Laser Learning Awards

QUALIFICATION SPECIFICATION

First Aid at Work



Qualification Review Date: 31 March 2028

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Laser Learning Awards

LASER supports its recognised centres to develop flexible and responsive credit based courses. This includes those that widen access to lifelong learning, and address exclusion and participation. The structure of our qualifications enables learners to be recognised for their achievement, to accumulate credit, and use this to access further qualifications and learning over time.

LASER makes sure:

- quality assurance underpins all provision.
- only centres that meet national standards are recognised (for course and qualification delivery and quality assurance).

LASER staff:

- have a wide experience of centre, course and qualification approval.
- support centres to make sure awards are valid and valued.

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Summary of Changes

Version	Publication Date	Summary of Changes
V1.2	July 2026	Removal of Twitter logo throughout.
V1.1	July 2024	Document and file links updated throughout to accommodate new LASER website. Text updated to clarify centre approval, the qualification approval process and venue approval requirements (see Sections 3.1, 3.2 and 7.) General grammar, formatting and spelling updates.

1. Qualification Overview

OFQUAL QUALIFICATION NUMBERS	
610/0695/6	LASER Level 3 Award in First Aid at Work

Laser Learning Awards is an awarding organisation regulated by Ofqual, the regulator of qualifications, examinations and assessments in England.

PURPOSE AND AIM OF QUALIFICATIONS	The LASER Level 3 Award in First Aid at Work meets the Health and Safety (First-Aid) Regulations 1981 in respect of First Aid at work. The purpose of the qualification is to provide the knowledge, understanding and skills required to deal with a range of incidents and emergencies requiring first aid in the workplace. It also provides the knowledge and skills required to recognise and manage illness and injury in the workplace.
WHO IS IT FOR?	This qualification is aimed at people who have a specific responsibility at work to provide first aid in a range of first aid situations. It also equips people to recognise and manage illness and injury in the workplace. It provides an introduction to basic first aid knowledge and skills along with illness and injury recognition and management which can provide a pathway to other first aid qualifications.
ENTRY REQUIREMENTS	Learners must be aged 14 or above to achieve this qualification and demonstrate a minimum of Level 1 ability in English. There are no other specific entry requirements.
RULES OF COMBINATION	This qualification is made up of two mandatory units.
RENEWALS/ RE-QUALIFICATIONS	The qualification is valid for three years. After this time, the learner will need to re-qualify to retain their status. However, it is recommended that annual refreshers are undertaken.
UNIT	Please follow the link to the **unit list**.
ASSESSMENT	The qualification is assessed by practical demonstrations and centre marked written/oral questioning for theory assessment. The unit must be assessed in accordance with the guidance in **Section 8.1. Assessment Principles for Regulated First Aid Qualifications**.
PRICE	For LASER's price list, please click **here**.
DATES	Operational Start Date: 1 April 2022 Qualifications Review Date: 31 March 2028
TO DELIVER	Centres must meet LASER's requirements for centre recognition and qualification approval. **Click here** for details of how to become an Approved Centre. Requirements include those around teaching and learning resources, staffing, course and venues, record keeping, delivery, assessment, and quality assurance. Once approved, centres can download the necessary forms from the **Quartz Web Portal.** This resource includes a range of information and guidance as well as providing access to secure web-based functions, designed to make the administration and assessment of qualifications simple and efficient.

2. About the Qualification

The LASER Level 3 Award in First Aid at Work provides an introduction to first aid training and how to recognise illness and injury in the workplace. The syllabus covers the main workplace first aid situations that a learner may have to deal with including: managing an unresponsive casualty, bleeding and wounds, CPR, choking, burns, musculoskeletal injuries, head and spinal injuries, chest injuries, eye injuries, suspected poisoning, anaphylaxis, shock and other injuries. It also includes history taking and how to provide first aid to a casualty with suspected major illness.

2.1 AIMS AND OBJECTIVES

The LASER Level 3 Award in First Aid at Work will provide learners with the knowledge, understanding and skills required to deal with a range of emergencies requiring first aid in the workplace.

The qualification meets the following professional standards/guidelines for:

- First Aid at Work Health and Safety (First-Aid) Regulations 1981, Guidance on Regulations (L74)
- Resuscitation Council (UK) Guidelines
- First Aid at Work Health and Safety (First Aid) Regulations 1982 (Northern Ireland)

The Level 3 Award is intended to provide learners with the following knowledge and skills:

- Understand the role and responsibilities of a first aider
- How to assess an incident and take a history
- How to provide first aid to a casualty with suspected musculoskeletal injures
- How to provide first aid to a casualty with suspected head and/or spinal injuries
- How to provide first aid to a casualty with burns and scalds
- How to provide first aid to a casualty with an eye injury
- How to provide first aid to a casualty with suspected poisoning
- How to provide first aid to a casualty with a suspected major illness
- How to provide assistance to an unresponsive casualty
- How to provide first aid to a casualty who is choking
- How to provide first aid to a casualty with external bleeding
- How to provide first aid to a casualty in shock including anaphylaxis
- How to provide first aid to a casualty with minor injuries

A one page Qualification Summary outlining the LASER Level 3 Award in First Aid at Work is provided in the **Qualification Overview**.

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2.2 TARGET GROUP

The LASER Level 3 Award in First Aid at Work is suitable for learners who wish to gain the knowledge and practical skills needed to deal with a range of workplace illness and first aid situations.

This qualification is also appropriate for people who have a specific responsibility at work, or in voluntary and community activities, to provide first aid to people in a range of first aid situations.

2.3 ENTRY REQUIREMENTS

Learners must be at least 14 years of age or older and able to complete the physical aspect of the course. It is also strongly recommended that learners are at least Level 1 standard in both literacy and numeracy.

When delivering the training to children and/or vulnerable people, appropriate Disclosure and Barring and Service (DBS) disclosure should be in place.

2.4 ACHIEVING THE QUALIFICATION

To achieve the LASER Level 3 Award in First Aid at Work qualification, the learner must achieve the two mandatory units, Emergency First Aid In The Workplace and Recognition And Management Of Illness And Injury In The Workplace worth 1 credit each.

The Guided Learning Hours (GLH) for this qualification are 18. The time taken to complete the First Aid at Work course cannot be reduced. There may be a benefit in flexibility, but blended learning should not reduce the overall time required to complete the course. **See Blended Learning in First Aid Quality Assurance Standards**. A minimum of 12 hours of the training time must be face-to-face learning. The Total Qualification Time for this qualification is 22 hrs.

To view the units and assessment criteria, please see the Unit tab on our website.

Each assessment criteria must be evidenced to have been met for a learner to achieve the unit. For more detail, please see **Section 3.2**.

2.5 TOTAL QUALIFICATION TIME AND GUIDED LEARNING HOURS

The required number of guided learning hours is as follows:

QUALIFICATION TITLE	CREDIT VALUE	GUIDED LEARNING HOURS (GLH)	TOTAL QUALIFICATION TIME* (TQT)
LASER Level 3 Award in First Aid at Work	2	18	22

* Total Qualification Time represents an estimate of the total amount of time that a learner could reasonably expect to devote to successfully achieving the qualification. Total Qualification Time (TQT) is made up of Guided Learning hours (GLH) and Additional Hours (AH).

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Values for Total Qualification Time, including Guided Learning, are calculated by considering the different activities that Learners would typically complete to achieve and demonstrate the learning outcomes of a qualification. They do not include activities which are required by a Learner's Teacher based on the requirements of an individual Learner and/or cohort. Individual Learners' requirements and individual teaching styles mean there will be variation in the actual time taken to complete a qualification. Values for Total Qualification Time, including Guided Learning, are estimates.

Some examples of activities which can contribute to Total Qualification Time include

- Independent and unsupervised research/learning
- Unsupervised compilation of a portfolio of work experience
- Unsupervised e-learning
- Unsupervised e-assessment
- Unsupervised coursework
- Watching a pre-recorded podcast or webinar
- Unsupervised work-based learning
- All Guided Learning

Some examples of activities which can contribute to Guided Learning include:

- Classroom-based learning supervised by a Teacher
- Work-based learning supervised by a Teacher
- Live webinar or telephone tutorial with a Teacher in real time
- E-learning supervised by a Teacher in real time
- All forms of assessment which take place under the Immediate Guidance or Supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training, including where the assessment is competence-based and may be turned into a learning opportunity.

2.6 LANGUAGE REQUIREMENTS

The qualification is only available in English.

2.7 PROGRESSION OPPORTUNITIES

Learners may progress on to a range of other first aid qualifications such as regulated First Responder courses which offer advanced skills, knowledge and understanding beyond First Aid at Work.

2.8 RENEWALS

The qualification is valid for three years. After this time, the learner will need to re-qualify to retain their status. However, it is recommended that annual refreshers are undertaken.

Learners who have previously achieved a Level 3 First Aid at Work qualification should re-qualify by undertaking the full qualification again. Providing the learner's certificate has not expired by more than 1

calendar month, the contact hours for the course may be reduced to 12 hours over 2 days. The duration of this course may be increased to meet additional learning needs if required, but not reduced. As stated in the '**Assessment Principles for First Aid Qualifications**', the 12-hour re-qualification can also be delivered over a maximum of a 7-week period, with the minimum duration of each training session being 2 hours.

Learners must be assessed against all learning outcomes and assessment criteria in the units. To attend the shorter re-qualification course, learners should provide evidence of their previous First Aid at Work qualification. Learners, centres and employers should be aware that if a workplace first aider's certificate expires, they will not be accepted as a first aider for the purposes of the First Aid at Work Regulations until they have re-taken the qualification.

Centres must retain a copy of the original certificate that the learner is wishing to update for three years, together with all assessment and Internal Quality Assurance paperwork involved in the renewal/ re-qualification process.

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3. Offering the Qualification

3.1 REQUIREMENTS FOR CENTRES

To offer this qualification through LASER, a centre must:

- be an approved LASER centre
- be approved to offer the LASER Level 3 Award in First Aid at Work
- allow representatives from LASER and if necessary, and/or other authorities, to inspect and/or audit training venues, delivery, and/or assessment, in order to ensure consistent quality of delivery
- meet all delivery and assessment requirements as specified within this document and its appendices.

3.2 THE QUALIFICATION APPROVAL PROCESS

The Qualification Approval Process seeks to establish that Centres have in place:

- experienced and qualified trainers and Internal Quality Assurers (IQA's) that meet the regulatory bodies' requirements.
- suitable and adequate training venues and required equipment.
- suitable teaching and learning resources.

In addition:

- a centre must gain approval if any part of the qualification, outside of the minimum 18 hours GLH is to be delivered as blended/distance or flexible learning. NOTE a **minimum** of 12 hours of the training must be delivered face-to-face. Any distance learning must be completed prior to the face to face classroom sessions taking place. Before requesting approval to offer blended/ distance or flexible learning it is essential to read **Section 8.3. Blended Learning in First Aid Quality Assurance Standards**.

3.3 LEARNING RESOURCES

Centres must have access to an appropriate range of teaching/learning materials, including:

- detailed lesson plan detailing timetables for delivery, aims, outcomes and objectives for each session, learner and trainer activity;
- tutor briefing notes;
- Learning materials. Learners should be provided with clear and accurate reference books/handouts covering the topics included in the qualification and have access to these reference materials for the validity of their certification.

All teaching\learning resources, timetables and lesson plans must be approved by LASER prior to delivery.

3.4 DELIVERY

A Minimum Contact Hours (MCH) value of 12 hours face to face is stipulated for this qualification. This follows the guidance provided by the Health and Safety Executive. Minimum contact hours are defined as 'time set aside for direct classroom teaching and assessing, excluding breaks.' This time does not include:

- Breaks in the delivery of the course;
- Time taken to check ID

The maximum period permitted for delivery of the training is 10 weeks. Please see **Section 8.2. Delivery Standards for Regulated First Aid Qualifications**.

Every trainer used to deliver this qualification must be approved by LASER. Please see Staffing Requirements.

3.5 STAFFING REQUIREMENTS

All trainers/assessors delivering/assessing learning leading to this qualification must comply in full with the requirements stated in **Section 8.1. Assessment Principles for Regulated First Aid Qualifications**.

SUMMARY OF TRAINER/ASSESSOR REQUIREMENT

Trainer

Those involved in the training of these qualifications must have knowledge and competency in first aid as well as knowledge and competency to train based on qualifications and experience. An acceptable portfolio must show:

i. Occupational knowledge and competence in first aid – evidenced by:

- Holding a first aid at work qualification/medical registration as detailed in Appendix 1 of the **Assessment Principles for Regulated First Aid Qualifications (Section 8.1)**

ii. Knowledge and competency in teaching/training first aid – evidenced by:

- Holding an acceptable teaching/training qualification as detailed in Appendix 2 of the **Assessment Principles for Regulated First Aid Qualifications (Section 8.1)**

AND either:

- Providing an acceptable log of teaching first aid within the last 3 years

or

- Providing an acceptable record of competently teaching theoretical and practical first aid sessions under the supervision of a suitably qualified Trainer/Assessor

Renewal/Re- qualification for experienced First Aid Trainers

When renewing/re-qualifying, experienced First Aid Trainers have the option to advance straight to the FAW assessments.

For this process the Trainer must provide evidence of:

- teaching a regulated First Aid at Work qualification within the 3 months prior to sitting the assessments.
- a satisfactory Internal Quality Assurance observation delivering a First Aid qualification within the 12 months prior to sitting the assessments.

Note: It is recommended that those who teach and assess paediatric first aid qualifications take the paediatric first aid assessments at the same time in order to re-gain evidence/certification relevant to teaching paediatric first aid.

The assessments must be carried out by an approved and independent Assessor. Centres must manage all conflicts of interest in line with LASER's policies and procedures.

Assessor

Those involved in the assessment of these qualifications must have knowledge and competency in first aid as well as knowledge and competency to assess based on qualifications and experience. An acceptable portfolio must show:

i. Occupational knowledge and competence in first aid – evidenced by:

- Holding a first aid at work qualification/medical registration as detailed in Appendix 1 of the **Assessment Principles for Regulated First Aid Qualifications (Section 8.1)**

ii. Knowledge and competency in assessing first aid – evidenced by:

- Holding an acceptable assessing qualification/CPD Training as detailed in Appendix 2 of the **Assessment Principles for Regulated First Aid Qualifications (Section 8.1)**

AND either:

- Providing an acceptable log of first aid assessments conducted within the last 3 years or
- Providing an acceptable record of competently assessing theoretical and practical first aid qualifications under the supervision of a suitably qualified assessor.

Trainer/Learner Ratio

A trainer/learner ratio of 1:12 must be in place at all times.

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3.6 TRAINING VENUES

Full details of venue requirements are set out in section **8.2. Delivery Standards for Regulated First Aid Qualification**. Training must be undertaken in an appropriate environment equipped for training and learning, compliant with current Health and Safety requirements Training venues must meet acceptable health and safety standards and be conducive to learning, with sufficient: Size, floor surfaces, seating, writing surfaces, toilet facilities, ventilation, lighting, heating, access, exits, cleanliness, absence of distracting noise. Sufficient procedures must be in place to ensure hygiene during the use of resuscitation manikins and other training equipment. In addition. Training rooms must be equipped with suitable visual aid equipment and furniture etc.

Centres must carry out a room risk assessment prior to any training taking place. Records of the risk assessment must be kept and be made available to LASER on request.

3.7 EQUIPMENT REQUIREMENTS

Essential training equipment must be provided for all courses. This includes:

- Resuscitation manikins to a ratio of 1:4 learners
- Sufficient safety/hygiene procedures in place for manikins, including replacement airways and lungs
- Sufficient AV equipment and training aids
- Sufficient learning materials
- AED Trainers to a minimum ratio of 1:4 learners
- Sufficient disposable gloves and dressings commonly found in a first aid kit
- First aid kit.

Full details are listed in **8.2. Delivery Standards for Regulated First Aid Qualification**. LASER quality assurance staff will check that all equipment is available, appropriate and hygienic as part of every training venue visit.

3.8 IDENTITY CHECKS

All centres offering the LASER Level 3 Award in First Aid at Work must confirm the identity of all candidates prior to the completion of documentation and the undertaking of assessments. This is an essential part of the quality assurance process.

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4. How the Qualification(s) will be Assessed

The qualification will be assessed by the centre and is subject to LASER's requirements for quality assurance. Once approved as a LASER Centre simply log on to the **Quartz Web Portal** where you'll find a full resource bank of quality information, including the latest LASER Assessment Guidance and Assessment Definitions.

4.1 ASSESSMENT DESIGN

This qualification is assessed by:

- Practical demonstrations (simulation is permitted for both units)
- For the Emergency First Aid In the Workplace unit the following assessment criteria **must** be assessed by practical demonstration: 2.1, 2.2, 2.3, 3.2, 3.4, 4.2* and 5.2.
- For the Recognition and Management of Illness and injury in the Workplace unit the following assessment criteria must be assessed by practical demonstration: 1.2, 2.3, 3.3, 8.3 (using a manikin)
- Internally set and marked oral/written Q&A for theory assessment+.

* Learners should demonstrate the hand movement and show where hands should be placed on a manikin or person. Learners must not demonstrate the manoeuvre on a manikin or person.

Centre devised assessments must be mapped to the unit assessment criteria.

Learners must achieve a pass in both the theory and the practical assessments in order to achieve the qualification.

For theory assessments, if written multiple-choice assessment is used learners must achieve at least 70% to pass. If oral questions are used learners must achieve at least 80% to pass and further oral questioning can be undertaken if learners do not initially achieve the required 80%.

For the demonstration of practical skills, learners must achieve 100% i.e. competent demonstration of all skills. Assessment can be during or following delivery and does not need to be done as one final assessment. It is however a requirement for the learner to be aware that assessment is taking place.

If using oral questioning, the learner's answers must be transcribed and marked by the assessor using an appropriate template.

The above requirements are in line with the First Aid Awarding Organisation Forum Assessment Standardisation Guidance for First Aid Qualifications.

All assessments must be internally marked by the assessor.

To view the units and assessment criteria, please click on the unit title hyperlinks within the tables in **Appendix 2**.

It is expected that for all practical assessments video/audio recording will take place for showing all learners being assessed in at least one practical activity.

Assessment must be valid, reliable and sufficient to meet the outcome, and allow transparent authenticity: this means it must be apparent that evidence produced by a learner is the work of the individual learner, even if they have worked in a group. All assessed work must be internally quality assured (See **Section 6**).

[+] Centres must send written and oral questions to the LASER Quality team for approval prior to issuing them to learners.

4.2 RECORD KEEPING

All assessment methods must be suitably evidenced. Learner results for theory and practical need to be recorded on an Assessment Record and submitted to LASER in order to claim learner achievement. This form can be downloaded from the **Quartz Web Portal** and if you require further guidance please contact us.

It is acceptable for the evidence to be held in a mixture of places, for example in a learner file and/or tutor file or on an intranet using a specific learner programme. If this is the case, it must be clear for each learner precisely where the information is held, by using one record sheet such as the Individual Learner Record, and that the evidence is complete. Electronic evidence must be available to LASER Quality and Curriculum Reviewers when requested.

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5. Special Arrangements for Learners with Particular Requirements

For information on special arrangements please refer to the LASER policy document '**Access to Fair Assessment**'. This gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

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6. Quality Assurance of the Qualification

Approved centres must implement the internal quality assurance arrangements detailed in the **LASER Centre Handbook**. To access this simply logon to the **Quartz web portal.** The LASER Quality and Curriculum Reviewer will regularly monitor compliance with these requirements. The LASER Quality and Curriculum Reviewer will report on the progress of any agreed actions for quality improvement.

All centres delivering LASER qualifications must have internal quality assurance systems to underpin the delivery of the qualification. Internal quality assurance is the process by which the centre regularly samples and evaluates its assessment practices and decisions, and acts on the findings, to ensure consistency and fairness. It involves two key processes; verification and standardisation and is done by one or more internal quality assurers.

Systems do vary between centres according to their particular situation, for example practices that work in a large centre are not necessarily effective in a smaller one. However, there must be:

- an appropriate quality assurance system in place and

- evidence the system is implemented effectively.

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7. Internal Quality Assurer Requirements

Those involved in the internal quality assurance of this qualification (IQAs) must have knowledge and competency in first aid as well as knowledge and competency in internal quality assurance. An acceptable portfolio must show:

i. Occupational knowledge and competence in first aid – evidenced by:

- Holding a first aid at work qualification/medical registration as detailed in Appendix 1 of the **Assessment Principles for Regulated First Aid Qualifications (Section 8.1)**

ii. Knowledge and competency in internal quality assurance – evidenced by:

- Holding an acceptable internal quality assurance qualification/CPD training as detailed in Appendix 3 in the **Assessment Principles for Regulated First Aid Qualifications (Section 8.1)**

Internal Quality Assurers must:

- Have knowledge of the requirements of the qualification they are quality assuring at the time any assessment is taking place
- Have knowledge and understanding of the role of assessors
- Visit and observe assessments
- Carry out other related internal quality assurance.

Note: In order to maintain approval to deliver this qualification, centres need a minimum of one approved IQA. The IQA cannot quality assure a course for which they are the trainer/assessor.

7.1 STANDARDISATION

LASER will hold regular standardisation events to make sure there is consistent application of assessment. Centres are required to contribute to LASER's programme of standardisation and also to carry out appropriate internal standardisation.

LASER hold standardisation events on a rolling basis to make sure comparable standards are being achieved year on year and there is a consistency of delivery and assessment across centres. LASER Quality and Curriculum Reviewers will identify samples of learners' work that they want to retain for standardisation purposes during quality assurance visits. Centres are required to retain records of the assessment and internal quality assurance processes to contribute to standardisation events.

Where units are common to other awarding organisations' qualifications, LASER will work collaboratively to make sure standardisation requirements as set out in the Regulated Qualifications Framework (RQF) and Ofqual's General Conditions of Recognition are met.

Standardisation activities also include opportunities for networking and sharing of resources, together with regular information about new or replacement units. Centres are recommended to attend these annual meetings, in addition to centre visits by LASER Quality and Curriculum Reviewers.

7.2 RETAINING EVIDENCE

Centre must retain complete and accurate records for at least three years from the date on which the course is completed. These records must be made available to LASER on request.

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8. Important Compliance Documents

The following documents can be downloaded from the FAAOF website.

FAAOF
First Aid Awarding Organisation Forum

8.1. ASSESSMENT PRINCIPLES*

8.2. DELIVERY STANDARDS

8.3. BLENDED LEARNING

*Further to the Assessment Principles for Regulated First Aid Qualifications (Appendix 1), the members of the First Aid Awarding Organisation Forum (FAAOF) have agreed a list of acceptable alternatives to the First Aid at Work qualification. This list is updated regularly, so please check **here** here to make sure that any trainer qualification is still valid.

Appendix 1: Ofqual Level Descriptors – Levels 1, 2 & 3

LEVEL	KNOWLEDGE (THE HOLDER...)	SKILLS (THE HOLDER CAN...)
Level 1	Has basic factual knowledge of a subject and/or knowledge of facts, procedures and ideas to complete well-defined routine tasks and address simple problems; and Is aware of aspects of information relevant to the area of study or work.	Use basic cognitive and practical skills to complete well-defined routine tasks and procedures. Select and use relevant information. Identify whether actions have been effective.
Level 2	Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems. Can interpret relevant information and ideas. Is aware of a range of information that is relevant to the area of study or work.	Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems. Identify, gather and use relevant information to inform actions. Identify how effective actions have been.
Level 3	Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine. Can interpret and evaluate relevant information and ideas. Is aware of the nature of the area of study or work. Is aware of different perspectives or approaches within the area of study or work.	Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine. Use appropriate investigation to inform actions. Review how effective methods and actions have been.

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Appendix 2: Unit List

Please click below for the unit content:

LASER Level 3 Award in First Aid at Work OFQUAL CODE: 610/0695/6

As well as consulting this document, providers must also check LASER's essential information regarding the availability of all LASER's qualifications and units, including withdrawal notifications. LASER's 'Qualification and Unit Announcements' are available on our website.

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