volume in veins is comparable to arteries
- Flows profusely from the wound

**Recognition that venous bleeding is a life-threatening emergency**

For context - identifying capillary bleeding may include recognising that blood trickles from



the wound. Capillary bleeding is not a life-threatening emergency

5.2 Administering first aid for external bleeding may include:

- Maintaining aseptic technique
- Sitting or laying the casualty down
- Examining the wound
- Applying direct pressure onto (or into) the wound
- Dressing the wound

Catastrophic bleeding\* treatment may include:

- Wound packing
- Tourniquet application
- Improvised tourniquet application

\*Catastrophic bleeding is NOT a requirement of assessment

6.1 Shock: hypovolaemic shock (resulting from blood loss)

Hypovolaemic shock recognition may include:

- Pale, clammy skin
- Fast, shallow breathing
- Rise in pulse rate
- Cyanosis
- Dizziness/passing out when sitting or standing upright

6.2 Administering first aid for hypovolaemic shock may include:

- Treating the cause
- Casualty positioning
- Keeping the casualty warm
- Calling 999/112

7.1 Administering first aid for small cuts and grazes may include:

- Irrigation
- Dressing

Administering first aid for bruises may include:

- Cold compress for 10 minutes

Small splinter removal may include the following steps:

- Cleaning of area
- Remove with tweezers
- Dress

Administering first aid for a nosebleed may include:

- Sitting the casualty down, head tipped forwards
- Pinching the soft part of the nose
- Telling the casualty to breathe through their mouth

7.2 Administering first aid for minor burns and scalds may include:

- Cooling for 20 minutes
- Removing jewellery and loose clothing
- Covering the burn
- Determining when to seek advice

#### Unit Guidance

**Simulation is permitted in this unit.**

The following assessment criteria must be assessed by practical demonstration: **2.1, 2.2, 2.3, 3.1, 3.2, 3.4, 3.5, 3.6, 4.2, 5.1, 5.2., 6.1, 6.2** (Highfield's assessment paperwork must be used and followed)

While the practical is assessing the assessment criteria emboldened above, the practical skills are underpinned by their respective knowledge criteria, which are unemboldened. All of the above are mentioned in the TAI pack table but to confirm, the following knowledge criteria are assessed by the theory assessment:

3.1, 3.6, 5.1, 6.1

The unit should be delivered, assessed and quality assured in accordance with the *Assessment Principles for Regulated First Aid Qualifications* and the following:

- First Aid at Work Health and Safety (First Aid) Regulations 1981 *Guidance on Regulations (L74)*
- Resuscitation Council (UK) Guidelines
- First Aid at Work Health and Safety (First Aid) Regulations 1982 (Northern Ireland)

**Unit 2: Recognition and Management of Illness and Injury in the Workplace**

Unit number: D/650/2022  
 Credit: 1  
 GLH: 12  
 Level: 3

**Introduction**

The purpose of the unit is for the learner to attain knowledge and practical competences required to deal with a range of workplace first aid situations.

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Be able to conduct a secondary survey</b>	1.1 Identify the information to be collected when gathering a casualty history
	1.2 Demonstrate how to conduct a <b>head to toe survey</b>
<b>2. Be able to provide first aid to a casualty with suspected injuries to bones, muscles and joints</b>	2.1 Recognise a suspected: <ul style="list-style-type: none"> <li>• Fracture or dislocation</li> <li>• Sprain or strain</li> </ul>
	2.2 Identify how to administer first aid for a casualty with suspected: <ul style="list-style-type: none"> <li>• Fracture or dislocation</li> <li>• Sprain or strain</li> </ul>
	2.3 Demonstrate how to apply: <ul style="list-style-type: none"> <li>• A support sling</li> <li>• An elevated sling</li> </ul>
<b>3. Be able to provide first aid to a casualty with suspected head and spinal injuries</b>	3.1 Recognise a suspected: <ul style="list-style-type: none"> <li>• <b>Head injury</b></li> <li>• Spinal injury</li> </ul>
	3.2 Identify how to administer first aid for a suspected head injury
	3.3 Demonstrate how to administer first aid for a casualty with a suspected spinal injury
<b>4. Know how to provide first aid to a casualty with suspected chest injuries</b>	4.1 Identify how to administer first aid for suspected: <ul style="list-style-type: none"> <li>• Fractured ribs</li> <li>• Penetrating chest injury</li> </ul>
<b>5. Know how to provide first aid to a casualty with burns and scalds</b>	5.1 Identify how to recognise the severity of burns and scalds
	5.2 Identify how to administer first aid for burns involving: <ul style="list-style-type: none"> <li>• Dry/wet heat</li> <li>• Chemicals</li> <li>• Electricity</li> </ul>

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>6. Know how to provide first aid to a casualty with an eye injury</b>	6.1 Identify how to administer first aid for eye injuries involving: <ul style="list-style-type: none"> <li>• Dust</li> <li>• Chemicals</li> <li>• Embedded objects</li> </ul>
<b>7. Know how to provide first aid to a casualty with suspected poisoning</b>	7.1 Identify how poisonous substances can enter the body
	7.2 Identify how to administer first aid to a casualty with suspected sudden poisoning
<b>8. Be able to provide first aid to a casualty with anaphylaxis</b>	8.1 Recognise suspected anaphylaxis
	8.2 Identify how to administer first aid for a casualty with suspected anaphylaxis
	<b>8.3 Demonstrate the use of a 'training device' adrenaline auto-injector</b>
<b>9. Know how to provide first aid to a casualty with suspected major illness</b>	9.1 Recognise suspected: <ul style="list-style-type: none"> <li>• Heart Attack</li> <li>• Stroke</li> <li>• Epileptic seizure</li> <li>• Asthma attack</li> <li>• Diabetic hypoglycaemic emergency</li> </ul>
	9.2 Identify how to administer first aid to a casualty suffering from: <ul style="list-style-type: none"> <li>• Heart Attack</li> <li>• Stroke</li> <li>• Epileptic seizure</li> <li>• Asthma attack</li> <li>• Diabetic hypoglycaemic emergency</li> </ul>

Indicative Content
<p><b>The purpose of the indicative content in this unit is to provide an indication of the context behind each assessment criteria. This is not intended to be exhaustive or set any absolute boundaries.</b></p> <p>1.1 Information to be collected when gathering a casualty history may include:</p> <ul style="list-style-type: none"> <li>• Signs and symptoms</li> <li>• Event history</li> <li>• Allergies</li> <li>• Past medical history</li> <li>• Last meal</li> <li>• Medication</li> </ul> <p>1.2 Performing a systematic check of the casualty may include:</p> <ul style="list-style-type: none"> <li>• Head and neck</li> <li>• Shoulders and chest</li> </ul>

- Abdomen
- Legs and arms

**Head to toe survey:** **must** be conducted on a casualty with a continually monitored or protected airway (e.g. a conscious casualty or a casualty placed in the recovery position).

2.1 Recognising fractures, dislocations, sprains and strains may include:

- Pain
- Loss of power
- Unnatural movement
- Swelling or bruising
- Deformity
- Irregularity
- Crepitus
- Tenderness

2.2 Administering first aid for fractures and dislocations may include:

- Immobilising/keeping the injury still
- Calling 999/112, or
- Arranging transport to hospital

Administering first aid for sprains and strains may include:

- Rest
- Ice
- Compression/comfortable support
- Elevation

2.3 Demonstrating the application of a sling **must** include:

- A support sling
- An elevated sling

3.1 Recognising concussion, compression and fractured skull may include:

- Mechanism of injury
- Signs and symptoms
- Conscious levels

Recognising spinal injury may include:

- Mechanism of injury
- Pain or tenderness in the neck or back

**Head injury:** includes concussion, compression and skull fracture. The learner is not expected to differentiate between these conditions.

3.2 Administering first aid for a head injury may include:

- Determining when to call 999/112
- Maintaining airway and breathing
- Monitoring response levels
- Dealing with fluid loss

3.3 Administering first aid for spinal injuries may include:

- Calling 999/112
- Keeping the head and neck in-line
- Safe method(s) of placing the casualty into a recovery position whilst protecting the spine (*if the airway is at risk*).

4.1 Administering first aid for suspected rib fracture may include:

- Calling 999/112
- Casualty positioning
- Supporting the injury

Administering first aid for a penetrating chest injury may include:

- Calling 999/112
- Casualty positioning
- Controlling bleeding around the wound (*without covering the wound*)
- Leaving a sucking chest wound open to fresh air

5.1 Recognising the severity of burns and scalds may include:

- Cause
- Age
- Burn/scald size
- Depth
- Location

5.2 Administering first aid for dry/wet heat burns may include:

- Cooling the burn
- Removing jewellery and loose clothing
- Covering the burn
- Determining when to call 999/112

Administering first aid for chemical burns may include:

- Ensuring safety
- Brushing away dry/powder chemicals
- Irrigating with copious amounts of water (*unless contra-indicated*)
- Treating the face/eyes as a priority

Administering first aid for electrical burns may include

- Ensuring it is safe to approach/touch the casualty
- Checking DRABC and treating accordingly
- Cooling the burns

6.1 Administering first aid for dust in the eye may include:

- Irrigation with clean water
- Ensuring the water runs away from the good eye

Administering first aid for a chemical in the eye may include:

- Irrigation with large volumes of clean water (*unless contra-indicated due to the chemical involved*)
- Ensuring the water runs away from the good eye
- Calling 999/112

Administering first aid for an embedded object in the eye may include:

- Covering the injured eye
- Ensuring the good eye is not used (*cover if needed*)
- Calling 999/112 or arranging transport to the hospital

7.1 Identification of the following routes a poison can enter the body may include:

- Ingested (*swallowed*)
- Inhalation (*breathed in*)
- Absorbed (*through the skin*)
- Injected (*directly into skin tissue, muscles or blood vessels*)

7.2 Administering first aid for **corrosive** substances may include:

- Ensuring your own safety
- Substances on the skin – diluting and washing away with water
- Swallowed substances – rinsing out the mouth then giving frequent sips of milk or water (*subject to sufficient levels of response*)
- Calling 999/112 and giving information about the poison if possible
- Protecting airway and breathing
- Resuscitation if necessary using PPE/Barrier devices

Administering first aid for **non-corrosive** substances may include:

- Ensuring your own safety
- Calling 999/112, and giving information about the poison if possible
- Protecting airway and breathing
- Resuscitation if necessary using PPE/barrier devices

8.1 Recognising anaphylaxis may include rapid onset and rapid progression of a life-threatening airway, breathing and circulation problem:

- **Airway** – Swelling of the tongue, lips or throat
- **Breathing** – Difficult, wheezy breathing or tight chest
- **Circulation** -
  - o Dizziness, feeling faint or passing out
  - o Pale, cold clammy skin and fast pulse
  - o Nausea, vomiting, stomach cramps or diarrhoea

There may also be a skin rash, swelling and/or flushing.

8.2 Administering first aid for anaphylaxis may include:

- Calling 999/112
- Correct casualty positioning
- Assisting to use their adrenaline auto-injector
- Resuscitation if required

**8.3 The use of a 'training device' adrenaline auto-injector:** must be demonstrated using a training device and **NOT** a live auto-injector

9.1 Recognising a heart attack may include:

- Sudden onset
- Crushing chest pain
- Skin appearance (e.g. pale, grey, sweaty)
- Variable pulse
- Shortness of breath

Recognising stroke may include performing the FAST test:

F: Face

A: Arms

S: Speech

T: Time to call 999/112

Other stroke symptoms include sudden problems with balance, walking, dizziness, coordination, vision and severe headache.

Recognising an epileptic seizure may include the following patterns:

- Aura
- Tonic phase
- Clonic phase
- Recovery phase

Recognising an asthma attack may include:

- Difficulty breathing and speaking
- Wheezy breathing
- Pale and clammy skin
- Cyanosis
- Use of accessory muscles

Recognising a diabetic hypoglycaemic emergency may include:

- Fast onset
- Lowered levels of response
- Pale, cold and sweaty skin
- Normal or shallow breathing
- Rapid pulse

9.2 Administering first aid for a heart attack may include:

- Correct casualty positioning
- Calling 999/112
- Calming and reassurance
- Assisting to take an aspirin if indicated

Administering first aid for a stroke may include:

- Maintain airway and breathing



- Correct casualty positioning
- Calling 999/112

Administering first aid for an epileptic seizure may include:

- Removing dangers and safely protecting the head
- Noting the time and duration of the seizure
- Loosening tight clothing around the neck
- Determining when to call 999/112
- Post seizure care, including monitoring of airway and breathing

Administering first aid for an asthma attack may include:

- Correct casualty positioning
- Assisting a casualty to take their reliever inhaler and use a spacer device
- Calming and reassurance
- Determining when to call 999/112

Administering first aid for a diabetic hypoglycaemic emergency may include:

- Giving 15-20g of glucose for conscious casualties (subject to sufficient response levels)
- Providing further food or drink if casualty responds to glucose quickly
- Determining when to call 999/112

### Unit Guidance

**Simulation is permitted in this unit.**

#### **Further assessment requirements**

The following ACs must be assessed by practical demonstration: **1.2**, 2.1, 2.2, **2.3**, 3.1, 3.2, **3.3**, 4.1, 8.1, 8.2, **8.3**, 9.1, 9.2 (Highfield's assessment paperwork must be used and followed)

While the practical is assessing the above bold ACs, the practical skills are underpinned by the knowledge ACs and why they are mentioned in the TAI pack table. But to confirm the following knowledge ACs are assessed by the theory assessment:

3.1, 8.1, 8.2, 9.1

The unit should be delivered, assessed and quality assured in accordance with the *Assessment Principles for Regulated First Aid Qualifications* and the following:

- First Aid at Work Health and Safety (First Aid) Regulations 1981 *Guidance on Regulations (L74)*
- Resuscitation Council (UK) Guidelines
- First Aid at Work Health and Safety (First Aid) Regulations 1982 (Northern Ireland)

### Appendix 3: Sample assessment material

Highfield provides centres with a practical assessment matrix and a learner theory pack to be used to assess the qualification.

The **practical assessment matrix** is used to capture whether the assessor has seen learners demonstrate each skill to the appropriate standard. A sample of the matrix is below:

Learner's Name (in capitals)	EXAMPLE NAME	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.
1. DRABCD	✓												
2. CPR	✓												
3. AED	✓												
4. Recovery position and breathing	✓												
5. Seizure including epilepsy	✓												

Assessment guidance outlining what the appropriate standard is for each skill and task is contained within the Tutor, Assessor and IQA Support Pack, available to download from the members' area of the Highfield website.

The **theory question papers** contain multiple-choice questions that meet the knowledge requirements of the qualification. A sample of these questions is below:

1. Which of the following is a responsibility of a first aider?
a) Ensure the business complies with the Health and Safety (First Aid) Regulations
b) Undertake the first aid needs assessment
c) Ensure available first-aid equipment is fit for purpose
d) Implement controls of identified hazards

2. In which of the following situations <b>must</b> you place a casualty into the recovery position?
a) An unconscious casualty who is breathing normally
b) A casualty suffering from a stroke
c) A casualty suffering from a heart attack
d) A conscious casualty that has received an electric shock

## Appendix 4: Acceptable Training/Assessing Qualifications

The following list provides details of acceptable qualifications to undertake the separate roles of trainer and assessor.

Qualification	Train	Assess*
<b>CURRENT QUALIFICATIONS</b> (available for new trainers/assessors to undertake):		
Level 3 Award in Education and Training	✓	✓
Level 4 Certificate in Education and Training	✓	✓
Level 5 Diploma in Education and Training	✓	✓
Level 3 Award in Teaching and Assessing in First Aid Qualifications (RQF)	✓	✓
Cert Ed/PGCE/B Ed/M Ed	✓	✓
SVQ 3 Learning and Development SCQF Level 8	✓	✓
SVQ 4 Learning and Development SCQF Level 9	✓	✓
TQFE (Teaching Qualification for Further Education)	✓	✓
Planning and Delivering Learning Sessions to Groups SCQF Level 6 (SQA Unit)	✓	✓
Planning and Delivering Training Sessions to Groups SCQF Level 6 (SQA Unit)	✓	✓
SCQF Level 6 Award in Planning and Delivering Learning Sessions to Groups (SQA Accredited)	✓	✓
L&D Unit 6 Manage Learning and Development in Groups SCQF Level 8 (SQA Accredited)	✓	
L&D Unit 7 Facilitate Individual Learning and Development SCQF Level 8 (SQA Accredited)	✓	
L&D Unit 8 Engage and Support Learners in the Learning and Development Process SCQF Level 8 (SQA Accredited)	✓	
Carry Out the Assessment Process SCQF Level 7 (SQA Unit)		✓
Level 3 Award in Assessing Competence in the Work Environment		✓
Level 3 Award in Assessing Vocationally Related Achievement		✓
Level 3 Award in Understanding the Principles and Practices of Assessment		✓
Level 3 Certificate in Assessing Vocational Achievement		✓
L&D Unit 9DI Assess Workplace Competence Using Direct and Indirect Methods SCQF Level 8 (SQA Accredited)		✓
L&D Unit 9D Assess Workplace Competence Using Direct Methods SCQF Level 7 (SQA Accredited)		✓
<b>OTHER ACCEPTABLE QUALIFICATIONS:</b>		
CTLLS/DTLLS	✓	✓
PTLLS with unit 'Principles and Practice of Assessment' (12 credits)	✓	✓
Further and Adult Education Teacher's Certificate	✓	✓
IHCD Instructional Methods	✓	✓
IHCD Instructor Certificate	✓	✓

English National Board 998	✓	✓
Nursing mentorship qualifications	✓	✓
NOCN Tutor Assessor Award	✓	✓
S/NVQ level 3 in training and development	✓	✓
S/NVQ level 4 in training and development	✓	✓
PDA Developing Teaching Practice in Scotland's Colleges SCQF Level 9 (SQA Qualification)	✓	✓
PDA Teaching Practice in Scotland's Colleges SCQF Level 9 (SQA Qualification)	✓	
PTLLS (6 credits)	✓	
Regulated Qualifications based on the Learning and Development NOS 7 Facilitate Individual Learning and Development or NOS 6 Manage learning and development in groups	✓	
Training Group A22, B22, C21, C23, C24	✓	
Learning and Teaching – Assessment and Quality Standards SCQF Level 9 (SQA Unit)		✓
A1 Assess Candidates Using a Range of Methods or D33 Assess Candidates Using Differing Sources of Evidence		✓
Conduct the Assessment Process SCQF Level 7 (SQA Unit)		✓
A2 Assess Candidate Performance through Observation or D32 Assess Candidate Performance		✓
Regulated Qualifications based on the Learning and Development NOS 9 Assess Learner Achievement		✓

\*Assessors who do not hold a formal assessing qualification may alternatively attend *First Aid Assessor CPD Training* with a recognised Awarding Organisation.

## Appendix 5: Acceptable Internal Quality Assurance Qualifications

This list is not exhaustive but provides a guide to acceptable IQA qualifications.

Qualification	IQA*
L&D Unit 11 Internally Monitor and Maintain the Quality of Workplace Assessment SCQF Level 8 (SQA Accredited)	✓
Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice	✓
Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice	✓
Conduct the Internal Verification Process SCQF Level 8 (SQA Unit)	✓
Regulated Qualifications based on the Learning and Development NOS 11 Internally Monitor and Maintain the Quality of Assessment	✓
V1 Conduct Internal Quality Assurance of the Assessment Process or D34 Internally Verify the Assessment Process	✓
Internally Verify the Assessment Process SCQF Level 8 (SQA Unit)	✓

**NOTE:** IQAs who do not hold a formal IQA qualification may alternatively attend Internal Quality Assurance CPD Training with a recognised Awarding Organisation.