



QA Level 2 Award in
citizenAID (RQF)

Qualification Specification

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Key qualification information

Qualification Accreditation Number (QAN)	603/1934/3
Operational start date	20 June 2017
Total Qualification Time	3 (minimum)
Guided learning hours (GLH):	3
Number of units:	1
Assessment methods:	<ul style="list-style-type: none"> • Mixture of knowledge and practical based activities/assessments - 7 completed throughout the course

Qualsafe Awards

Not only is Qualsafe Awards (QA) one of the largest Awarding Organisations (AO) in the UK, we are also the biggest AO for First Aid qualifications, making us an extremely trusted and recognisable name that employers look for when selecting a training provider.

We are recognised and regulated by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and the Northern Ireland Council for the Curriculum, Examinations and Assessment (CCEA). This means we can offer Centres an extensive range of qualification suites including First Aid; Prehospital Care; Health and Safety; Food Safety; Fire Safety; Education and Training; Manual Handling; and Health and Social Care.

With a specialist team of subject matter experts on hand to support our Centres, including A&E Consultants, doctors, paramedics, nurses, physiotherapists and specialists in the other sectors, you can be confident that you are truly working with the industry experts.

Qualification overview

This qualification forms part of the QA First Aid suite of qualifications. The qualification and learning outcomes are based on the blended recommendations of:

- ERC Section 9. First aid
- British Army, Battlefield Casualty Drills

This QA qualification is:

- Based on citizenAID, which is the initiative of four deeply experienced UK military and civilian clinicians working in collaboration with industry to improve public resilience
- Based on the contents of the citizenAID app/pocket guide

When there is a shooting, stabbing or bomb explosion the initial priority will be public safety. This can delay the time before the emergency services are able to reach the injured. citizenAID enables the general public to be effective in these situations before the emergency services are available to provide professional medical support.

This qualification specification provides information for Centres about the delivery of the QA Level 2 Award in citizenAID (RQF) and includes the unit information, assessment methods and quality assurance arrangements.

Objective

The objective of the qualification is to benefit Learners who have reached the specified level of attainment through meeting the requirements of the citizenAID learning programme.

Purpose

The purpose of this qualification is to prepare the Learner to develop the skills and knowledge needed to guide them to react safely, to pass effective messages to the emergency services, to prioritise the injured and to give life-saving first aid in the event of a shooting, stabbing, bombing or other deliberate incident. This combination of effective organisation and immediate treatment will help to save lives.

Intended audience

This qualification is for all members of the public who wish to learn lifesaving skills and techniques in the event of a deliberate multiple casualty incident.

Structure

This qualification contains 1 unit with a Total Qualification Time (TQT) of 3 hours. Full details of this unit are in *Appendix 1*.

Learners must complete all assessments in the unit successfully within the registration period (3 weeks) to achieve the qualification.

TQT is the total number of hours required for a Learner to achieve this qualification. It has 2 elements:

- Guided Learning Hours (GLH) is the time a Learner is being taught and assessed under the immediate guidance of a Trainer/Assessor, which for this qualification is 3 GLH (minimum); and
- The number of hours a Learner will reasonably be likely to spend in preparation and study, including assessment, as directed by, but not under the immediate guidance or supervision of a Trainer, e.g. pre-course reading, As pre-course study is not necessary for this qualification, the TQT time is 3 hours (minimum).

Other units

No other units can be combined to count towards the QA Level 2 Award in citizenAID (RQF) qualification.

Relationship with other related qualifications

The QA Level 2 Award in citizenAID (RQF) has no relationship with any other regulated qualification.

Recognition of Prior Learning

Recognition of prior learning is not permitted for this qualification.

Entry requirements

Learners must be at least 14 years old on the first day of the training.

There are no other formal entry requirements.

Other course requirements

Due to the practical nature of this course, Learners should wear appropriate clothing and footwear, e.g. trousers and flat footwear.

Progression

Some possible routes of progression are:

- Level 2 Award in Emergency First Aid at Work
- Level 3 Award in First Aid at Work
- Level 3 Certificate in First Response Emergency Care (FREC)

Requalification requirements

This qualification is valid for a period of 3 years. The Learner needs to retake the qualification before the certificate expiry date to remain qualified.

Qualification approval requirements

Qualsafe Awards requires the Centre:

- To have appropriate policies, systems and procedures in place
- To appoint suitable individuals from their personnel team to train, assess and quality assure their QA qualifications
- To have suitable and adequate venues, equipment and learning resources

In order to secure and maintain approval from QA, Centres need a minimum staffing requirement for each qualification suite they deliver, which for this qualification is:

One Trainer/Assessor	Responsible for the delivery and assessment of qualifications
One Internal Quality Assurer	Responsible for quality assuring the delivery, assessment and awarding of this qualification

Qualsafe Awards requires the Centre staff to read and understand QA's key policies and procedures, and to abide by their contents.

Trainer

All Trainers must have the skills, knowledge and experience to be able to teach and demonstrate the subject. Each Trainer must be approved by Qualsafe Awards and provide evidence of:

1. A relevant vocational qualification and/or experience as shown in *Appendix 2*
2. A formal teaching/training qualification as shown in *Appendix 3*

Trainers are expected to keep up to date with the subject area and provide evidence of continuing professional development (CPD).

Assessor

All Assessors must have the skills, knowledge and experience to be able to assess the subject. Each Assessor must be approved by Qualsafe Awards and provide evidence of:

1. A relevant vocational qualification and/or experience as shown in *Appendix 2*
2. A formal (regulated) assessing qualification as shown in *Appendix 3* **or** attendance at relevant Assessor CPD training with an Awarding Organisation (AO)

There is no requirement for a separate Assessor when delivering this qualification. **Trainers can perform the role of both Trainer and Assessor providing they meet the requirements for each role.**

Assessors are expected to keep up to date with the subject area and provide evidence of CPD.

Internal Quality Assurers

Internal Quality Assurers (IQAs) of this qualification must have knowledge and competency in first aid and management of catastrophic bleeding as well as knowledge and competency in internal quality assurance.

An acceptable portfolio must show:

1. A relevant vocational qualification and/or experience as shown in *Appendix 2*
2. The IQA :
 - holds or is working towards a formal (regulated) internal quality assurance qualification as shown in *Appendix 4* **or**
 - has attended relevant Internal Quality Assurance CPD training with AO as shown in *Appendix 4*

IQAs are expected to keep up to date with the subject area and provide evidence of CPD.

They must also:

- Have knowledge of the requirements of the qualification they are quality assuring at the time the assessment is taking place
- Have knowledge and understanding of the role of IQAs
- Visit and observe assessments
- Carry out other related internal quality assurance

Full details of the Centre's requirements for internal quality assurance are in the *QA Centre Quality Assurance Guidance*.

Note: IQAs cannot quality assure a course for which they were the Trainer and/or Assessor.

Venue and equipment

Quality training involves using premises conducive to learning and it is a Centre's responsibility to make sure all venues used for training and assessment purposes are suitable and adequate – whether these are hired or in-house training rooms. They must also comply with all current legislation.

In addition, it is important to use a wide range of equipment and learning resources to support delivery.

As a minimum, Centres must make sure their venues, equipment and other resources include:

Resource/area:	Requirements:
Hygiene	Sufficient procedures to maintain hygiene when using training equipment.
Audio visual (AV) equipment and training aids	Sufficient AV equipment and training aids to facilitate learning using varying teaching methods.
Learning materials	Each learner should be given the citizenAID pocket guide or download the citizenAID app on their phone.
Bandages and dressings	Sufficient clean bandages, dressings and other items commonly found in a first aid kit to facilitate training and assessment.
Equipment to control catastrophic bleeding	<ul style="list-style-type: none"> • Various items for improvising a tourniquet • Manufactured tourniquets • Replica wounds with training equipment for wound packing • Items to improvise wound packing (e.g. socks, scarfs etc.)
Training venue	The training venue must meet acceptable health and safety standards and be conducive to learning, with sufficient: Size, floor surfaces, seating, writing surfaces, toilet facilities, ventilation, lighting, heating, access, exits, cleanliness, absence of distracting noise.

Course/Centre administration

Registering Learners

Register Learners with Qualsafe Awards in accordance with the guidance in the *QA Centre Handbook*.

Certification

After a Learner has completed an assessment, unit or qualification, whether they have passed or not, Centres must enter the details and assessment results on the Customer Portal at:

www.qualsafeawards.org

Centres will be given login details and guidance on using the Customer Portal when they are approved to deliver a QA qualification.

Certification for this qualification is electronic. On release of certificates Qualsafe Awards will notify the Centre with instructions for secure download.

The authenticity of any Qualsafe Awards certificate can be verified at <http://qualsafeawards.org/verify>

The certificate date is the date the Learner achieves the unit. This qualification is valid for 3 years. The Learner needs to re-take the qualification and the assessments before the end of the 3 years to remain qualified.

Delivery and support

Learner to Trainer ratio

To maintain the quality of training and assessment, make sure the class ratio is no more than 12 Learners, to 1 Trainer.

Delivery plan

Qualsafe Awards provides Centres with a complimentary course programme and detailed lesson plans, which are carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments.

Learning materials

Centres must provide each Learner with the citizenAID pocket guide or ensure that the learner has downloaded (and can use) the app on their smartphone.

Ongoing support

Qualsafe Awards Centres should provide appropriate levels of support to Learners throughout the qualification. The purpose of the support is to:

- Assess knowledge and competence in relation to learning outcomes and the detailed assessment criteria of the unit[s if plural] within the qualification, see *Appendix 1*
- Give Learners feedback on their progress and how they might be able to improve

Assessment

Overview

The QA Level 2 Award in citizenAID (RQF) skills and knowledge should be taught and assessed in accordance with currently accepted first aid practice standards where they exist, or are defined by the new citizenAID capability.

Methods

Qualsafe Awards has devised assessment tools to make sure Learners gain the required knowledge, skills and understanding, as detailed in the learning outcomes and assessment criteria shown in the *Appendix 1*. Centres should download all assessment papers from the Customer Portal in advance of the course. For each unit there are:

- Knowledge and skills observations – observed by the Trainer throughout the course, with the results of each learning outcome recorded on the practical assessment paperwork, see *QA Guide to Assessing First Aid Qualifications*. The knowledge and skills observations for this qualification include:
 - Active shooter/knife attacker
 - Suspect or exploded bomb
 - Incident report
 - Triage
 - Control of severe bleeding
 - Recovery position
 - Casualty handover

Note: The practical assessments are shown together on a single sheet. The **uniquely** numbered sheets give each Learner a unique identifier for our computer systems.

- Formative assessment – a range of informal assessment techniques employed by the Trainer/Assessor during the learning process to measure each Learner's knowledge, skills and understanding related to the assessment criteria

Note: Centres should download all assessment papers from the Customer Portal in advance of the course.

Access to assessment

Qualsafe Awards is committed to equality and when designing the assessments for this qualification has made sure they are:

- As accessible as reasonably possible
- Able to permit reasonable adjustments to be made, while minimising the need for them

Note: If you have any suggestions for improvements, please let us know.

Centres should make sure all Learners have access to assessment and are given equal opportunities to demonstrate their competence.

If a reasonable adjustment or special consideration has been made Centres must mitigate risk in line with QA policies and complete a Reasonable Adjustment Form/Special Consideration Request Form, available to download from the Customer Portal. For more details see *QA Access to Assessment Policy*.

Note: Upload completed Reasonable Adjustment Form/Special Consideration Request Forms to the Customer Portal when requesting certification.

Learners should be informed about Centre's and QA's appeal procedures and how they can access these.

Specific equality issues relevant to this qualification

It is important no Learner is turned away from a training course due to disabilities or impairments. To assess competence and gain certification however, the Learner will need to demonstrate certain practical skills. For instance, the Learner must be assessed performing practical tasks such as placing a casualty into the recovery position, as per *QA Guide to Assessing First Aid Qualifications*. To pass the assessment, the Learner must demonstrate the required practical skills without assistance from a third party (unless authorised by QA following a reasonable adjustment request).

Informal record of achievement

If a Learner with disabilities cannot perform 1 or more of the practical tasks required, it may be possible for the Centre to provide a letter recording the learning outcomes that the Learner achieved. For example, a Learner may be able to instruct a third party how to place a casualty in the recovery position.

Quality assurance

Centre internal quality assurance

The Centre is required to sample a reasonable amount of assessments as part of the quality assurance of the qualification. This standardisation of assessment across Learners and Trainers is to make sure there is fairness and consistency in assessment practices. The arrangements for this should be included in the Centre's approved internal quality assurance policy.

Centres must retain all Learner documents and records for a period of 3 years and make sure these are available for review by Qualsafe Awards or our representatives, e.g. External Quality Assurers (EQAs), on request.

Qualsafe Awards external quality assurance

Qualsafe Awards operates a system of ongoing monitoring, support and feedback for approved Centres across the United Kingdom.

Further details of the Qualsafe Awards' external quality assurance programme are available in the *QA Centre Quality Assurance Guidance*.

Further information

Contact us

If you have any queries or comments we would be happy to help you, contact us:

Email: info@qualsafeawards.org

Tel: 0845 644 3305

Useful addresses and websites

- Qualsafe Awards, City View, 3 Wapping Road, Bradford, BD3 0ED
www.qualsafeawards.org/home
- citizenAID www.citizenaid.org
- Office of Qualifications and Examinations Regulation (Ofqual):
www.gov.uk/government/organisations/ofqual
- Qualifications Wales: www.qualificationswales.org
- Resuscitation Council (UK): www.resus.org.uk
- European Resuscitation Council www.erc.edu
- Royal College of Surgeons (Edinburgh) Faculty of Pre-hospital Care <https://fphc.rcsed.ac.uk/>

Appendix 1 – Qualification Unit 1

The QA Level 2 Award in citizenAID (RQF) has 1 unit that Learners are required to complete in order to achieve the qualification.

Title:	citizenAID
GLH:	3
Level:	2
Learning outcomes The Learner will:	Assessment criteria The Learner can:
1. Be able to use the citizenAID app/pocket guide in an emergency situation	<p>1.1 Use the citizenAID app/pocket guide to determine appropriate actions to take in the event of:</p> <ul style="list-style-type: none"> • Active shooter or knife attacker • Suspect bomb • Exploded bomb <p>1.2 Use the citizenAID app/pocket guide to:</p> <ul style="list-style-type: none"> • Communicate an incident report to the emergency services • Triage multiple casualties • Provide a casualty handover to the emergency services
2. Be able to provide immediate first aid to an unresponsive casualty who is breathing	<p>2.1 Open a casualty's airway and check breathing</p> <p>2.2 Place a casualty into the recovery position</p>
3. Be able to provide first aid to a casualty with severe external bleeding	<p>3.1 Demonstrate packing and pressure into a wound using:</p> <ul style="list-style-type: none"> • improvised dressings • manufactured dressings <p>3.2 Demonstrate the application of:</p> <ul style="list-style-type: none"> • an improvised tourniquet • a manufactured tourniquet

Appendix 2 – Occupational knowledge and competence in first aid (including management of catastrophic bleeding)

All Trainers, Assessors, IQAs and EQAs must have occupational knowledge and competence in first aid.

Acceptable evidence includes:

- Holding a current First Aid at Work (FAW) Certificate (issued by an Ofqual/SQA/Qualifications Wales recognised Awarding Organisation/Body, a HSE approved training provider or recognised equivalent*), that included management of catastrophic bleeding or
- Holding a current FAW and have completed the QA Management of Catastrophic Bleeding E-learning Course or
- QA Level 3 Certificate in First Response Emergency Care (QCF or RQF) or
- QA Level 4 Certificate in First Response Emergency Care (QCF) or
- QA Level 5 Certificate in First Response Emergency and Urgent Care (RQF) or
- Military – BCD Instructor, Army Team Medic Instructor, BATLS Instructor, CMT1, RAF MA, Navy LMA or
- NHS Ambulance Service – Emergency Care Assistant or
- IHCD First Person on Scene – enhanced or
- Holding a current Offshore First Aid Certificate issued by a HSE approved training provider or
- Current registration as a Doctor with the General Medical Council (GMC) or
- Current registration as a Nurse with the Nursing and Midwifery Council (NMC) or
- Current registration as a Paramedic with the Health and Care Professions Council (HCPC) or
- Equivalent*

*recognised equivalents must be submitted to QA with comprehensive mapping which evidences that all assessment criteria of the FAW qualification have been achieved within the past 3 years.

AND all Trainers, Assessors, IQAs and EQAs must have

- familiarised themselves with the content of the citizenAID app/pocket guide

Ideally, Trainers, Assessors, IQAs and EQAs will have completed additional CPD, such as:

- attending a citizenAID event or conference
- achieving the QA Level 2 Award in citizenAID (RQF)
- completing the citizenAID e-Learning course (when available)

Appendix 3 – Acceptable training/assessing qualifications

This list is not exhaustive but provides a guide to acceptable training and/or assessing qualifications. Trainers who also assess learner competence must hold a qualification (or separate qualifications) to enable them to perform both functions.

Qualification	Train	Assess
Current Qualifications <i>(available for new trainers/assessors to undertake):</i>		
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)	√	√
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)		√
Other Acceptable Qualifications		
CTLTS/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)	√	

Other Acceptable Qualifications		
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 an Awarding Organisation/Body.

Appendix 4 – Qualifications suitable for internal quality assurance

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

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:

IQA's who do not hold a formal IQA qualification may alternatively attend *Internal Quality Assurance CPD Training* with an Awarding Organisation/Body.

If relevant qualifications or experience do not appear on this list, please provide us with details as these alternatives could be acceptable. Other equivalent qualifications must be submitted to Qualsafe Awards with detailed evidence of course/qualification content, learning outcomes and assessment criteria.



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