



Qualsafe  
**Introduction to  
Mental Health in the  
Workplace (Level 1 RQF)**  
Qualification Specification

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## Key Qualification Information

Qualification number:	610/1192/7
Operational start date:	01/08/22
Total Qualification Time (TQT):	3
Guided Learning Hours (GLH):	3
Number of units:	1
Assessment methods:	Theory assessment/multiple choice question paper: 1 x 10 question paper (minimum score 7)



## 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 the 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 Mental Health First Aid suite of qualifications. The qualification and learning outcomes are based on the recommendations of subject matter experts and in-depth research in the area of Mental Health First Aid.

This QA qualification is for people who wish to raise their awareness of Mental Health problems associated with work and everyday life and how they can potentially improve their own mindfulness.

This qualification specification provides information for Centres about the delivery of the Qualsafe Introduction to Mental Health in the Workplace (Level 1 RQF) and includes the qualification requirements, assessment methods and quality assurance arrangements.

### Objective

The objective of the qualification is to benefit the Learner by educating them in the principles of Mental Health and mental illness. Learners will be introduced to Mental Health conditions such as depression and suicide and build an understanding of stress. They will be introduced to the use of appropriate language when supporting others and the importance of self-care in order to potentially improve their own Mental Health.

### Intended audience

This qualification is for those age of 16 and over who have an interest in Mental Health and would like to raise their awareness of Mental Health within the workplace and in general.

### Structure

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

Learners must complete the assessment in the unit successfully within the registration period to achieve the qualification. The maximum period to achieve this qualification, including any referrals is 4 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. pre-course reading, which for this qualification is 0 hours



### Related units

This unit does not appear in other Mental Health First Aid qualifications.

### Recognition of Prior Learning (RPL)

RPL is not permitted for this qualification.

### Entry requirements

Learners must be at least 16 years old on the first day of the training.

There are no other formal entry requirements but to benefit from the learning we advise that Learners have a minimum of Level 1 in literacy or equivalent.

### Progression

Possible progression routes from this qualification include:

- QA Level 2 Award in Understanding Mental Health in the Workplace (RQF)
- QA Level 3 Award in Mental Health First Aid in the Workplace (RQF)
- QA Level 3 Award in Teaching and Assessing Mental Health Qualifications (RQF)
- QA Level 2 Award in Safeguarding and Protecting Children, Young People and Adults at Risk (RQF)
- QA Level 2 Award in Health and Safety in the Workplace (RQF)
- QA Level 3 Award in Emergency First Aid at Work (RQF)
- QA Level 3 Award in Health and Safety in the Workplace (RQF)

### Requalification requirements

It is not a requirement for Learners to renew this qualification, however, it is recommended they keep up to date with current best practice.

## 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:

<b>One Trainer/Assessor</b>	Responsible for the delivery and assessment of qualifications
<b>One Internal Quality Assurer</b>	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.



### Trainers

All Trainers should 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 holding:

- A formal teaching/training qualification (see Teaching qualifications table) or provide evidence of comparable teaching experience and
- A recognised Mental Health First Aid Instructor qualification (see Mental Health Instructor qualifications table)

Once approved there are no requirements to renew teaching/instructor certificates. Mental Health First Aid Trainers are however expected to keep up to date with the subject area and provide evidence of continuing professional development (CPD).

Teaching qualifications	
B.Ed, M.Ed	City and Guilds Teacher’s Certificate or equivalent
PGCE, PCET, Cert Ed	Ofqual Regulated Level 3 Award and Level 4 Certificate in Education and Training
NVQ Level 3 in Learning and Development	PTTLS, CTTLS, DTTLs
NVQ Level 4 in Learning and Development	Further Education Teacher’s Certificate
Qualified Teacher Status - QTS	Comparable experience of delivering training

Mental Health Instructor qualifications <sup>+</sup>
QA Level 3 Award in Teaching and Assessing Mental Health Qualifications (RQF)
Other recognised* Mental Health Instructor Training Certificate (e.g., MHFA England) and Have experience of delivering a minimum of 2 Mental Health First Aid courses and Attended a Mental Health First Aid Instructor ‘Conversion’ Course** (Qualsafe Awards Accredited CPD)
<small>*Acceptable instructor courses should be a minimum of 3 days in duration and include an assessed micro-teach session. **Full details on the QA Teaching and Assessing Mental Health Qualifications - Conversion Course can be found at: <a href="https://qualsafeacademy.org/course/mental-health-first-aid-instructor-course-level3-rqf">https://qualsafeacademy.org/course/mental-health-first-aid-instructor-course-level3-rqf</a></small>

### Assessors

Once Trainers are approved to deliver the qualification, they can also assess Learners. Trainer/Assessors must however follow the QA *Multiple Choice Question Paper Guidelines*.

It is best practice for Trainer/Assessors to hold a formal (regulated) assessing qualification or attend relevant Assessor CPD training with an Awarding Organisation (AO). However, as a minimum, Trainers must follow the principles outlined in the current National Occupational Standards for Learning and Development: Standard 9 – Assess learner achievement. Centres must be able to prove this.

### Internal Quality Assurers

Each Internal Quality Assurer (IQA) must be approved by Qualsafe Awards and is required to have both occupational knowledge in this subject and hold an IQA qualification. This can be evidenced by:

- A Mental Health First Aid qualification with a minimum course duration of 2 days - e.g. QA Level 3 Award in Mental Health First Aid in the Workplace (RQF) **and**
- An Internal Quality Assurance qualification (see *IQA qualifications table below*).

Temporary approval can be granted to Internal Quality Assurers who can demonstrate they are ‘working towards’ gaining either of the requirements listed above.



IQA qualifications*
Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
V1 Conduct Internal Quality Assurance of the Assessment Process
D34 Internally Verify the Assessment Process
L&D Unit 11 Internally Monitor and Maintain the Quality of Workplace Assessment SCQF Level 8
Other Regulated Qualifications based on Learning and Development NOS 11
IQA and Assessor Training Day (Qualsafe Awards Accredited CPD)

Full details of the Centre’s requirements for internal quality assurance are in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

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

+ If relevant qualifications, training or experience do not appear on any of these lists, please provide us with details as these alternatives could be acceptable.

### 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:
<b>Training venue</b>	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. The theory assessment space should allow Learners to sit at least 1 metre apart to prevent collusion.
<b>Audio visual (AV) equipment and training aids</b>	Sufficient AV equipment and training aids to facilitate learning using varying teaching methods.
<b>Learning materials</b>	Provide Learners with clear and accurate reference books/handouts covering the topics included in the qualification.

**Note:** Learners should sit at least 1 metre apart to prevent collusion during the theory/multiple choice question paper assessment.

## 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 QA Customer Portal at:

[www.qualsafeawards.org](http://www.qualsafeawards.org)

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

The Learner receives a certificate on achieving this qualification.

The certificate date is the date the Learner achieves the unit.

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 25 Learners to 1 Trainer for face-to-face courses. The assessment space should allow Learners to sit at least 1 metre apart during the multiple choice question paper assessment.

This qualification may be delivered and/or assessed digitally through Qualsafe at Home. To maintain the quality of training and assessment for remote/online courses, make sure the class ratio is no more than 8 Learners to 1 Trainer. The assessment session must be invigilated 'live' via an appropriate video conferencing facility. Learners must meet all the technical, equipment and invigilation requirements to sit the theory/multiple choice assessment via the QA e-Assessment platform.

**Note:** You should never allow more Learners on the course than you can cater for during the assessment. .

### Delivery plan

Qualsafe Awards provides Centres with a complimentary course programme, detailed lesson plans and PowerPoint slides (including video clips required for the course). These are carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments. Centres **must** use the lesson plans and PowerPoint slides provided and not amend or add to the materials provided.

### Qualsafe at Home

This qualification can be delivered online using a virtual classroom. It can be delivered entirely online by combining remote training and an invigilated e-Assessment or Learners can complete the remote training and then attend a face-to-face assessment session. Further details about the requirements for delivering a Qualsafe at Home course are available to approved Centres in the 'Centre downloads' section of their QA Customer Portal. All Centres must seek approval for remote training and/or e-Assessment by completing the *Qualsafe at Home Centre Application*. All Centre staff involved in the remote delivery and/or assessment for this qualification must read and understand all guidance and requirements in advance of delivery.

### Learning materials

There are no specific learning materials provided for this qualification.

### 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 within the qualification, see Appendix
- Give Learners feedback on their progress and how they might be able to improve

## Assessment

### Methods

Qualsafe Awards has devised externally set, internally marked assessment tools for face-to-face assessments to make sure Learners are assessed against the required knowledge, skills and understanding, as detailed in the learning outcomes and assessment criteria shown in the *Appendix*. Centres should download all assessment papers from the QA Customer Portal in advance of the course. For this qualification there is:



- o Theory assessment/multiple choice question paper – there is 1 paper for each Learner and Learners should answer all the questions under ‘examination’ conditions, see *QA Multiple Choice Question Paper Guidelines*:
- o Maximum time allowed is 15 minutes
- o Minimum mark is 7 out of 10 to be considered for an overall ‘Pass’

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

Alternatively, Learners may complete an externally set, externally marked invigilated e-Assessment. The time allowed, number of questions and minimum mark requirements are the same as the face-to-face assessment.

### Access to assessment

Qualsafe Awards is committed to equality when designing the assessments for this qualification. Centres 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 using the QA e-Assessment platform, Centres can apply additional time to a multiple-choice assessment for specific Learners who require a reasonable adjustment.

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

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

Learners should be informed about the Centre’s and QA’s appeals procedures and how they can access these.

## 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.

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

Further details of the Qualsafe Awards’ external quality assurance programme are available in the *QA Centre Assessment Standards Scrutiny (CASS) 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](mailto: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](http://www.qualsafeawards.org/home)
- Office of Qualifications and Examinations Regulation (Ofqual): [www.gov.uk/government/organisations/ofqual](http://www.gov.uk/government/organisations/ofqual)
- Scottish Qualifications Authority (SQA) Accreditation: <http://accreditation.sqa.org.uk>
- Qualifications Wales: [www.qualificationswales.org](http://www.qualificationswales.org)
- Health & Safety Executive (HSE): [www.hse.gov.uk](http://www.hse.gov.uk)
- Skills for Health: [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)
- Mind: <https://www.mind.org.uk/>
- Mental Health Foundation: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)
- NICE: <https://www.nice.org.uk/search?q=mental+health>
- Samaritans: <https://www.samaritans.org/>
- Rethink mental illness: <https://www.rethink.org/services-groups/service-types/advice-and-helplines>
- Anxiety UK: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)
- Citizen advice: <https://www.citizensadvice.org.uk/>
- MindEd: <https://www.minded.org.uk/>
- Mental Health UK: <https://www.mentalhealth-uk.org/>
- Bipolar UK: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)
- Calm: [www.thecalmzone.net](http://www.thecalmzone.net)
- Mens Health Forum: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)
- No Panic: [www.nopanic.org.uk](http://www.nopanic.org.uk)
- OCD Action: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)
- OCD UK: [www.ocduk.org](http://www.ocduk.org)
- Papyrus: [www.papyrus-uk.org](http://www.papyrus-uk.org)
- SANE: [www.sane.org.uk/support](http://www.sane.org.uk/support)
- Young Minds: [www.youngminds.org.uk](http://www.youngminds.org.uk)
- NSPCC: [www.nspcc.org.uk](http://www.nspcc.org.uk)
- Refuge: [www.refuge.org.uk](http://www.refuge.org.uk)
- Alcoholics Anonymous: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)
- Gamblers Anonymous: [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)
- Narcotics Anonymous: [www.ukna.org](http://www.ukna.org)
- Alzheimer's Society: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- Cruse Bereavement Care: <https://www.cruse.org.uk>
- Rape Crisis: [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)
- Victim Support: [www.victimsupport.org](http://www.victimsupport.org)
- Beat: [www.b-eat.co.uk](http://www.b-eat.co.uk)
- Mencap: [www.mencap.org.uk](http://www.mencap.org.uk)
- Family Lives: [www.familylives.org.uk](http://www.familylives.org.uk)
- Relate: [www.relate.org.uk](http://www.relate.org.uk)



# Appendix 1 – Qualification Unit

The Qualsafe Introduction to Mental Health in the Workplace (Level 1 RQF) has 1 unit that Learners are required to complete in order to achieve the qualification.

<b>Title:</b>	Introduction to Mental Health within the Workplace		
<b>Level:</b>	1		
<b>GLH:</b>	3		
<b>Total Qualification Time:</b>	3		
<b>Learning outcomes</b> <i>The Learner will:</i>	<b>Assessment criteria</b> <i>The Learner can:</i>	<b>Indicative content</b>	
<b>1. Understand Mental Health and its importance</b>	1.1 Recognise the definition of the terms Mental Health and Mental Illness	Centres should cover the definition of Mental Health and how the amplification of normal behaviour can affect people. Should include: <ul style="list-style-type: none"> <li>• Turning abstract to concrete</li> <li>• 4 key levels of functioning</li> <li>• Signs of poor Mental Health</li> <li>• When does normal become an issue?</li> </ul>	
	2. Know a range of common Mental Health conditions	2.1 Recognise signs of stress	Should include: <ul style="list-style-type: none"> <li>• Signs of stress (effects on individuals and within teams)</li> <li>• Understanding stress</li> <li>• Managing stress</li> <li>• Helpful methods</li> <li>• Unhelpful methods</li> </ul>
		2.2 Recognise the effects of depression on employee's performance at work	Depression can be mild, moderate and severe, the signs and symptoms can be broken down into 3 areas: <ul style="list-style-type: none"> <li>• Behaviour</li> <li>• Physiological</li> <li>• Psychological</li> <li>• Causes of depression</li> <li>• How signs and symptoms manifest in the workplace in regard to relationships (co-workers and managers)</li> </ul>
	2.3 Recognise signs of suicide	Suicide - including the following: <ul style="list-style-type: none"> <li>• What is suicide?</li> <li>• Is suicide a choice?</li> <li>• Is suicide a selfish act?</li> <li>• Do people who are suicidal feel guilty?</li> <li>• Is suicide a crime?</li> <li>• Warning signs of suicide</li> </ul>	
<b>3. Understanding the need for self-care and mindfulness</b>	3.1 Identify the need for self-care to help own mindfulness	Should include: <ul style="list-style-type: none"> <li>• Why we need a self-care plan?</li> <li>• Considerations for a self-care plan</li> <li>• What is mindfulness</li> <li>• Testing own wellbeing</li> </ul>	

**Note:** Full and detailed qualification content is available to approved Centres in the form of lesson plans and a training presentation which are provided free of charge.



[www.qualsafeawards.org](http://www.qualsafeawards.org)

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