

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

## INTRODUCTION

This bulletin summarizes the requirements for agencies delivering first aid training courses in accordance with Alberta's *Occupational Health and Safety (OHS) 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 outlines the *required minimum workplace first aid training standards* for Alberta.

First aid agencies that want to teach first aid for Alberta workplaces must meet all the QMP requirements outlined within this document and obtain approval from a Director of Medical Services

First aid training agencies providing training to workers under the OHS Code for Alberta workplaces must:

- meet all the QMP requirements outlined within this document;
- enter into an Approval Agreement with a Director of Medical Services in accordance with section 177 of the OHS Code; and
- only teach first aid courses approved by a Director of Medical Services.

First aid training agencies outside of Alberta may be approved if they have been approved to provide first aid training and certification to workers in another Canadian jurisdiction and provide required documentation. Agencies with approval in another Canadian jurisdiction who want to teach first aid in Alberta workplaces are advised to contact the First Aid Program Administrator, Occupational Health and Safety Policy and Program Development Branch, Alberta Labour for required documentation details. (See Contact Centre telephone numbers at the end of this document).

## QUALITY MANAGEMENT PLAN (QMP)

Every agency that seeks approval of workplace first aid training must have, maintain and comply with their own QMP.

# Quality Management Plan (QMP) Training Requirements

The QMP must cover the following areas

- a) Quality Assurance
- b) First Aid Training Program Standards
- c) First Aid Instructor Training & Certification
- d) First Aid Training at the level(s) which the agency proposes to provide:
  - 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 providing first aid training under an Approval Agreement. These quality assurance components 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 (physician) who reviews course content.
  - (c) the relationship of instructors and whether the instructors are agency employees or contracted. If 3<sup>rd</sup> party providers 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 must 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 submitted QMP must include a signed and dated verification document that s/he has reviewed the current course content.
  - (c) the QMP 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.

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- (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.
  - (c) in addition, the agency must have errors and omissions insurance in an amount not less than \$1,000,000 per claim insuring its liability resulting from errors and omissions in the performance of its professional services. This insurance is required to remain in place for a period of 12 months following the completion or termination of the Approval Agreement with the Government of Alberta. 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) examples 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 procedures 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 as part of the QMP submission.
  - (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. Who is responsible for notifying a Director of Medical Services when changes are made to the agency's QMP?
    - vi. How does the agency have assurance that instructors implement changes?
- 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 an agency employee or acting as a 3<sup>rd</sup> party provider.

# Quality Management Plan (QMP) Training Requirements

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 instructor qualifications and certification.
- 8) **Administrative processes for issuing first aid certificates to students and instructors.** - The process should include specifics that state:
- (a) when are the students/instructors issued their certificates?
  - (b) who issues the certificates?
  - (c) how does the agency verify that certificates are issued only to students/instructors 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/instructors 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 first aid 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.



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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).

11) **First aid agencies who subcontract.** - Is there a contract that confirms the contracted agency must adhere to all the requirements of the umbrella first aid agency's QMP?

## 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 physician on a regular basis to ensure that first aid training meets required standards. Specifics to be submitted to meet this program standard are specified in Section A (2) (under Quality Assurance) of this document.
- 4) 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

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

- 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 a Director of Medical Services, and passed a written and practical examination covering at least the following areas:
    - i. principles of instruction;

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- 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, or qualified as an Emergency Medical Responder (EMR) or Emergency Medical Technician (EMT) and registered with the Alberta College of Paramedics (ACP). Emergency Medical Technologist – Paramedics who are registered with the ACP may also teach advanced first aid.
- 3) The term of first aid instructor certification is a maximum of three years.
- 4) Upon recertification, instructors must:
- (a) demonstrate instructional ability including teaching at a minimum *two courses per year*;
  - (b) participate in continuing education;
  - (c) demonstrate first aid skills;
  - (d) 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 instructor being evaluated and evaluator, and that identifies the courses taught.

# Quality Management Plan (QMP) Training Requirements

## 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; use of an automated external defibrillator and preventing further injury until transfer to 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/standard 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; and
  - (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 (lay rescuer level);
  - (a) Recognize and provide first aid for breathing emergencies;
  - (b) Recognize and provide first aid for breathing emergencies for suspected head/spinal injuries; and
  - (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; and
  - (f) Recognize thermal injuries.

***Emergency First Aid Training Duration:***

Minimum 6.5 training hours

***Certification Term:***

Maximum three years

***Recertification:***

Full course must be taken to recertify

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- 5) Cardiovascular emergencies and one-rescuer, adult CPR (lay rescuer level)
  - (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; and
  - (f) Recognize the need for and provide CPR.
- 6) Automated External Defibrillators (AEDs)
  - (a) Recognize the benefits of automated external defibrillators;
  - (b) Safely use an AED;
  - (c) Follow the employer's comprehensive AED use policy; and
  - (d) Demonstrate and practice first aid procedures incorporating AED use.

**OHS information from the following publications must be included in the course:**

[First Aid Records \(FA009\)](#)

[Workplace First Aiders and Legal Requirements \(FA011\)](#)

[Developing a First Aid Plan \(FA012\)](#)

[Medication in First Aid Kits \(FA014\)](#)

[Automated External Defibrillators in the Workplace \(FA015\)](#)

## 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 (lay rescuer level);
- 4) Wound care;
- 5) Cardiovascular emergencies and one-rescuer, adult CPR (lay rescuer level); and
- 6) Automated External Defibrillators.

### **Standard First Aid Standard First Aid Training Duration:**

Minimum 13 training hours

### **Certification Term:**

Maximum three years

### **Recertification:**

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



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And the following additional topics:

Wound care – all topics included in emergency first aid including

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

7) 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
- (e) Provide first aid for non-life-threatening conditions.

8) Bone and joint injuries of upper and lower limbs, muscle strains

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

9) Head, spinal and pelvic injuries

- (a) Recognize and provide first aid for head/spinal injuries
- (b) Control bleeding from scalp and ears
- (c) Recognize and provide first aid for pelvic injuries.

10) 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
- (d) Recognize and provide first aid for allergic reactions.

11) 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.

**OHS information from the following publications must be included in the course:**

[First Aid Records \(FA009\)](#)

[Workplace First Aiders and Legal Requirements \(FA011\)](#)

[Developing a First Aid Plan \(FA012\)](#)

[Medication in First Aid Kits \(FA014\)](#)

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## [Automated External Defibrillators in the Workplace \(FA015\)](#)

### 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) Cardiovascular emergencies and one-rescuer and two rescuer, adult CPR (lay rescuer and healthcare provider level);
- 6) Automated external defibrillators;
- 7) Secondary survey;
- 8) Bone and joint injuries - upper and lower limbs, muscle strains;
- 9) Head, spinal and pelvic injuries;
- 10) Medical conditions;
- 11) Heat and cold emergencies;

**And the following additional topics:**

- 12) Triage – multiple casualty management
  - (a) Define the term and goal of triage
  - (b) Describe the principles of first aid when multiple casualties are involved and triage is indicated
  - (c) Describe a two or three level triage system
  - (d) List the steps involved in triage.
- 13) Rescue and transportation
  - (a) Describe the principles of proper body mechanics for lifting casualties
  - (b) List the indications and contraindications for moving a casualty
  - (c) Discuss three types of one-rescuer carries
  - (d) Discuss four types of two-rescuer carries

#### **Advanced First Aid**

##### **Advanced First Aid**

##### **Training Duration:**

Minimum 75 training hours

##### **Certification Term:**

Maximum three 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 first aid skills. After certificate expiry date, retraining is required.

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- (e) Explain the types and principles of using stretchers
- (f) Describe the first aider principles for rescuing workers from common occupational hazards: confined spaces, trenches, presence of harmful gases
- (g) Explain safety considerations when helicopters are the method of transport.

## 14) Emergency childbirth and miscarriage

- (a) Describe first aid specific to emergency childbirth
- (b) Describe first aid specific to miscarriage.

## 15) Oxygen administration

- (a) Describe the normal respiratory cycle
- (b) List the indications for oxygen therapy
- (c) Explain the safety precautions when using oxygen tanks
- (d) Describe the equipment used for oxygen delivery
- (e) Calculate how long oxygen in the tank will last
- (f) State principles involved in oxygen therapy
- (g) Explain, demonstrate and practice delivering oxygen therapy
- (h) Explain, demonstrate and practice inserting an oral pharyngeal airway (OPA)
- (i) Explain, demonstrate and practice suctioning of the mouth
- (j) Explain, demonstrate and practice ventilation with a bag-valve mask (BVM)
- (k) Explain pulse oximetry, why it is used, indications for pulse oximetry and if less than normal what it indicates, factors that may produce less accurate readings and considerations for using pulse oximetry monitors at a work site.

NOTE: Pulse oximetry should be used to monitor oxygen therapy. ***These devices are only to be used with proper training, and if used the first aider must be familiar with the use of the pulse oximeter at their worksite***

## 16) Advanced splinting and multiple common splints

- (a) Describe the signs and symptoms of bone and joint injuries
- (b) Explain the principles of splinting in first aid
- (c) Describe the potential problems to avoid when splinting
- (d) Describe different types of splints including indications and contraindications
- (e) Review and practice first aid for injuries requiring an upper extremity splint and a lower extremity splint.

## 17) Advanced head and spinal injury care

- (a) Describe the limitation in the use of cervical collars
- (b) Describe the indications for using a back board
- (c) Describe and practice the techniques for using a backboard.

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NOTE: In special circumstances traditional immobilization devices may be used for extrication. ***Immobilization devices are only to be used with proper training, and if used the first aider must be under the supervision of a licensed medical doctor***

OHS information from the following publications must be included in the course:

[First Aid Records \(FA009\)](#)

[Workplace First Aiders and Legal Requirements \(FA011\)](#)

[Developing a First Aid Plan \(FA012\)](#)

[Oxygen Equipment and Related Training Requirements at Worksites \(FA013\)](#)

[Medication in First Aid Kits \(FA014\)](#)

[Automated External Defibrillators in the Workplace \(FA015\)](#)

## APPLYING FOR APPROVAL

If you are not currently approved in Alberta and you wish to teach workplace first aid 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 certification, and first aid course content. Three checklists are provided that must be completed and submitted with an agency's application.

Contact information must also be sent.

- I. 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.

- II. Instructor Training and Certification Checklist

**Application Approval Should Be Sent To:**

**Director of Medical Services**

**Occupational Health and Safety  
Policy and Program  
Development**

**Alberta Labour  
8<sup>th</sup> floor Labour Building  
10808 – 99<sup>th</sup> Avenue  
Edmonton, Alberta T5K 0G5**



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

### III. First Aid Training Course Content 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.

### IV. First Aid Training Agency Contact Information

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.

### V. Approval Agreements

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 Approval Agreement is signed between the approved the first aid training agency representative and a Director of Medical Services.

To maintain approval, any changes an agency has made to its QMP must be outlined and be submitted to a Director of Medical Services, and the agency must implement changes to standards for first aid training as required by a Director of Medical Services

In the Approval Agreement content a Director of Medical Services may request the approved first aid agency to provide a copy of their QMP at any time. There also is a requirement for the agency to keep books and records, relating to the Agreement for five years after the expiry date.

Once signed, Agreements are valid for up to five years, commencing on the date the Agreement is signed by a Director of Medical Services.

***In order for the Approval Agreement to be extended***, at a minimum of 3 months before date of expiry of the Agreement, a letter of intent requesting renewal is requested to be received by a Director of Medical Services from the first aid training agency.

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## Checklists for Agency Submissions

The following checklists must be included with any submission

# Quality Management Plan (QMP) Training Requirements

## Quality Management Plan Checklist

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

Item	Information to Submit	Location in Materials (Resource Title, Page Number/s)
Organizational Chart	Communication and reporting lines of those who develop and deliver policies and training, medical advisor and instructors.	
Medical Advisor (Physician)	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 and signed verification of the last review by the medical advisor.	
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. In addition, evidence must show that it applies in Alberta.	
Record keeping standards	Application should include an explanation of the record keeping standards used. Policies and procedures can be outlined; examples of specific records 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.	

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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 example of specific forms used for evaluating students and describe processes for evaluating student competencies.	



# Quality Management Plan (QMP) Training Requirements

## Instructor Training and Certification Checklist

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

Information to Submit	Location in Materials (Resource Title, Page Number/s)
<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 by a first aid agency instructor 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>	

# Quality Management Plan (QMP) Training Requirements

## 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 (Resource Title, Page Number/s)
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 of each topic or objective</b> 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 and the required theory pass mark	

# Quality Management Plan (QMP) Training Requirements

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.	
First aid certificates and cards issued to students. Certificates should state that the course is approved for Alberta workplaces once approval is received.	
Example of specific forms used by students to evaluate the instructor/course.	

# Quality Management Plan (QMP) Training Requirements

## Sample Outline for Submitting Course Information

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

Training Standard (as listed in QMP)	Agency's Learning Objectives	Location in Materials	Skills Performance Criteria	Student Evaluation Criteria	Student Evaluation Method
<b>Example 1</b> Course Competency#1a  Emergency Scene Management ♦ Legal Requirements Part 11 of the OHS Code.	<ul style="list-style-type: none"> <li>Students will be able to explain their responsibilities as a workplace first aider under the Alberta OHS Code Part 11.</li> </ul>	<ul style="list-style-type: none"> <li>Instructor Manual page 3.</li> <li>Student Manual page 5.</li> <li>Transparency .</li> </ul>	Not Applicable	<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>
<b>Example 2</b> Course Competency#3c  Choking ♦ Recognize and provide first aid for choking emergencies.	<ul style="list-style-type: none"> <li>Students will be able to describe and demonstrate abdominal thrusts.</li> <li>Student will be able to explain when it is appropriate to do back blows.</li> <li>Students will be able to describe and demonstrate chest thrusts and when it is appropriate to perform them.</li> </ul>	<ul style="list-style-type: none"> <li>Instructor Manual page 35.</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 back blows.</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>



# Quality Management Plan (QMP) Training Requirements

## Contact Us

### OHS Contact Centre

Edmonton & Surrounding area

- 780-415-8690

Throughout Alberta

- 1-866-415-8690

Deaf or hearing impaired:

- 780-427-9999 (Edmonton)
- 1-800-232-7215 (Alberta)

### Website

[work.alberta.ca/ohs](http://work.alberta.ca/ohs)

## Get Copies of OHS Act, Regulation and Code

### Alberta Queen's Printer

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

### Occupational Health and Safety

[work.alberta.ca/ohs-legislation](http://work.alberta.ca/ohs-legislation)

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