

# Qualifications Network

*A learner's guide to the*  
**QNUK Level 3 Award for  
First Responders (RQF)**

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## Introduction

This qualification specification outlines key information required by learners to ensure they are able to make an informed decision in regards to the qualifications they are undertaking.

## Qualification purpose

This qualification is aimed those that require an advanced level of competence in First Aid. Those undertaking this qualification may include security operatives, Close protection operatives and industrial first aiders.

## Qualification objective

The objective of this qualification is to support a role in the workplace.

## Qualification structure

<b>Qualification accreditation number</b>	603/3961/5
<b>Qualification level</b>	3
<b>Guided learning hours (GLH)</b>	24
<b>Total Qualification Time (TQT)</b>	30
<b>Credit value</b>	3
<b>Validity</b>	3 years

## Pre-requisites

This qualification is aimed at those over 18

Due to the language of the assessment, it is recommended that learners have sufficient command of the English language in order to understand the assessment and to undertake the recommended assessment methods.

Due to the nature of this qualification, learners should be physically capable of undertaking practical assessments in a range of environments.

There are no other pre-requisites for this qualification.

## Delivery requirements

This qualification is typically delivered in a face-to-face format over a four day period for new learners.

Learners should complete the qualification within 10 weeks.

## Related units

There are no related units for this qualification.

## Blended learning

Blended learning is acceptable for this qualification. Blended learning options will include suitable controls to ensure learners undertake all elements.

## Units of assessment

This qualification is made up of one mandatory unit

<b>Unit one title</b>	Undertaking the role of a first responder
<b>Unit one reference number</b>	K/617/4139

<b>Level</b>	3
<b>Credit</b>	3
<b>Guided learning hours</b>	24
<b>Status</b>	Mandatory

Further information on the units of assessment can be found in the appendices of this document.

## Assessment methods

Learners are assessed for this qualification using the following method:

- Practical observation
- Multiple-choice question paper

### Multiple-Choice Question paper

Each learner will be assessed for this qualification by the completion of a multiple-choice question paper.

Learners will be required to score a minimum of 80% correct answers to achieve a pass.

## Reasonable adjustments

All learners are required to complete the assessment criteria in a manner appropriate to the purpose of the qualification.

The prescribed assessment methods for this qualification should not unfairly disadvantage learners, who would otherwise be able to demonstrate competence in the assessment criteria and in line with the purpose of the qualification.

If you feel the assessment methods above would disadvantage you please contact your centre to discuss reasonable adjustment.

## Acceptable forms of I.D.

The list below outlines acceptable forms of identification for learners undertaking a regulated qualification with Qualifications Network.

Ideally learners should provide at least 1 form of photo I.D. If photo I.D is not available, 2 forms of non-photographic I.D can be produced.

Acceptable forms of photographic I.D (1 required) are:

- Signed UK Photo card driving licence
- Signed passport (any nationality)
- Valid EU Photo identity card
- SIA security licence (with photo)
- Current and valid warrant card issued by HM forces or Police
- Current and valid Prison service card (with photo)
- Proof of age card
- Employee photo identification card
- Student photo identification card for a recognised educational establishment
- Firearms license (with photo)

Acceptable forms of non-photographic I.D (2 required) are:

- Birth certificate
- Marriage/civil partnership certificate
- Bank or building society statement or official letter (issued within last 3 months)
- Credit card statement (issued within last 3 months)
- Utility bill – excluding mobile phone bill (issued within last 3 months)
- Benefit statement e.g. child benefit, pension (issued within last 3 months)

## Appendix 1 Assessment criteria

### Unit 1 Undertaking the role of a first responder

Learning outcome	Assessment Criterion	Method	
		MCQ	Obs
1 Understand the role and responsibilities of a first responder	1.1 Outline the roles and responsibilities of a first responder	✓	
	1.2 Explain how a first responder can minimise the risk of infection when dealing with an incident	✓	
	1.3 Demonstrate the appropriate use of available first aid equipment		✓
	1.4 Identify the capabilities of different emergency services personnel	✓	
	1.5 Outline the principles of effectively communicating with others at an incident	✓	
	1.6 Outline ways to safeguard a vulnerable person	✓	
	1.7 Give examples of common mental health conditions	✓	
2 Understand the principles of scene management	2.1 Explain the principles of scene safety	✓	
	2.2 Explain how a first responder can undertake a dynamic risk assessment of an incident	✓	
	2.3 Differentiate the priority level of casualties using a recognised triage model	✓	
	2.4 Demonstrate appropriate scene safety management		✓
3 Know how to minimise the risk to oneself due to poor manual handling techniques	3.1 Outline the stages of a manual handling risk assessment	✓	
	3.2 Summarise the how an individual can reduce the risk of a manual handling injury	✓	
4 Be able to undertake basic casualty assessment and monitoring	4.1 Perform a respiratory assessment for breathing rate, depth and quality		✓
	4.2 Demonstrate how to assess the presence, rate and rhythm of circulation		✓
	4.3 Demonstrate how to assess a casualty's capillary refill time		✓
	4.4 Explain how to undertake a casualty history	✓	
5 Be able to assess and manage a casualty who is unresponsive	5.1 Perform a primary survey		✓
	5.2 List the causes of unconsciousness	✓	
	5.3 Demonstrate cardio-pulmonary resuscitation on an adult manikin in accordance to current guidelines		✓
	5.4 Explain the safety considerations when using an automated external defibrillator	✓	
	5.5 Demonstrate how to use an automated external defibrillator safely and in accordance to current guidelines		✓

		5.6	Perform a head to toe survey		✓
		5.7	Demonstrate how to place an unconscious casualty in the recovery position		✓
6	Be able to support a casualty with suitable airway management techniques	6.1	Explain how to recognise an obstructed airway	✓	
		6.2	Demonstrate how to manage an adult casualty who is choking		✓
		6.3	Demonstrate how to place the casualty's head in neutral alignment		✓
		6.4	Demonstrate how to open a casualty's airway using the jaw thrust procedure		✓
		6.5	Demonstrate postural airway management		✓
		6.6	Demonstrate how to use suction		✓
		6.7	Demonstrate how to size and insert a simple airway adjunct		✓
7	Be able to recognise and manage a casualty with a minor injury	7.1	Describe the different types of wounds	✓	
		7.2	Describe the different types of bleeding	✓	
		7.3	Explain how to estimate the amount of blood loss based on the types of wounds	✓	
		7.4	Demonstrate how to manage a casualty who is bleeding		✓
		7.5	Outline the recognition and management of burns and scalds	✓	
		7.6	Outline the management of a casualty with an eye injury	✓	
8	Be able to manage a casualty who has a catastrophic bleed	8.1	Define the term "Catastrophic bleeding"	✓	
		8.2	Explain how to recognise catastrophic bleeding	✓	
		8.3	Demonstrate appropriate management of a casualty with a catastrophic bleed		✓
		8.4	Demonstrate the use of a manufactured tourniquet		✓
9	Know how to recognise and manage a casualty who is in shock	9.1	Explain the term 'shock'	✓	
		9.2	Summarise the different types of shock	✓	
		9.3	Demonstrate how to manage a casualty in hypovolaemic shock		✓
10	Know how to recognise and manage common trauma related injuries	10.1	Outline the recognition and management of common trauma related injuries	✓	
		10.2	Outline the recognition and management of common trauma related head, neck and back injuries	✓	
		10.3	Outline the functions of the spine	✓	
		10.4	Explain the common mechanisms of injury for a spinal injury	✓	

		<b>10.5</b>	Demonstrate appropriate management of a casualty with a suspected spinal injury		✓
<b>11</b>	Know how to recognise and manage a range of medical emergencies	<b>11.1</b>	Explain how a first responder can recognise an individual with a common medical emergency	✓	
		<b>11.2</b>	Explain how a first responder can support an individual with a common medical emergency	✓	
		<b>11.3</b>	Demonstrate how to perform a FAST test		✓
		<b>11.4</b>	Demonstrate the safe use of an adrenaline auto injector		✓
		<b>11.5</b>	Explain the term 'sepsis'	✓	
		<b>11.6</b>	Outline the recognition features of red flag sepsis	✓	
<b>12</b>	Know how to recognise and manage a casualty affected by heat or cold	<b>12.1</b>	Outline how to recognise and support a casualty suffering from the effects of the cold	✓	
		<b>12.2</b>	Outline how to recognise and support a casualty suffering from the effects of heat	✓	
<b>13</b>	Be able to perform basic life support procedures on a paediatric casualty	<b>13.1</b>	Demonstrate how to perform cardio-pulmonary resuscitation on a paediatric casualty		✓
		<b>13.2</b>	Demonstrate how to manage a choking paediatric casualty		✓
		<b>13.3</b>	Demonstrate how to place an unconscious paediatric casualty into the recovery position		✓



## Appendix 2 Indicative content

### 1.1 Outline the roles and responsibilities of a first responder

Awareness of safety for self, others at the scene and the casualty. Knowing when to summon assistance and the appropriate help. Undertaking a casualty assessment. Working to own scope of practice. Being physically and mentally fit to perform their role. Knows the importance of gaining consent and mental capacity

### 1.2 Explain how a first responder can minimise the risk of infection when dealing with an incident

Can state the links in the chain of infection. Knows when to wash hands. Knows the importance of professional standards of personal hygiene; clean nails, tied back short hair, clean clothing, good oral hygiene, covered cuts and abrasions, minimal jewellery

### 1.3 Demonstrate the appropriate use of available first aid equipment

Demonstrates the correct use of a range of equipment available to a first responder, including dressings, bandages, eye dressings, PPE, to include: Eye protection, ear defenders, disposable aprons, resuscitation aids, protective face mask, high-visibility clothing, helmet, nitrile gloves

### 1.4 Identify the capabilities of different emergency services personnel

Emergency services include: Police, Fire and rescue, Ambulance service, Coast guard, Lowland rescue, mountain rescue, RNLI,

### 1.5 Outline the principles of effectively communicating with others at an incident

#### Others by the use of radios;

- Go Ahead – Resume transmission
- Say Again – Re-transmit your message
- Stand-by – Transmission has been acknowledged, but I am unable to respond now.
- Roger – Message received and understood.
- Affirmative – Yes – Avoid yup, nope, etc.
- Negative – No
- Over – Transmission finished.
- Out – Communication is over and the channel is available for others
- NATO phonetic alphabet

#### Healthcare professionals:

Knows the key information to be handed over, including the ATMIST criteria

#### The casualty:

Open body language, speak clearly and truthfully. Use appropriate body language, maintain eye contact.

### 1.6 Outline ways to safeguard a vulnerable person

Give examples of vulnerable people, Identify different types of abuse, can outline a process to follow where abuse is suspected.

### 1.7 Give examples of common mental health conditions

Stress, anxiety, dementia, panic attacks,

**2.1** Explain the principles of scene safety

Aware of potential risks and controls in relation to; mental state of the casualty, traffic, environmental factors, sharps, infections, falling objects, utilities, animals, terrorism, weapons

**2.2** Explain how a first responder can undertake a dynamic risk assessment of an incident

Can differentiate between manageable and unmanageable risks. Understands the purpose of a dynamic risk assessment, can identify appropriate ways to manage the level of risk.

**2.3** Differentiate the priority level of casualties using a recognised triage model

As per the National ambulance resilience triage sieve

**2.4** Demonstrate appropriate scene safety management

Demonstrates and awareness of hazards and makes the area safe as appropriate.

**3.1** Outline the stages of a manual handling risk assessment

Can identify the steps of a simple manual handling risk assessment. Can identify common manual handling hazards in relation to task, individual, load and environment. Can give examples of suitable controls in relation to manual handling including avoidance, use of mechanical aids, team handling etc

**3.2** Summarise the how an individual can reduce the risk of a manual handling injury

Regular exercise, use of safer lifting techniques, maintaining a good posture, maintain healthy weight and lifestyle, avoidance of static position

**4.1** Perform a respiratory assessment for breathing rate, depth and quality

Check and record a casualty's breathing rate, depth and quality using manual techniques

**4.2** Demonstrate how to assess the presence, rate and rhythm of circulation

Knows where to monitor circulation in a casualty including the radial, brachial and carotid arteries. Can monitor and record circulation in terms of rate and rhythm. Is aware of the need to check for presence of circulation beyond the point of an injury such as a fracture.

**4.3** Demonstrate how to assess a casualty's capillary refill time

Can perform a capillary refill check on a casualty

**4.4** Explain how to undertake a casualty history

Can identify the steps of "S.A.M.P.L.E" and suitable examples

**5.1** Perform a primary survey

Is aware of the elements of a primary survey and their sequence and examples as appropriate. Primary survey is danger, Response, Catastrophic haemorrhage, Airway (inc awareness of C-spine) Breathing, Circulation, Disability, Exposure. Response to include the use of AVPU Airway to include demonstrate the head tilt, chin lift in line with current UK Resuscitation council guidelines.

Breathing check to include check an unconscious casualty's breathing for up to 10 seconds and can differentiate between normal breathing and agonal gasps.

**5.2** List the causes of unconsciousness

Can list the causes of unconsciousness including, Fainting, imbalance of temperature, shock, head injury, stroke, heart attack, asphyxia, poison, epilepsy, diabetes

**5.3** Demonstrate cardio-pulmonary resuscitation on an adult manikin in accordance to current guidelines

Perform basic life support resuscitation to current UK resuscitation council guidelines

**5.4** Explain the safety considerations when using an automated external defibrillator

Ensuring correct pad placement, suitable casualty preparation, safe use of oxygen, removal of metal objects etc

**5.5** Demonstrate how to use an automated external defibrillator safely and in accordance to current guidelines

Demonstrated correct pad placement, application to appropriate casualty, followed instructions of AED and troubleshooted where appropriate.

**5.6** Perform a head to toe survey

Demonstrate a top-to-toe survey at an appropriate time: after a primary survey on a casualty who is breathing normally. Being aware to Check underneath a casualty, being aware of blood soaking into clothing, awareness of dark clothing masking blood, awareness of the signs of blood in poor lighting and where blood may soak away.

**5.7** Demonstrate how to place an unconscious casualty in the recovery position

Place an unconscious, breathing casualty into the recover position as outlined in the current UK resuscitation council guidelines.

**6.1** Explain how to recognise an obstructed airway

Recognition of a mild or severe airway obstruction inline with current UK resuscitation council guidelines

**6.2** Demonstrate how to manage an adult casualty who is choking

Performs treatment protocol for a mild or severe airway obstruction inline with current UK resuscitation council guidelines

**6.3** Demonstrate how to place the casualty's head in neutral alignment

Use appropriate PPE. Explain actions, gain consent. Hold head firmly.  
If head not in neutral, ask conscious casualty to move head, if unconscious manually align head, stop immediately if pain or resistance. Continue to hold until instructed by clinician.

**6.4** Demonstrate how to open a casualty's airway using the jaw thrust procedure

Demonstrates the Jaw thrust method

**6.5** Demonstrate postural airway management

Can demonstrate the suitable positioning of a casualty to maintain a clear airway.

**6.6** Demonstrate how to use suction

Can demonstrate the correct use of a manual suction unit

**6.7** Demonstrate how to size and insert a simple airway adjunct

Can correctly size and insert an OP airway and an NP airway and uses with the appropriate indications

**7.1** Describe the different types of wounds

Can describe the characteristics of a puncture wound, contusion, gunshot, abrasion, incision, laceration, degloving injury

**7.2** Describe the different types of bleeding

Can describe the characteristics of arterial, venous and capillary bleeding

**7.3** Explain how to estimate the amount of blood loss based on the types of wounds

Type of wound, type of bleed, duration of bleed,

**7.4** Demonstrate how to manage a casualty who is bleeding

Can assess the injury in relation to the severity of bleeding and any embedded objects. Supports casualty to apply direct pressure initially and can dress a wound with a suitable dressing. Is able to dress a wound to the hand, foot, leg, head, arm, torso, abdomen

**7.5** Outline the recognition and management of burns and scalds

Can outline the characteristics of burns to include, Chemical, ice, dry, electrical, radiation, scald. Can outline the treatment protocol

**7.6** Outline the management of a casualty with an eye injury

Knows how to with an eye injury in accordance with current first aid procedures. Eye injuries to include; blunt trauma, foreign object, chemical splash, embedded object

**8.1** Define the term "Catastrophic bleeding"

Severe – obvious heavy bleeding usually free flowing but not necessarily pumping.

**8.2** Explain how to recognise catastrophic bleeding

MOI, possible full or partial amputation of a limb, likely arterial bleed, signs of hypovolaemic shock

**8.3** Demonstrate appropriate management of a casualty with a catastrophic bleed

Demonstrate the management of the casualty by following the protocol for the management of a catastrophic bleed. Management to include use of packing, haemostatic agents, direct pressure. Able to manage a bleed to limb, with and without a full amputation. A bleed to the head, neck or torso.

**8.4** Demonstrate the use of a manufactured tourniquet

Demonstrates application of a manufactured tourniquet inline with the current position statement from the faculty of Pre-hospital care Royal College of Surgeons.

**9.1** Explain the term 'shock'

An acute medical condition associated with a fall in blood pressure

**9.2** Summarise the different types of shock

Can summarise any of the following: Hypovolaemic shock, cardiogenic shock, septic shock, neurogenic shock and anaphylactic shock

**9.3** Demonstrate how to manage a casualty in hypovolaemic shock

Manage the cause of shock, summon assistance, Keep the casualty warm, if possible lay them down and raise legs, monitor casualty, provide supplementary oxygen

**10.1** Outline the recognition and management of common trauma related injuries

Can recognise the following injuries; Fractures, Dislocations, Sprains and strains, Flail chest, fractured ribs, open chest wound, tension pneumothorax.

Chest injury management: manage cat bleeding, summon assistance, cover with non-occlusive dressings, provide supplementary oxygen, monitor the casualty, suitable position; dependent on injury.

Fractures, dislocation and soft tissue injuries treatment inline with current first aid practice

**10.2** Outline the recognition and management of common trauma related head, neck and back injuries

Can recognise and knows the management for a casualty with a head, neck or back injury, to include: Concussion, Cerebral compression, Skull fracture, Spinal injury

**10.3** Outline the functions of the spine

Understands the structure of the spine and its functions. 5 regions of the spine. Supports the structure of the body, protects the spinal cord allows a range of movement.

**10.4** Explain the common mechanisms of injury for a spinal injury

Knows common events associated with a spinal injury including falls from height, sporting injuries, being struck by a vehicle. Knows the different types of force related to spinal injuries including hyperflexion, hyperextension, rotation, compression and direct force and can provide examples

**10.5** Demonstrate appropriate management of a casualty with a suspected spinal injury

Appropriate manual inline stabilisation. Removal of Crash helmet, application of a cervical neck collar. Management should be appropriate to the work environment and equipment commonly available.

**11.1** Explain how a first responder can recognise an individual with a common medical emergency

Explain the common recognition features of medical conditions to include: Heart attack and angina, Diabetes, Stroke, Seizures, Asthma, Anaphylaxis, Fainting, Poisoning

**11.2** Explain how a first responder can support an individual with a common medical emergency

Explain the common recognition features of medical conditions to include: Heart attack and angina, Diabetes, Stroke, Seizures, Asthma, Anaphylaxis, Fainting, Poisoning

**11.3** Demonstrate how to perform a FAST test

Demonstrate how to perform a FAST test in line with current practice from the stroke association

**11.4** Demonstrate the safe use of an adrenaline auto injector

Can demonstrate the use of common adrenaline auto injectors including emerade, Epipen and Jext

**11.5** Explain the term 'sepsis'

Sepsis is a life-threatening condition arising then the bodies tissue and organs are damaged due to the body's response to an infection.

**11.6** Outline the recognition features of red flag sepsis

As per – Pre-hospital sepsis screening tool

**12.1** Outline how to recognise and support a casualty suffering from the effects of the cold

Recognition and management of hypothermia, prevention of hypothermia as a secondary issue to a casualty

**12.2** Outline how to recognise and support a casualty suffering from the effects of heat

Recognition and management of heat exhaustion, prevention of hyperthermia as a secondary issue to a casualty

**13.1** Demonstrate how to perform cardio-pulmonary resuscitation on a paediatric casualty

Can perform the paediatric protocol for basic life support (non-healthcare professional) as per current UK resuscitation council guidelines.

**13.2** Demonstrate how to manage a choking paediatric casualty

Perform back blows and appropriate thrusts for an infant and child. Correct support of the infant

**13.3** Demonstrate how to place an unconscious paediatric casualty into the recovery position

Recovery position for the child, on the floor, infant in rescuers arms.

## Appendix 3 Specimen assessment material

1

A First Responder can reduce the risk of infection by:

- A effective training
- B use of nitril gloves when supporting casualties
- C regular immunisations

2

When performing a safer lifting procedure, which of the following is part of the correct procedure?

- A Keep legs straight and bend from the waist
- B Feet together, bend at the knees
- C Feet slightly apart with a leading leg forward

3

A casualty is complaining of chest pains after a big meal. They confirm they have had these before and have a spray medication that normally helps. What condition should you suspect?

- A Asthma
- B Angina
- C Diabetes