



QA Level 2 Award in
citizenAID (RQF)

Qualification Specification

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Key Qualification Information

Qualification number:	603/1934/3
Operational start date:	20 June 2017
Total Qualification Time (TQT):	4
Guided Learning Hours (GLH):	3 (minimum)
Number of units:	1 mandatory unit
Assessment methods:	Practical 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; Mental Health First Aid; Licensing; 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 other sectors such as mental health, 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 recommendations of:

- European Resuscitation Council 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, vehicle attack, acid attack 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 prepare Learners in dealing with immediately life-threatening injuries in relation to terrorist incidents and attacks.

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 4 hours. Full details of this unit are in *Appendix 1*.

Learners must complete all assessments in the unit successfully within the registration period to achieve the qualification. The maximum period to achieve this qualification, including any referrals is 3 weeks.

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. home study, which for this qualification is 1

Entry requirements

Learners must be at least 14 years old on the first day of the training and be able to perform practical tasks at floor level.

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 3 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 must successfully retake the qualification on or before the certificate expiry date to remain qualified.

Qualification approval requirements

Quasafe 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

Quasafe 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 First Aid at Work qualification/medical registration as shown in *Appendix 2*
2. An acceptable teaching/training qualification as shown in *Appendix 3*
3. An acceptable log/record of teaching first aid as shown in *Appendix 2*

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 First Aid at Work qualification/medical registration as shown in *Appendix 2*
2. An acceptable assessing qualification as shown in *Appendix 3* **or** attendance at relevant CPD training with an Awarding Organisation (AO)
3. An acceptable log/record of assessing first aid as shown in *Appendix 2*

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 as well as knowledge and competency in internal quality assurance. Each IQA must be approved by Qualsafe Awards and provide evidence of:

1. A First Aid at Work qualification/medical registration as shown in *Appendix 2*
2. An acceptable internal quality assurance qualification as shown in *Appendix 4* **or** attendance at relevant CPD training with an Awarding Organisation (AO)

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:

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 Quallsafe 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.quallsafeawards.org

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

The Learner receives an electronic certificate on achieving the qualification.

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

QA have developed a verification tool that means the validity of every certificate can be verified online. This verification tool can be found on the QA website.

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. Never allow more Learners on the course than you can cater for during the assessment.

Delivery plan

Quallsafe Awards have produced a complimentary course programme, detailed lesson plans and PowerPoint presentation which have been 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 citizenAID app on their smartphone.

Ongoing support

Quallsafe 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 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 in the UK.

Methods

Quallsafe 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 this 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 *Guide to Assessing the QA Level 2 Award in citizenAID (RQF)* qualification guidance. The knowledge and skills observations for this qualification include:
 - Active shooter/knife attacker
 - Suspect or exploded bomb
 - Incident report
 - Casualty handover
 - Triage
 - Control of severe bleeding
 - Unresponsive casualty

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.

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 when designing the assessments for this qualification. Your Centre can make sure they do not unfairly exclude the assessment needs of a particular Learner by following the QA *Access to Assessment Policy* to determine whether it is appropriate to make a:

- Reasonable adjustment or
- Special consideration

When a reasonable adjustment is made or requested, e.g. written or theory assessment delivered verbally, your Centre must complete a Reasonable Adjustment Form and send it to QA with any relevant supporting evidence. You should retain a copy of this form for your own records.

Learners may be eligible for special consideration if they have been affected by adverse circumstances beyond their control. A Special Consideration Request Form should be completed and sent to QA for consideration with relevant supporting evidence prior to implementation. You should retain a copy of this form for your own records.

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

Learners should be informed about Centre's and QA's appeals 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, for first aid qualifications the Learner must be assessed performing practical tasks such as CPR, as per the 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.

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 demonstrate chest compression only CPR, instruct a third party how to place a casualty in the recovery position and pass the theoretical assessments. The letter should clearly state that “this record of achievement does **not** constitute a QA Level 2 Award in citizenAid (RQF)”.

Assessment language

Assessment in British Sign Language (BSL) may be permitted for this qualification for the purpose of a Reasonable Adjustment. See QA *Access to Assessment Policy*.

Assessment in languages other than English may be permitted. However, the certificate issued could only be used to support a role in the workplace as long as proficiency in English is not required for the role supported by this qualification. See QA *Language Policy*.

Prior approval from QA is required before any assessment is delivered through BSL or a language other than English. Any request will be considered in terms of viability and there may be charges depending on the work required to meet the request, e.g. translating assessment papers.

If a Learner passes the assessment process in another language or through BSL, their certificate will show extra information, including the language of assessment and if required, confirmation of the context in which the certificate can be used.

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 are detailed in the *QA Centre Quality Assurance Guidance*.

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.

QA employs a risk-based model to decide the frequency of external quality assurance activity.

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: 0330 660 0899

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

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	1.1 Use the citizenAID app/pocket guide to determine appropriate actions to take in the event of: <ul style="list-style-type: none"> • Active shooter or knife attacker • Unattended item • Suspicious item • Exploded bomb 1.2 Use the citizenAID app/pocket guide to: <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	2.1 Open a casualty's airway and check breathing 2.2 Place a casualty into the recovery position
3. Be able to provide first aid to a casualty with severe external bleeding	3.1 Demonstrate packing and pressure into a wound using: <ul style="list-style-type: none"> • Improvised dressings • Manufactured dressings 3.2 Demonstrate the application of: <ul style="list-style-type: none"> • An improvised tourniquet • A manufactured tourniquet

Appendix 2 – Occupational knowledge, competence and experience

Occupational knowledge and competence

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 certificate issued by an Ofqual/SQA Accreditation/Qualifications Wales/CCEA Regulation recognised Awarding Organisation/Body (or equivalent*) **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)**

*recognised First Aid at Work certificate 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.

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

Teaching experience

All Trainers must have experience in teaching first aid. Acceptable evidence includes either of the following:

- A 36-hour log of teaching first aid within 3 years. At least 1 First Aid at Work qualification delivered within 6 months **or**
- A record of being observed by a qualified/approved Trainer within 12 months, during which practical and theoretical topics were delivered competently for a duration of 6 GLH

Assessing experience

All assessors must have experience in assessing first aid. Acceptable evidence includes either of the following:

- A log of performing assessments on 6 first aid courses within 3 years **or**
- A record of being observed by a qualified/approved assessor within 12 months, during which 4 practical and 1 theoretical assessment were delivered competently

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:		
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		√

Note: 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: IQAs who do not hold a formal internal quality assurance qualification may alternatively attend *Internal Quality Assurance CPD Training* with an Awarding Organisation/Body.



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