

# Workplace Health and Safety Bulletin



## Quality Management Plan Requirements for First Aid Training in Alberta Workplaces

Government of Alberta ■  
Employment and Immigration

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## Introduction

This guide summarizes the requirements for agencies delivering first aid training courses in accordance with Alberta's *Occupational Health and Safety Act*, Regulation and Code. It outlines the Quality Management Plan (QMP) requirements that agencies must have in place to assure consistent delivery of high quality first aid courses for designated workplace first aiders in Alberta. In addition to quality assurance requirements, instructor and first aid training program standards are listed. Specific competencies are outlined for three levels of first aid training. Details of how to apply for approval are provided along with checklists that need to be included. A sample to use for submitting course content is outlined, and requests for approval must have this format for each course. This publication includes the required minimum workplace first aid training standards for Alberta.

First aid agencies that must meet all the QMP requirements outlined within this document are those that:

- do not have current Employment and Immigration (E&I), Workplace Health and Safety (WHS) approval and want to teach first aid for Alberta workplaces, or
- are from another Canadian province or territory, do not have government approval in their jurisdiction and who want to teach first aid for Alberta workplaces.

If an agency has approval of workplace first aid training in a province/territory outside of Alberta, Canada's Agreement on Internal Trade requires automatic approval in Alberta *provided* the courses include the legal requirements for first aid at Alberta workplaces. Evidence to verify approval in Alberta includes:

- (1) signed agency approval from another jurisdiction, or the agency name listed on the other jurisdiction's website,
- (2) agency's approved courses listed on the approval documentation or the website of another jurisdiction, and
- (3) learning objectives for the content related to legal requirements for first aid in Alberta's workplaces for the courses taught to Alberta workplace first aiders.

## Quality Management Plan (QMP)

Every agency that seeks approval of workplace first aid training must have a Quality Management Plan. A QMP covers the following areas.

- A. Quality Assurance
- B. First Aid Training Program Standards
- C. Instructor Training & Certification
- D. First Aid Training:
  - Emergency First Aid
  - Standard First Aid
  - Advanced First Aid

### A. Quality Assurance

Agencies delivering first aid training are expected to have a system in place to assure the quality of their training. The following administrative components are a necessary part of any QMP for agencies pursuing approval to train workplace first aiders. These quality assurance aspects will be reviewed when agencies apply for approval. The following components must be submitted.

- (1) *The agency organizational chart and structure.* The chart must outline:
  - (a) communication lines of those positions responsible for developing and delivering policies, procedures and content relating to first aid training within the agency.
  - (b) the reporting relationship of the medical advisor who reviews course content.
  - (c) the relationship of instructors and whether the instructors are agency employees or contracted. If third parties are contracted to deliver first aid training, the organizational chart must show the relationship of these individuals or companies to the agency.
- (2) *Information about the Medical Advisor who is responsible for reviewing the Agency's course content along with verification that the current course information has been reviewed by the Medical Advisor within the past three years.*
  - (a) Medical advisor should be named and included in the organizational chart.

- (b) Every agency must have a medical advisor who approves course content on a regular basis, and no less frequently than every three years. The submission must include a signed and dated verification document that s/he has reviewed the current course content.
- (c) The submission must show that the medical advisor has relevant expertise.

(3) *Insurance*

- (a) The agency must have proof of workers' compensation insurance and an account in good standing with the Workers' Compensation Board, unless exempted from the *Alberta Workers' Compensation Act*. If the Agency is exempted, documentation to prove this must be included. If the Agency is out of province, the agency must have workers' compensation insurance that applies to their workers in Alberta, and documentation to verify this must be submitted.
- (b) The agency must have proof of general liability insurance, in accordance with the Alberta Insurance Act in an amount not less than \$2,000,000 inclusive per occurrence. This insurance must include bodily injury, personal injury and property damage including loss of use. In addition, the Agency must have errors and omissions insurance in an amount not less than \$1,000,000 insuring its liability resulting from errors and omissions in the performance of its professional services. Documents must show that all areas are adequately covered and that this insurance applies in Alberta.

(4) *Record keeping standards.*

- (a) Submit information that clarifies the Agency's policy and practices for keeping records.
- (b) Specific policies to demonstrate compliance with privacy laws must be submitted.
- (c) Documents of specific records that are kept by the Agency must also be included, such as attendance rosters, evaluation/testing results and certificates issued for both course instructors and first aid students.

(5) *Processes to ensure resolution of complaints and disputes.* The agency must have a policy and procedure for receiving and resolving complaints from students, instructors or other interested parties.

- (6) *Keeping up-to-date and implementing changes.*
- (a) An agency must have the ability to incorporate necessary changes in first aid standards or course delivery when any area of first aid training is updated. The process for incorporating changes must be documented.
  - (b) Agencies must have a specific plan for implementing changes that may be required due to changes in standards, knowledge or technology. This plan must be written and outlined. Questions to answer include:
    - (i) When are changes made?
    - (ii) How are changes tracked?
    - (iii) How are instructors informed of changes?
    - (iv) What is the time frame or schedule used to implement changes?
    - (v) How does the agency have assurance that instructors implement changes whether the instructor is an agency employee or a 3<sup>rd</sup> party provider?
    - (vi) Who is responsible for notifying the Director of Medical Services when changes are made to the Agency's QMP?
- (7) *Instructor training, evaluation and certification* — An agency's instructor training program is compared to the standard for *Instructor Training and Certification*. All instructors who deliver an agency's courses must meet the standards, whether hired directly by the agency or acting as a third-party provider. The submission must include
- (a) Information and documents for all aspects outlined in the *Instructor Training and Certification* in Part C of this document, if applying for approval of an instructor training program.
  - (b) Relevant processes that assure quality, regardless of the Agency/Instructor arrangements.
  - (c) Samples of the instructor records that are kept as proof of compliance with Part C of this document.
  - (d) A description of the processes and samples of records for making sure that instructors meet and maintain qualifications and certification.
- (8) *Administrative processes for issuing certificates to students of both first aid training and instructor training.* This information includes specifics that state
- (a) At what point are the students issued their certificates?
  - (b) Who issues the certificates?

- (c) How does the agency verify that certificates are issued only to students who have passed the theory and practical examinations, and are competent in the first aid skills or instructional requirements pertinent to the level taught?
  - (d) How does an agency process requests and verify certification when students ask for duplicate certificates?
  - (e) How long are the certificates valid?
- (9) *Course delivery information.* Regardless of the level and number of courses, for *each* course, the following information must be included in the format suggested by the sample in this document:
- (a) scope of the course.
  - (b) learning objectives and how each learning objective is met. The learning objectives must be consistent with the required first aid competencies in the relevant level in Part D of this document.
  - (c) course content for each learning objective (theory and practical) and exactly where in the course materials the information is found.
  - (d) instructor course material, equipment, lesson plans, suggested schedules, methods of instruction, acceptable ratios (student/equipment/instructor) and rationale to support the ratios.
  - (e) practice scenarios.
  - (f) student course material.
  - (g) copies of certificates and instructions provided to instructors for issuing certificates, if applicable.
  - (h) description of the recertification process.
- (10) *Student evaluation processes.* This looks at both knowledge and skills assessment tools and processes used by the agency to ensure that first aiders who are certified meet all required training standards and are competent first aiders. Information to submit includes
- (a) Materials and documents used for evaluating theory (i.e., theory exam questions). A minimum of two questions must be on the theory exam that relate to Alberta's legislated requirements for workplace first aid.
  - (b) Documents used for evaluating a student's practical skills (i.e., practical exam scenarios and practical exam checklists).

## B. First Aid Training Program Standards

The first aid training standards include course content with learning objectives, as well as the following additional aspects of training.

- (1) Training goals and learning objectives for each aspect of a course's content are a necessary part of teaching and learning. To ensure standards are met, these are reviewed along with instructor manuals, student materials and instructor resources such as videos or overhead transparencies for each course an agency offers. It is expected that instructor manuals provide guidance for instructors and indicate mandatory course content along with required training times.
- (2) Since first aid is skills-based, performance criteria are required for each learning objective within each course. Competency checklists (i.e., practical exam) and criteria (i.e., minimum acceptable performance requirements) are reviewed as part of the QMP review process.
- (3) First aid practice has a medical and/or research basis. To ensure that first aid training meets required standards, agencies must have evidence that course content and materials have been reviewed by a medical specialist (i.e., physician) on a regular basis. Specifics to be sent to meet this program standard are specified in Section A. 2 of this document.
- (4) In addition to a medical review, the content of each course that an agency offers should be evaluated on a regular basis by agency representatives. A QMP submission must include a description of the process and methods used to evaluate course content and learning objectives. It should also include references generally used for the content and first aid practice evaluations and changes.

## C. First Aid Instructor Training and Certification

- (1) All first aid instructors must
  - (a) have successfully completed a training program (or equivalent) of not less than 30 hours duration from an agency recognized by the Director of Medical Services, and passed a written and practical examination covering at least the following areas:
    - (i) principles of instruction;
    - (ii) principles of adult learning;
    - (iii) lesson planning;
    - (iv) demonstration and lecture techniques;
    - (v) use of training aids;
    - (vi) methods of student evaluation;
    - (vii) pertinent legislation relating to work sites and first aid particularly the *Occupational Health and Safety Act*, Regulation and Code;
  - (b) be part of an evaluation process; and
  - (c) have a thorough knowledge of the First Aid Training Standards at the level they are required to teach.
  
- (2) Instructors certified to deliver different levels of first aid must have proof of current qualification in first aid as follows.
  - (a) If teaching emergency first aid, the instructor must have current certification as a standard or advanced first aider.
  - (b) If teaching standard first aid, the instructor must have proof of current certification as a standard or advanced first aider.
  - (c) Instructors certified to deliver Advanced First Aid must have proof of current qualification as an advanced first aider as defined in the *OHS Code* i.e. Advanced First Aid from an approved training agency, qualified as an Emergency Medical Responder (EMR) or Emergency Medical Technician (EMT).
  
- (3) The term of First Aid Instructor Certification is a maximum of 3 years.
  
- (4) Upon recertification, instructors must:
  - (a) demonstrate instructional ability;
  - (b) participate in continuing education;
  - (c) demonstrate first aid skills;
  - (d) have actively taught a minimum of *two courses per year* in the certification period; and
  - (e) be current in course content.

- (5) The agency must ensure that each instructor delivering training is evaluated on an *annual* basis to make sure that there is
  - (a) appropriate use of instructor materials;
  - (b) an effective presentation style;
  - (c) coverage of the complete course curriculum; and
  - (d) evidence of first aid practices that are current.
- (6) The agency must maintain a written record of each instructor's evaluation results that is dated and signed by the evaluator, and that identifies the courses taught.

## D. First Aid Training

### Emergency First Aid


The purpose of emergency first aid is to provide basic first aid for life threatening situations. It covers basic essentials of maintaining an airway; effective breathing and cardiopulmonary resuscitation (CPR); controlling bleeding; and preventing further injury until medical care is available.

**A student certified to the Emergency First Aid level must demonstrate knowledge and ability in the following:**


- (1) Emergency scene management
  - (a) Discuss and comply with the legal requirements that relate to workplace first aiders in Alberta.
  - (b) Demonstrate principles of safety when providing first aid, including routine precautions to prevent disease transmission.
  - (c) Apply the principles of emergency scene management.
  - (d) Conduct a proper scene survey using principles of safety.
  - (e) Conduct a primary survey of casualties for life-threatening conditions.
  - (f) Perform ongoing casualty care until transfer to medical aid.
- (2) Shock, unconsciousness, fainting
  - (a) Recognize and provide first aid for shock;
  - (b) Recognize and provide first aid for unconsciousness; and
  - (c) Recognize and provide first aid for fainting.


- (3) Breathing emergencies – adult casualty
  - (a) Recognize and provide first aid for breathing emergencies.
  - (b) Recognize and provide first aid for breathing emergencies for suspected head/spinal injuries.
  - (c) Recognize and provide first aid for choking emergencies.
  
- (4) Wound care
  - (a) Recognize and provide first aid for external wounds.
  - (b) Recognize and provide first aid for internal bleeding.
  - (c) Provide first aid for amputations and care for amputated tissue.
  - (d) Recognize eye injuries.
  - (e) Recognize and provide first aid for chemical burns to the eyes and skin.
  - (f) Recognize thermal injuries.
  
- (5) Cardiovascular emergencies and one-rescuer, adult CPR
  - (a) Apply knowledge of risk factors of cardiovascular disease.
  - (b) Apply principles of first aid for cardiovascular emergencies.
  - (c) Recognize and provide first aid for angina and heart attack.
  - (d) Recognize and provide first aid for cardiac arrest.
  - (e) Recognize and provide first aid for stroke.
  - (f) Recognize the need for and provide CPR.
  - (g) Recognize the benefits of automated external defibrillators (AEDs).


**Workplace Health and Safety information from the following publications must be included in the course:**

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa009.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa009.pdf)  
First Aid Records (FA009)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa011.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa011.pdf)  
Workplace First Aiders and Legal Requirements (FA011)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa012.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa012.pdf)  
Developing a First Aid Plan (FA012)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa014.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa014.pdf)  
Medication in First Aid Kits (FA014)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa015.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa015.pdf)  
Automated External Defibrillators in the Workplace (FA015)

**Emergency First Aid Training Duration:** Minimum 6.5 training hours

**Certification Term:** Maximum 3 years

**Recertification:** Full course must be taken to recertify

## Standard First Aid

The standard first aid course covers the basic areas of preserving life, preventing further injury, and providing first aid care until medical aid is available.

A student certified to the Standard First Aid level must demonstrate knowledge and training in:

**All topics included in the Emergency First Aid level:**

- (1) Emergency scene management
- (2) Shock, unconsciousness, fainting
- (3) Breathing emergencies – adult casualty
- (4) Wound care
- (5) Cardiovascular emergencies and one-rescuer, adult CPR

**And the following additional topics:**

Wound care – all topics included in emergency first aid including

- Recognize and provide first aid for thermal injuries to the eyes and skin..
- Recognize and provide first aid for eye injuries.
- Recognize and provide first aid for frostbite.

(6) Secondary survey


- (a) Apply principles of secondary survey;
- (b) Determine history of casualty;
- (c) Check consciousness, breathing rate & rhythm and skin colour & dampness,
- (d) Perform head-to-toe examination for secondary injuries, and
- (e) Provide first aid for non life-threatening conditions.


(7) Bone and joint injuries of upper and lower limbs and muscle strains


- (a) Recognize and provide first aid for bone and joint injuries of upper and lower extremities and muscle strains.


- (8) Head, spinal and pelvic injuries
  - (a) Recognize and provide first aid for head/spinal injuries,
  - (b) Control bleeding from scalp and ears, and
  - (c) Recognize and provide first aid for pelvic injuries.
  
- (9) Medical conditions
  - (a) Recognize and provide first aid for diabetic emergencies,
  - (b) Recognize and provide first aid for seizures,
  - (c) Recognize and provide first aid for asthmatic emergencies, and
  - (d) Recognize and provide first aid for allergic reactions.
  
- (10) Heat and cold emergencies
  - (a) Recognize and provide first aid for heat related conditions: heat cramps, heat exhaustion, heat stroke.
  - (b) Recognize and provide first aid for cold related conditions: hypothermia.


**Workplace Health and Safety information from the following publications must be included in the course:**

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa009.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa009.pdf)  
First Aid Records (FA009)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa011.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa011.pdf)  
Workplace First Aiders and Legal Requirements (FA011)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa012.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa012.pdf)  
Developing a First Aid Plan (FA012)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa014.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa014.pdf)  
Medication in First Aid Kits (FA014)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa015.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa015.pdf)  
Automated External Defibrillators in the Workplace (FA015)

**Standard First Aid Training Duration:** Minimum 13 training hours

**Certification Term:** Maximum 3 years

**Recertification:** Recertification is a challenge of both the theory and practical examinations prior to certificate expiry and includes documented retesting of all mandatory skills. After certificate expiry date, retraining is required.

## Advanced First Aid

The advanced first aid course provides a more in-depth coverage of basic first aid and also includes triage, rescue, transportation of casualties and oxygen administration.

### **Prerequisites**

Prior to taking an initial Advanced First Aid course a Standard First Aid course must be successfully completed within one year of taking an Advanced First Aid course.

A student certified to the Advanced First Aid level must demonstrate knowledge and ability in:


### **All mandatory topics covered in the Standard First Aid level:**


- (1) Emergency scene management
- (2) Shock, unconsciousness, fainting
- (3) Breathing emergencies – adult casualty
- (4) Wound care
- (5) Secondary survey
- (6) Bone and joint injuries of upper and lower limbs and muscle strains
- (7) Head, spinal and pelvic injuries
- (8) Medical conditions
- (9) Heat and cold emergencies


### **And the following additional topics**


- (10) Cardiovascular emergencies with one-and two-rescuer, adult CPR
- (11) Triage – multiple casualty management
- (12) Rescue and transportation
- (13) Emergency childbirth and miscarriage
- (14) Oxygen administration
- (15) Automated external defibrillators (AEDs)
- (16) Advanced splinting and multiple common splints
- (17) Advanced head and spinal injury care


**Workplace Health and Safety information from the following publications must be included in the course:**

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa009.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa009.pdf)  
First Aid Records (FA009)


 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa011.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa011.pdf)  
Workplace First Aiders and Legal Requirements (FA011)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa012.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa012.pdf)  
Developing a First Aid Plan (FA012)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa014.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa014.pdf)  
Medication in First Aid Kits (FA014)

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa015.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa015.pdf)  
Automated External Defibrillators in the Workplace (FA015)

**And**

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa013.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa013.pdf)  
Oxygen Equipment and Related Training Requirements at Worksites (FA013)

**Advanced First Aid Training Duration:** Minimum 75 training hours

**Certification Term:** Maximum 3 years

**Recertification:** Recertification is a challenge of both the theory and practical examinations prior to the certificate expiry and includes documented retesting of all mandatory skills. After certificate expiry date, retraining is required.

## Applying for Approval

If you are seeking approval for workplace first aid training in Alberta and do not currently have approval in another province or territory, you are required to apply for review and approval. The following information is required in your application.

For submissions to be reviewed, agencies must submit all relevant materials and forms relating to quality assurance, instructor training, and course content. Three checklists are provided that must be completed and submitted with an agency's application. Contact information must also be sent.

### (1) Quality Assurance Checklist

This outlines the information to submit so that an assessment of the agency's quality assurance and relevant program standards can be made.

### (2) Instructor Training and Certification Checklist

The instructor checklist includes all requirements of the *Instructor Training and Certification* section of the QMP.

### (3) First Aid Training Course Checklist

If more than one course is included in the submission, **one checklist must be completed for each course**. Ensure that each course submitted is clearly labeled and that the application states which first aid level (i.e., emergency, standard or advanced) is requested for each course.

(4) In addition to the checklists, the submission must clearly identify a **contact person** and **contact information** such as telephone number, fax number, e-mail address and regular mailing address.

Applications for approval should be sent to:

Director of Medical Services  
Workplace Health & Safety Policy and Standards  
Alberta Employment and Immigration  
8<sup>th</sup> floor, 10808 – 99 Avenue  
Edmonton, Alberta T5K 0G5

The aim of reviewing submissions is to help applicants meet all the standards required for first aid course delivery. If standards are not met, it is an agency's decision whether to continue with the approval process. Once standards are met, a written Authorization Agreement is signed between an agency representative and the Director of Medical Services. Once signed, agreements are valid for three years and upon expiry, a letter of intent to renew must be sent to the Director of Medical Services. To maintain approval, any changes an agency has made to its QMP must be outlined and must be submitted to the Director of Medical Services.

## Agreement on Internal Trade (AIT)

Agencies from another jurisdiction who have approval for workplace first aid courses in their jurisdictions will not be reviewed in Alberta because under AIT the approval is already acceptable here. Agencies from a jurisdiction with no process to approve workplace first aid training and who want to be approved in Alberta must apply and meet the requirements in this document.


Agencies who are from a jurisdiction with a process for approving workplace first aid training who are currently Alberta-approved will maintain Alberta approval until their existing Authorization Agreement expires. When the Agreement expires, the approval will not be renewed.

Workers with current approved first aid training from another Canadian jurisdiction who move to Alberta and who are designated to provide workplace first aid would have their training recognized as approved provided that the workplace first aiders are competent in applying the legal requirements for first aid in Alberta. See the publication "Workplace First Aiders and Legal Requirements" (FA011) for the information that is needed as an add-on to the approved certification.

For more information

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa011.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa011.pdf)

Workplace First Aiders and Legal Requirements

 [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_fa016.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_fa016.pdf)

Workplace: Trade, Investment and Labour Mobility Agreement & Agreement on Internal Trade

## Checklists for Agency Submissions

The following checklists must be included with any submission

## Quality Management Plan Checklist

Agency Name: \_\_\_\_\_

Item	Information to Submit	Location in Materials
Organizational Chart	Communication and reporting lines of those who develop and deliver policies and training, medical advisor and instructors.	
Medical Advisor	Every agency must have a medical advisor who reviews and approves course content on a regular basis. The submission should include the name and relevant experience of the medical advisor, the frequency of the reviews, and dated verification of the last review.	
Workers' Compensation Insurance	Documents to show that the Agency is covered by workers' compensation insurance, the account is in good standing and applies in Alberta	
General Liability Insurance & Errors/Omissions	Documents to verify that the Agency meets the minimum coverage levels in all areas specified	
Record keeping standards	Application should include an explanation of the record keeping standards used. Policies and procedures can be outlined; sample documents should be included.	
Record keeping standards	Documents that describe the record keeping policies, and show what documents are kept relating to student certification. In addition the submission must state how compliance is maintained with privacy laws.	
Complaint and dispute resolution	Describe the process used for resolving any complaints about the course, material, instructor or any other matter pertaining to first aid training.	
Making changes	Explain the process for incorporating changes. Describe how often content is reviewed and revised and the basis for the changes. In addition, identify who reviews and revises course content. Cover all required material listed in the quality assurance section.	
Instructor information	All requirements outlined in <i>Instructor Training and Certification</i> must be met. Use the Instructor Checklist that follows.	

QA for third-party providers	Explain how quality assurance is maintained if the course(s) are taught by third-party providers.	
Issuing Certificates	Include an explanation of the process or system that is used to track first aider certification and issue certificates. The process should enable students to verify certification if their wallet card or certificate is lost.	
Course Delivery	Information specific to each course must be submitted and include all requested materials and all required training competencies. Use the course information checklist that follows.	
Student Evaluation	Send documents used for student evaluations and describe processes for evaluating student competencies.	

## Instructor Training and Certification Checklist

Agency Name: \_\_\_\_\_

Information to Submit	Location in Materials
<p>Provide evidence that instructor(s) must complete a training program of 30 hours minimum duration. State where in your submission the following subject areas can be found:</p> <p>(a) principles of instruction _____;</p> <p>(b) principles of adult learning _____;</p> <p>(c) lesson planning _____;</p> <p>(d) demonstration and lecture techniques _____;</p> <p>(e) use of training aids _____;</p> <p>(f) methods of student evaluation _____; and</p> <p>(g) pertinent Alberta legislation _____.</p>	
<p>Provide evidence that instructor qualifications exceed the level of first aid being taught as outlined in the <i>Instructor Training and Certification</i>.</p>	
<p>Provide evidence that instructor certification is a maximum of <b>3 years</b>.</p>	
<p>Provide evidence that the recertification program includes an assessment of instructional competencies, participation in continuing education and assessment of first aid competency. Submit policies or procedures for requiring assurance that the instructor has taught during the certification period, and assurance that the instructor stays current in course content.</p>	
<p>Describe the instructor evaluation process and submit instructor evaluation forms. The Quality Management Plan requires that instructor evaluation be done on an annual basis to ensure appropriate use of instructor materials, effective presentation style, course curriculum is covered, and knowledge of current practices in first aid is maintained.</p>	

## Course Information Checklist

Agency Name: \_\_\_\_\_

Agency's Course Name: \_\_\_\_\_

Request for approval to (check one):

Emergency First Aid       Standard First Aid       Advanced First Aid

Information to Submit For <i>Each</i> Course	Location in Materials
Course length i.e. total training time in hours	
Student instructor ratios for: (a) general first aid; and (b) CPR instruction.	
Prerequisites, if any.	
Course content as listed in the Quality Management Plan course competencies, and the <b>specific location</b> of each topic or objective must be identified in the submitted materials. This includes detailing the page numbers in instructor and student materials as well as additional training aids that are used. This is very important as it aids the reviewer in finding the required course content for each topic within each course. See the sample format for an example.	
Student course materials. Provide a list and samples of the course materials each student receives or requires.	
Instructor course materials. Materials to be submitted include lesson plans, learning objectives, a description of the instruction methods, instructor manuals and teaching aids.	
Instructing policies and procedures.	
Materials used for student theory evaluation i.e. written exams.	
Skills checked in practical assessments. Send checklists of competencies that are evaluated along with the criteria used to evaluate student competencies.	
Scenarios used for practical assessments	
Certificates and cards issued to students. Certificates should state that the course is approved for Alberta workplaces once approval is received.	
Forms used by students to evaluate the program.	



## Sample Outline for Submitting Course Information

Agency's Course Name: **ABC's Emergency First Aid**

Applicable Course Level: **Emergency First Aid**


Training Standard (as listed in QMP)	Agency's Learning Objectives	Location in Materials	Skills Performance Criteria	Student Evaluation Criteria	Student Evaluation Method
<p><b>Example 1</b></p> <p>Course Competency # 1 a Emergency Scene Management:</p> <ul style="list-style-type: none"> <li>◆ Legal Requirements, Part 11 of the OHS Code</li> </ul>	<ul style="list-style-type: none"> <li>▪ Students will be able to explain their responsibilities as a workplace first aider under Alberta's <i>Occupational Health and Safety Code, Part 11</i>.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Instructor Manual page 3</li> <li>▪ Student Manual page 5</li> <li>▪ Transparency</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>▪ Correctly respond to verbal or written questions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Written exam questions 1 and 14.</li> </ul>
<p><b>Example 2</b></p> <p>Course Competency # 3 c Choking</p> <ul style="list-style-type: none"> <li>◆ Recognize and provide first aid for choking emergencies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Students will be able to describe and demonstrate abdominal thrusts.</li> <li>▪ Students will be able to explain when it is appropriate to do chest thrusts.</li> <li>▪ Students will be able to describe and demonstrate chest thrusts.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Instructor Manual page 5</li> <li>▪ Student Manual page 8</li> <li>▪ Video Number 1</li> </ul>	<ul style="list-style-type: none"> <li>▪ Correctly identify when it is appropriate to perform abdominal thrusts.</li> <li>▪ Correctly identify when it is appropriate to perform chest thrusts.</li> <li>▪ Proper positioning of arms.</li> <li>▪ Proper technique for thrusts.</li> <li>▪ Correct number of thrusts.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proper positioning used.</li> <li>▪ Proper technique used.</li> <li>▪ Appropriate and effective techniques for both a conscious and unconscious casualty.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Written exam questions 4 and 8.</li> <li>▪ Practical skills assessment.</li> </ul>

## Contact us:

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### Province-Wide Contact Centre

 Edmonton & surrounding area:  
(780) 415-8690

 Throughout Alberta:  
1-866-415-8690



Deaf or hearing impaired  
▪ In Edmonton: **(780) 427-9999**  
or  
▪ **1-800-232-7215**  
throughout Alberta

### Web Site



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

## Getting copies of OHS Act, Regulation & Code:

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### Queen's Printer



[www.qp.gov.ab.ca](http://www.qp.gov.ab.ca)



Edmonton (780) 427-4952

### Workplace Health and Safety



<http://industry.alberta.ca/whs-ohs>

Call any Government of Alberta office toll-free  
Dial 310-0000, then the area code and telephone number you want to reach

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