



## Choosing a first aid training provider - Due Diligence Checklist

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This Due Diligence Checklist provides information for Employers who wish to ensure they chose a training provider who is reputable, provides quality training and meets the requirements.

The checklist covers:

- the qualifications expected of trainers and assessors
- teaching and standards of first aid practice
- syllabus content and certification
- monitoring and quality assurance systems.

The New Zealand Red Cross meet and exceed expectations for these criteria, we are reputed to be a leader in the industry, are founding members of the Association of Emergency Care Training Providers who are an NZQA Peak Body, we are an active member of the NZ Resuscitation Council, we assist with standard-setting and we proudly retain our Category One (double highly confident) training provider status.

### Due diligence checklist

#### **Do the trainers / assessors hold a current workplace first aid certificate or qualify for exemption?**

All our trainers and assessors have a current workplace first aid certificate, plus have achieved the level above PHEC unit standards.

*Our trainers are monitored regularly, attend regular professional development days, have a documented annual refresher plan for their knowledge and delivery.*

#### **Do the trainers / assessors have an appropriate training / assessing qualification?**

All our trainers and assessors complete a comprehensive induction programme, complete extensive internally accredited training and assessing qualification consistent with HSE guidelines and annually complete a CPRL2 revalidation test and practical exam.

*All our trainers are supported by a quality assurance framework, ensuring their skills, knowledge and competencies are continuously updated and exceeded.*

#### **Does the training provider have a documented quality assurance plan designating an individual to take responsibility for quality assurance, including assessment of the performance of trainers / assessors at least annually?**

We have a documented and robust annual plan to ensure high quality training is consistent across our business, and we are reviewed by NZQA to validate our processes.

*We value our staff and work hard to ensure we can demonstrate excellence in developing and supporting them.*

#### **Does the designated person responsible for quality assurance have a current first aid at work certificate or qualify for exemption?**

Yes, the designated person has a current first aid at work certificate, plus additionally appropriate education and training qualifications.

*All members of the training management team are responsible for quality assurance and hold a current first aid at work certificate, as well as extensive knowledge and experience in managing effective quality assurance procedures.*



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**Does the designated person responsible for quality assurance have an assessing / verifying qualification?**  
The designated QA person and the Training Managers hold Assessment and Moderation units.

*The training team is coached and observed annually ensure the assessment criteria are fulfilled.*

**Is there a documented course evaluation procedure?**

Yes. Our evaluation procedure is documented and available upon request.

*We provide post course feedback for those organisations that require it so they can assess how our training impacts on their learning and development programmes.*

**Is there a documented complaints procedure?**

Yes, we take any complaint seriously and all customer feedback is directed to our dedicated training manager to be reviewed and acted upon within specified timelines. Additionally, we adhere to the NZQA complaints procedures.

*We monitor and analyse all attendee feedback, enabling us to understand and implement customer-led best practice, ensuring continual improvement.*

**Is first aid at work and emergency first aid at work taught in accordance with:**

- current guidelines on adult basic life support, published by the Resuscitation Council (ANZCOR)
- current guidelines for other aspects of first aid, published by the IFRC
- other published guidelines that are supported by a responsible body of medical opinion?

Yes. We are recognised as member for currently accepted first aid practice in relation to first aid at work or emergency first aid at work courses.

*In addition we publish the NZ Red Cross Essential Emergency Care Manual – recognised by NZQA.*

**Does the course content adequately meet the needs of your workplace, as indicated by your first aid needs assessment?**

Our courses are flexible to meet the specific needs of your workplace and a variety of learning styles and by using practical scenarios. No matter what size your business is, a range of flexible training options make sure our courses can meet the needs of your workplace.

*Post-course learners can use the App to gain updates, quick references and other technical information.*

**For first aid at work, does the syllabus and hours meet all the listed NZQA Requirements?**

Yes. Our first aid courses meet all the Requirements.

*To meet customer's needs we offer flexibility and can provide courses tailored to individual workplaces.*

**For first aid at work requalification, does the syllabus include the topics listed by the HSE and does the course last at least as 6 hours of training and assessment?**

Yes. Our requalification course meets the NZQA Workplace First Aid requirements.

*All learner records are maintained electronically and reminders are sent out before you need to requalify.*