



**Version 1.0 – Oct 2020**

**SafeCert Level 3 Award in First Aid for Mental Health in the  
Workplace (RQF)**

**Qualification Number – 603/6883/4**

# SafeCert – The Safe Awarding Body

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## Document Control

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Version	Date	Reason for change	Change by
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## Change Mechanism

Any person seeking to alter this document must consult the author before making any change. SafeCert Awards Ltd Change Authority must endorse any alterations to the approved version of this document before any wider dissemination of the altered document.

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## Registered address:

**SafeCert Awards Ltd**

**38 Main Street, Gortin BT79 8PH**

**Tel: 0845 500 2 100**

[www.safecertawards.com](http://www.safecertawards.com)

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## The Regulated Qualifications Framework (RQF)

The Regulated Qualifications Framework (RQF) is the vehicle for regulating qualifications within Northern Ireland, England and Wales. The framework provides a single, simple system for cataloguing all qualifications regulated by CCEA Regulation by both level and size. (Scotland has its own qualification framework called the SCQF).

Qualifications on the Regulated Qualifications Framework (RQF) have both a level and a size allocated to them in order to support individuals in making an informed choice about the most appropriate qualification for them.

Each RQF qualification title contains the following:

- **The Level of the qualification (from entry level to level 8)**
- **The Size of the qualification (Award, Certificate or Diploma)**
- **Details indicating the content of the qualification**

Each qualification has a published structure, outlining what must be achieved by each individual. . This is to ensure that candidates demonstrate suitable knowledge and skills that meet the required standards.

### Qualification Level

The level of a qualification relates to the complexity and difficulty associated with the development of the knowledge and skills of a particular subject. Qualification levels start at Entry Level and then progress from Level 1 through to Level 8

### Qualification Size

The size of a qualification, is an indication of the total amount of time, a qualification will take to complete. This is referred to as Total Qualification Time (TQT). Qualification size are expressed using the terms Award, Certificate or Diploma.

### Total Qualification Time (TQT)

Total Qualification Time (TQT) provides a guide the average time it takes to complete a qualification broken down into two types of activity:

**Guided Learning (GL)** - consists of activities completed by the candidate under the direct instruction or supervision of a lecturer, supervisor or tutor whether through physical presence or electronic means provided as a measurement of time in hours

**Total Qualification Time (TQT)** – consists of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor provided as a measurement of time in hours

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## Introduction

This Qualification Specification is designed to outline information relating to the delivery and achievement of this qualification. If you have any further questions, please contact our staff at SafeCert Awards Ltd (SafeCert) contact details page 2 in this document.

## Qualification Title:

## SafeCert Level 3 Award in First Aid for Mental Health in the Workplace (RQF)

This qualification consists of two mandatory units as follows:

- Unit 1: First Aid for Mental Health Essentials
- Unit 2: First Aid for Mental Health Identification and Support

## Qualification Details

The SafeCert Level 3 Award in First Aid for Mental Health in the Workplace (RQF) is accredited by CCEA Regulation. This qualification is part of the RQF. The Guided Learning hours are 12 hours. The Total Qualification Time (TQT) is 20 hours which includes guided learning hours and the assessment which is classroom based.

Candidates who successfully complete unit 1: First Aid Essentials are eligible for the SafeCert Level 2 Award in Understanding First Aid for Mental Health in the Workplace (RQF). Candidates who complete both units are eligible for the SafeCert Level 3 Award in First Aid for Mental Health (RQF).

## Qualification Objective

This qualification in First Aid for Mental Health in the Workplace, for everyone who wants to learn how to give the first aid or support required for to a person with a common mental health condition and then be able to signpost to a range of for further suitable bodies for assistance.

## Unit 1: First Aid for Mental Health Essentials – Unit Summary of Learning Outcomes

This unit has 7 Learning outcomes:

1. Understand the role of first aid for mental health in the workplace
2. Know how to provide practical guidance in mental health
3. Understand a range of the most common mental health conditions
4. Know the recognition signs of stress and how to manage it
5. Understand how substance abuse can impact on mental health
6. Understand how to put an action plan for mental health in place in the workplace

7. Know how to implement a positive culture for mental health in the workplace

## Unit 2: First Aid for Mental Health Identification and Support – Unit Summary of Learning Outcomes

This unit has 3 Learning outcomes:

- |  |
|--|
| 1. Understand common mental health conditions  |
| 2. Understand the various sources for support available for common mental health conditions  |
| 3. Understand how you would listen, be supportive and then signpost to professional support for a person with a common mental health condition |

### Mode of Delivery and Assessment

Assessment is on-going and is trainer/assessor led. At the end of the course, there is a multiple-choice question paper where candidates need to gain a pass mark of 16 out of 21 (76 %) in unit 1 and 11 out of 15 for unit 2. Therefore, in total over 2 question papers of a total 36 questions covering unit 1 and unit 2 the candidate must gain at least 27 therefore a score of 75% to pass.

There are detailed requirements for the delivery and assessment of these qualifications, guidance on which is specified in this document. Therefore delivery and assessment must be undertaken in line with this guidance, regardless of the mode of delivery chosen.

### External Documents Relating to the Qualification

There are a range of additional documents available, pertaining to this qualification. The main ones are as follows:

- Tutor/Assessor & IQA Support Guidance for this award. This is the assessment guidance together with the assessments. (This is only given to approved SafeCert centres for this award).
- Support Documents: There is a wide range of supporting documents and leaflets from a wide range of agencies as highlighted at the end of this document with websites. It would be highly recommended to make contact with these to receive examples of support these give from leaflets that would be available on courses.
- Centre Handbook. (This is only for approved SafeCert centres).
- There are other policies such as appeals procedure and reasonable adjustments which can be seen in the about us page on the SafeCert website.

Centre's must be approved by SafeCert Awards, before they can provide any of the SafeCert Award qualifications. Qualifications approval can be included at initial approval. If a centre wishes to seek approval for further awards after the initial approval, they would complete and submit the additional awards approval form.

More Information about your qualification can be found on our website: [www.safecertawards.com](http://www.safecertawards.com)

Unit: First Aid for Mental Health Essentials	
This unit is an introduction to First Aid for Mental Health in the Workplace, for everyone who wants to learn about the benefits of Mental Health First Aid and about common mental health conditions and the available support.	
Learning Outcome	Assessment Criteria
<b>1. Understand the role of the first aider in Mental Health in the Workplace</b>	1.1 Identify the meaning of the term ‘Mental Health’ and ‘first aid for mental health’ in the workplace 1.2 Identify how actions of others can negatively affect individuals with a Mental Health condition 1.3 Identify basic risk factors that affect Mental Health 1.4 Understand the aims of first aid in Mental Health
<b>2. Know how to provide practical support in Mental Health</b>	2.1 Identify common sources of information on Mental Health issues 2.2 Identify possible positive responses that can be made to support an individual with a Mental Health condition 2.3 Be able to identify when to contact the emergency services for a person suffering from a suspected Mental Health condition 2.4 Identify legislation associated with Mental Health in the workplace
<b>3. Understand a range of the most common Mental Health conditions</b>	3.1 Identify the main signs and/or symptoms associated with the main types of mental health conditions as follows: <ul style="list-style-type: none"> <li>• Anxiety</li> <li>• Depression</li> <li>• Eating disorders</li> <li>• Psychosis</li> <li>• Self-harm</li> <li>• Suicide</li> </ul>
<b>4. Know the recognition signs of stress and how to manage it</b>	4.1 Identify signs of stress 4.2 Identify contributory factors of work-related stress 4.3 Identify basic personal management techniques for stress relief
<b>5. Understand how substance abuse can impact on Mental Health</b>	5.1 Identify the effects of alcohol and drugs abuse can have on a person’s Mental Health 5.2 Be able to recognise how alcohol and drugs abuse can affect a person’s lifestyle and employment
<b>6. Understand how to put an action plan for</b>	6.1 Identify key features within a first aid for Mental Health action plan in the workplace

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<b>Mental Health in place within the workplace</b>	6.2 Understand how to apply an action plan for Mental Health in the workplace 6.3 Identify appropriate coping strategies to assist individuals who are demonstrating symptoms of mental ill-health in the workplace
<b>7. Know how to implement a positive culture for Mental Health in the workplace</b>	7.1 Identify how employers can promote a positive culture for Mental Health in the workplace 7.1 Identify how employees can promote a positive culture for Mental Health in the workplace 7.3 Give examples of best practice in introducing a positive culture for Mental Health in the workplace

<b>Additional Information about the award</b>			
<b>Qualification Number</b>	603/6883/4	<b>RQF Level</b>	2
<b>GLH – (Guided Learning Hours)</b>	6 Hours	<b>RQF Credit</b>	1
<b>TQT – (Total Qualification Time)</b>	10 Hours		
<b>Support for the unit from SSC or another appropriate body</b>		<b>Assessment requirements and guidance</b>	Unit should be assessed in accordance with Tutor/Assessor /IQA guidance document related to this award.



Unit: First Aid for Mental Health Identification and Support	
This unit in First Aid for Mental Health in the Workplace, for everyone who wants to learn how to give the first aid or support required for to a person with a common mental health condition, and then be able to signpost to a range of for further suitable bodies for assistance.	
Learning Outcome	Assessment Criteria
<b>1. Understand common mental health conditions</b>	1.1 Identify the characteristics, including the signs and symptoms of the following: <ul style="list-style-type: none"> <li>• Anxiety</li> <li>• Depression</li> <li>• Eating disorders</li> <li>• Post-traumatic Stress Disorder (PTSD)</li> <li>• Self-harm</li> <li>• Suicide</li> <li>• Personality disorders</li> <li>• Bipolar</li> <li>• Psychosis</li> <li>• Schizophrenia</li> </ul>
<b>2. Understand the various sources for support available for common mental health conditions</b>	2.1 Outline common sources of information and be able to select appropriate support available for the following: <ul style="list-style-type: none"> <li>• Anxiety</li> <li>• Depression</li> <li>• Eating disorders</li> <li>• Post-traumatic Stress Disorder (PTSD)</li> <li>• Self-harm</li> <li>• Suicide</li> <li>• Personality disorders</li> <li>• Bipolar</li> <li>• Psychosis</li> <li>• Schizophrenia</li> </ul>
<b>3. Understand how you would listen, be supportive and then signpost to professional support for a person with a</b>	3.1 Outline how you would give support to a person with a common Mental Health condition from the following: <ul style="list-style-type: none"> <li>• Anxiety</li> <li>• Depression</li> <li>• Eating disorders</li> <li>• Post-traumatic Stress Disorder (PTSD)</li> </ul>

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<b>common Mental Health condition</b>	<ul style="list-style-type: none"> <li>• Self-harm</li> <li>• Suicide</li> <li>• Personality disorders</li> <li>• Bipolar</li> <li>• Psychosis</li> <li>• Schizophrenia</li> </ul>

Additional Information about the unit			
<b>Qualification Number</b>	tbc	<b>RQF Level</b>	3
<b>GLH – (Guided Learning Hours)</b>	6 Hours	<b>RQF Credit</b>	1
<b>TQT – (Total Qualification Time)</b>	10 Hours		
<b>Support for the unit from SSC or another appropriate body</b>		<b>Assessment requirements and guidance</b>	Unit should be assessed in accordance with Tutor/Assessor /IQA guidance document related to this award.

Additional Information about the full award			
<b>Qualification Number</b>	tbc	<b>RQF Level</b>	3
<b>GLH – (Guided Learning Hours)</b>	12 Hours	<b>RQF Credit</b>	2
<b>TQT – (Total Qualification Time)</b>	20 Hours		
<b>Support for the unit from SSC or another appropriate body</b>		<b>Assessment requirements and guidance</b>	This award should be assessed in accordance with Tutor/Assessor /IQA guidance document related to this award.

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## Guidance Notes on Delivery

The qualification has a minimum contact time of 12 hours, which can be completed over 2 days.

There are detailed requirements for the delivery and assessment of these qualifications specified in this document. Therefore delivery and assessment must be undertaken in line with this guidance, regardless of the mode of delivery chosen.

Any training materials used for assessment purposes must either be endorsed by SafeCert beforehand or approved by the SafeCert external quality adviser prior to their usage in line with this document. Where SafeCert– endorsed materials are available by training providers they will be listed on our website [www.safecertawards.com](http://www.safecertawards.com)

Use of blended learning

This qualification may be delivered by blended learning where the following principles are adhered to:

- The time taken to complete the award should not be reduced. There may be a benefit in flexibility but blended learning should not reduce the overall time required to take the course.

## Prerequisites

**Age** - Candidates must be 14 years and above.

These qualifications are available to anyone who is capable of reaching the required standards.

There are no formal requirements for entry to these qualifications.

## Qualification Structure

This qualification consists of two mandatory units, the details of which are included from page 5 of this document.

This qualification is typically delivered in a two days in a classroom setting or other combinations, but each teaching session must be a minimum of 2 hours completed within a 4 week period. The validity of each certificate will expire after 3 years after which it needs to be renewed.

SafeCert Awards is a member of the Mental Health First Aid Forum who agree the content of Mental Health first aid qualifications

## Opportunities for Progression

Successful candidates can progress to the following award:

- SafeCert Level 3 Award in First Aid at Work (RQF)

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## Pre-Qualification Procedures

The qualification is designed to be delivered free from any barriers that restrict access or progression thereby promoting equal opportunities.

## ID Checking

All candidates must be instructed to bring photographic identification to the assessment to be checked by the assessor. This instruction should be given ahead of the course/assessment when the candidate registers and/or with any pre-course materials.

It is the responsibility of the Centre to have systems in place to ensure that the person taking an examination/assessment is indeed the person they are purporting to be. All Centres are therefore required to ensure that each candidate's photographic identification is checked before they are allowed to undertake the examination/assessment and write the type of photo identification provided by each candidate on the Candidate List under "Identification Provided".

## Initial Assessment

All centres need to carry out an initial assessment that identifies what competence and knowledge a candidate has already so that this can be taken into account. This should be recorded so that centres can identify any associated special requirements and record this in appropriate plans.

## SECTION 2 – ASSESSMENT OVERVIEW

### Delivery /Assessment Ratios

In order to effectively deliver and assess this qualification, it is recommended that centres do not exceed the ratio of 1 qualified tutor/assessor to 30 candidates as it's a theory based award. It is essential all candidates get an adequate amount of contact time each and this would prove difficult, if the number of candidates exceeded 30. The number is higher as we wish to also offer this award to the older pupils in Schools who would greatly benefit from this award.

### Guidance on Assessment

SafeCert has worked with subject specialists to develop a robust and streamlined assessment process which includes the following:

1. Multiple Choice Assessment – Candidates are assessed with a multiple-choice assessment. Full details and assessment materials are recorded in the Tutor/Assessor/IQA Guidance support information.

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## Guidance on Internal Quality Assurance

SafeCert centres are required to have a robust internal quality assurance system. The Internal Quality Assurance must be completed by a suitably qualified person who has not been involved in the delivery or assessment of the award.

The Internal Quality Assurers Role is to monitor the assessment of the qualification and delivery. This can be completed in a number of ways such as observing a course delivery/assessment, sampling assessments, candidate interviews in person or by telephone etc.

All assessment materials must be kept at the centre for a minimum of 3 years and made available for any quality assurance checks.

## Guidance on External Quality Assurance

SafeCert approved centres are required to be externally quality assured to support centres in the implementation and management of the award and ensure the validity and value of the qualification.

SafeCert Awards employs a risk-based model to decide the frequency of EQA visits and each approved Centre will receive at least 1 EQA visit within a 3-year cycle. In addition to the EQA Visits SafeCert Awards will also conduct the following:

- **Sample Desktop EQA Spot Checks on Assessment** – This is where we will ask a sample of centres each year to send in all assessment paperwork so we can conduct an EQA desktop approval on assessment
- **Sample EQA Centre Visits on Observation of Assessment** – This is where we will conduct a sample of visits to monitor assessments during the assessment process at the centre.

SafeCert centres, must provide access to all records, for any EQA visits. Full details can be found in the Centre Handbook.

## Reassessment Procedures

Candidates who are unsuccessful in any aspect of the assessment process will be offered 1 further opportunity to be reassessed in the appropriate component of the assessment, ideally within the timeframe allocated. Candidates should be aware that there will be an additional charge for conducting reassessments.

Plans for assessment and assignment tasks must be approved by SafeCert prior to the first assessment being undertaken by the candidates. This approval process will be carried out by the EQA either electronically (or using other forms of correspondence), or at an initial quality assurance visit. Materials for approval can be sent directly to SafeCert's office manager who will ensure it is passed to the appropriate person. A standard SafeCert observation proforma is available for use by centres.

## Grading

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Assessment is pass/fail.

## Unit Certification

Candidates who complete this both units will gain the SafeCert Level 3 Award in First Aid for Mental Health in the Workplace (RQF). Candidates who complete only the first unit gain the SafeCert Level 2 Award in Understanding First Aid for Mental Health in the Workplace (RQF).

## Centre Examination Procedures

SafeCert requires centres to monitor assessments in place:

- Assessor must keep all assessment papers in secure locked area until the start of the assessment
- Assessor will ensure no candidates have any written notes or other reference material during the assessment
- Assessor will ensure the assessment room is in a quiet area and the room has an Exam Notice – Please keep quiet during the assessment
- Assessor will make sure there is no talking during the assessment
- Assessor will ensure there is a suitable distance between candidates to prevent copying of answers
- All candidates will need to sit at their desk and remain quiet until the full assessment period is complete
- All candidates must stop writing as soon as the assessor has indicated the assessment time is now completed
- All question papers and answer sheets, should then be marked by the assessor. This is then sent to IQA for internal quality assurance of results and then held in secure locked area, for at least the duration of the validity of the award. SafeCert will then request full assessment materials sent in, if you are a new centre or for periodic EQA desktop spot checks on assessment. If you have direct claims, then only the registration and results are required to be sent in, unless otherwise requested. During external quality assurance visits, the EQA will need access to all assessment and IQA documents. SafeCert Awards will also conduct EQA observation of assessment visits to a sample of centres each year.

## Facilities/Resources/Safety Considerations

Any training or assessment site must meet the requirements of health and safety and accepted safe practice in the delivery of SafeCert Awards Qualifications.

Training and assessment must be able to provide a suitable teaching area/environment conducive to candidates' learning i.e. well lit, well ventilated and of adequate size as per above requirements.

## Reasonable Adjustments

Awarding organisations and centres are required by law to do what is 'reasonable' in terms of giving access. What is reasonable will depend on the individual circumstances, the practicality and effectiveness

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of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, must also be taken into consideration.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation.

**Reasonable adjustments must not affect the integrity of what needs to be assessed, but may include:**

- changing standard assessment arrangements, for example allowing a candidate extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in large print
- providing access for facilitators during the assessment, such as a sign language interpreter or a reader
- re-organising the assessment room, such as removing visual stimuli for an autistic candidate.

*Reasonable adjustments are approved and agreed before the assessment activity takes place. They constitute an arrangement to give the candidate access to the assessment activity. The use of a reasonable adjustment will not be taken into consideration during the assessment of a candidate's work.*

All awarding organisations and centres have a responsibility to ensure that the process of assessment is robust and fair while allowing the candidate to show what they know and can do without compromising the assessment criteria.

**Adjustments to assessments:**

- should not invalidate the assessment requirements of the qualification
- should not give the candidates an unfair advantage
- should reflect the candidate's normal way of working
- should be based on the individual need of the candidate.

SafeCert has a Reasonable adjustments policy which can be found on our website <http://www.safecertawards.com/pdf/ReasonableAdjustmentsPolicy.pdf> or you can obtain a copy by e-mailing SafeCert at [info@safecertawards.com](mailto:info@safecertawards.com).

## SECTION 3

### Centre Staffing

Ensure that there are a sufficient number of people either trained or qualified to assess the number of candidates they anticipate to register. Ensure that there are a sufficient number of people either trained or qualified to internally quality assure for the number of candidates and assessors

Put quality assurance systems in place to ensure that all assessments are valid, reliable, authentic and sufficient while providing sufficient training and updating for the IQAs identified as being responsible for quality assurance.

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Ensure that there is a system of standardisation in place to ensure that all assessments are consistent and fair and those undertaking the roles of quality assurance and assessment maintain their skills, knowledge and understanding regarding assessment and quality assurance and the associated qualification.

The occupational expertise of those undertaking the roles of assessment and internal verification is one of the key factors underpinning valid, fair and reliable assessment. The integrity of assessments and verifications is of paramount importance. Centres must ensure that there is sufficient time to conduct effective assessment and internal verification.

### Criteria for Trainer/Assessors

SafeCert requires that Nominated Trainers/Assessors have teaching experience and hold a qualification in the relevant subject area.

*Suitable Subject Area Qualifications may include:*

- Mental Health First Aid
- First Aid for Mental Health at RQF Level 3
- First Aid for Mental Health at SCQF Level 6

Suitable teaching or assessing qualification may include.

### Teaching

- PTTLS Teaching Award
- Level 3 Award in Education and Training
- Planning and Delivering Learning Sessions to Groups SCQF Level 6
- Qualified Teacher Status
- Equivalent award (ask for confirmation)

### Assessing

- TAQA Assessor Awards (or D32/D33/A1, A2)
- SQA Assess Work based Competence using Direct Methods
- SQA Assess Work based Competence using Direct and Indirect Methods
- Regulated FAW Assessing CPD Certificate from Awarding Body
- Planning and Delivering Learning Sessions to Groups SCQF Level 6
- Qualified Teacher Status
- Equivalent award (ask for confirmation)

As well as the subject knowledge and competence the trainer/assessor should also have one or more as required of the approved teaching/assessing awards as listed on the next page

**\*\* . Assessors who do not hold a formal assessing qualification may alternatively attend First Aid for Mental Health CPD Training with a recognised Awarding Organisation**



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## Criteria for Internal Quality Assurers

SafeCert requires the Nominated IQA for an approved centre must hold a qualification in the relevant subject area.

***Suitable Subject Area Qualifications may include:***

- Accredited First Aid for Mental Health Certificate

As well as the subject knowledge and competence the IQA must also have one of the approved IQA qualifications as listed below.

Qualification	IQA*
V1 or D34	✓
Level 4 Award in the internal Quality Assurance of Assessment Processes and Practice	✓
Level 4 Certificate in Leading the internal Quality Assurance of Assessment Processes and Practice	✓
Regulated Qualifications based on the Learning and Development NOS 11 Internally Monitor and Maintain the Quality of Assessment	✓
SQA Accredited Learning and Development Unit 11 Internally Monitor and Maintain the Quality of Workplace Assessment	✓
SQA Internally Verify the Assessment Process	✓

**\*. IQAs who do not hold a formal IQA qualification may alternatively attend Internal Quality Assurance CPD Training with a recognised Awarding Organisation**

## Internal Quality Assurance

Internal quality assurance is key to ensuring that the assessment of evidence for units is of a consistent and appropriate quality. Those carrying out internal quality assurance must be occupationally knowledgeable in the area they are assuring and be qualified to make quality assurance decisions.

## Delivery

The qualification must be delivered using a programme of training that is approved by SafeCert Awards having been checked that the learning outcomes have been met. . A qualification can be approved using the initial centre approval form at initial approval or after with an additional awards application form. These can be downloaded from [www.safecertawards.com](http://www.safecertawards.com), or you can contact SafeCert Awards for more information.

The programme may be applied flexibly, in accordance with candidates’ needs and local circumstances; facilitators/assessors are encouraged to repeat sessions that candidates have not fully grasped or introduce additional sessions to ensure understanding and competence. It is recommended that where possible the theory sessions are interspersed with practical aspects.

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## Centre Equipment Requirements

SafeCert requires centres involved in the delivery of this qualification to have the following resources in place:

- Adequate size of training room to accommodate maximum number of candidates
- Training room must be safe and have adequate ventilation, lighting and temperature that are suitable for current health and safety requirements.

## Useful Websites

Company	Website	Telephone
Health and Safety Executive (HSE)	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a>	0300 790 6787
Health and Safety Executive (HSENI)	<a href="http://www.hseni.gov.uk">www.hseni.gov.uk</a>	0800 0320 121
Skills for Health	<a href="http://www.skillsforhealth.org.uk">www.skillsforhealth.org.uk</a>	0117 922 1155
Mind	<a href="http://www.mind.org.uk">www.mind.org.uk</a>	0300 123 3393
Mental Health Foundation	<a href="http://www.mentalhealth.org.uk">www.mentalhealth.org.uk</a>	020 78031100
Rethink Mental Illness	<a href="http://www.rethink.org/">www.rethink.org/</a>	0300 5000 927
Anxiety UK	<a href="http://www.anxietyuk.org.uk">www.anxietyuk.org.uk</a>	03444 775 774
Citizen Advice	<a href="http://www.citizenadvice.org.uk">www.citizenadvice.org.uk</a>	03 111 444 111
MindEd	<a href="http://www.minded.org.uk">www.minded.org.uk</a>	
Samaritans	<a href="http://www.samaritans.org">www.samaritans.org</a>	116 123
Mental Health UK	<a href="http://www.mentalhealth-uk.org">www.mentalhealth-uk.org</a>	0207 840 3008
Calm	<a href="http://www.thecalmzone.net">www.thecalmzone.net</a>	0800 58 58 58
Bipolar UK	<a href="http://www.bipolaruk.org.uk">www.bipolaruk.org.uk</a>	07591375544
No Panic	<a href="http://www.nopanic.org.uk">www.nopanic.org.uk</a>	0844 967 4848
OCD Action	<a href="http://www.ocdaction.org.uk">www.ocdaction.org.uk</a>	0845 390 6232
OCD UK	<a href="http://www.ocduk.org">www.ocduk.org</a>	03332 127 890
SANE	<a href="http://www.sane.org.uk/support">www.sane.org.uk/support</a>	07984 967 708
NSPCC	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>	0808 800 5000
Refuge	<a href="http://www.refuge.org.uk">www.refuge.org.uk</a>	08082000247
Alcoholics Anonymous	<a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a>	08009177650
Alzheimer's Society	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>	0333 150 3456
Narcotics Anonymous	<a href="http://www.ukna.org">www.ukna.org</a>	03009991212
Cruse Bereavement Care	<a href="http://www.cruse.org.uk">www.cruse.org.uk</a>	0808 808 1677
Rape Crisis	<a href="http://www.rapecrisis.org.uk">www.rapecrisis.org.uk</a>	0808 802 9999
Beat	<a href="http://www.b-eat.co.uk">www.b-eat.co.uk</a>	0808 801 0677
Mencap	<a href="http://www.mencap.org.uk">www.mencap.org.uk</a>	08088081111
Family Lives	<a href="http://www.familylives.org.uk">www.familylives.org.uk</a>	08088002222
Relate	<a href="http://www.relate.org.uk">www.relate.org.uk</a>	0300 0030396
Young Minds	<a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a>	0808 802 5544
SafeCert Awards	<a href="http://www.safecertawards.com">www.safecertawards.com</a>	0845 500 2 100