

SIA Response to FOI Request 14/02/2023– [REDACTED]

First aid certificate query

Email – 6/11/22 – 21/11/22

Sent on: Monday, November 21, 2022 4:05:19 PM

To:

CC:

Subject: RE: First Aid Certificate Issue response 21.11.23

Hello

No. The precise requirements are set out in the document *Get Training*, which can be found on the Gov.uk webpage [here](#).

Please refer to page 17.

Kind regards,

Security Industry Authority

www.gov.uk/sia



From:
Sent: Monday, November 21, 2022 4:00 PM
To:
Subject: Re: First Aid Certificate Issue

CAUTION: This email originated from outside of the SIA. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi
Are you saying it doesn't meet requirements due to the paragraph below?

"Learners should present a valid certificate to their training provider before starting licence linked training and the certificate must be valid for at least 12 months from the course start date."

Many thanks

Sent from [Outlook for iOS](#)

From:
Sent: Monday, November 21, 2022 3:49:04 PM
To:
Cc:
Subject: FW: First Aid Certificate Issue

Hello

Thank you for your e-mail regarding the first aid requirement in relation to licence-linked training, the attached Emergency First Aid at Work Certificate (EFAW) and the certificate confirming

EFAW

I can confirm that the attached EFAW certificate in relation to fails to meet the requirements of the Health and Safety (First Aid) Regulations 1981. The requirements are set out in the document *Get Training*, which can be found on the Gov.uk webpage [here](#).

Learners should present a valid certificate to their training provider before starting licence linked training and the certificate must be valid for at least 12 months from the course start date.

As you have stated that several other students completed the same EFAW course and presented the same EFAW certificate to meet the licence-linked training pre-requisite, can you please forward the following details, so that we can investigate this matter:

1. **The full names and dates of birth of each learner (and licence number if known)**
2. **The name of the training provider**
3. **The name of the awarding organisation**

First Aid requirement for Close Protection

Regarding your query about the first aid requirement for Close Protection, learners are required to have a valid Level 3 (RQF/QCF) Level 6 (SCQF) 3-day full First Aid qualification before they can begin any close protection training.

Learners must complete and pass all First Aid training before starting the close protection training.

Acceptable First Aid qualifications include:

- Level 3 (RQF/QCF) Level 6 (SCQF) First Aid at Work
- Level 3 (RQF/QCF) Level 6 (SCQF) First Person on Scene
- Level 3 (RQF/QCF) Level 6 (SCQF) First Response Emergency Care
- Level 3 (RQF) Level 6 (SCQF) First Aid Response

Please feel free to give me a call, if you have any further queries in relation to the information provided.

Kind regards,

Security Industry Authority

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For further information about the Security Industry Authority visit our website www.gov.uk/sia, follow us on Twitter or find us on Facebook.

From:

Sent: Monday, November 21, 2022 1:25 PM

To:

Subject: RE: First Aid Certificate Issue

CAUTION: This email originated from outside of the SIA. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi

Please see attached certificate as requested.

The Awarding body/Accreditation agency, please see attached certificate stating centre status for

I have been contacted by a student stating that while trying to renew his SIA licence he has been informed that his certificate has not been recognised.

It is a one day Emergency First Aid at Work certificate required for his role as a search dog handler/security officer.

The student is :

I have checked with several other students on the same course who have confirmed that they have renewed their licence without any problems.

It has recently come to light that is now applying to work as a Close Protection officer.

I am advised that this role requires a higher clinical qualification.

Are you able to confirm this is correct and, if so, advise of the exact qualification required.

Some sources are saying it is a 3 day First aid at Work certificate and others that it is a 5 day First Response Emergency Care certificate.

Once I have this information I will respond to and advise him accordingly.

Thank you in advance for all your assistance in this matter.

From:

Sent: 16 November 2022 17:25

To:

Subject: FW: First Aid Certificate Issue

Good afternoon

I have been forwarded your query by a member of our customer support team regarding first aid training.

I have been advised that you are a first aid training provider who has delivered training which has not been recognised by a training provider/SIA endorsed awarding organisation as meeting the pre-requisite for licence linked qualifications.

For me to assist you with your query, can you please forward me a copy of your certificate and confirm the name of the relevant training provider an awarding organisation?

Kind regards,



First aid certificate query

Email –learner, 08/02/23 – 10/02/22

From:

Sent on: Friday, February 10, 2023 8:41:38 AM

To:

CC:

Subject: Query resolved 10.2.23

Hello

Thank you for confirming that this matter has now been resolved.

Kind regards,

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From:

Sent: Thursday, February 9, 2023 5:10 PM

To:

Cc:

Subject:

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Dear

We consider that holding this recognised higher level 4 qualification, attending yearly mandatory training sessions and carrying out ALS, ILS and BLS daily work in caring for people is more than sufficient to comply with the SIA pre course first aid requirement, meaning this learner does not need to attend the EFAW pre course session.

We contacted the head of centre who agreed with our findings and confirmed, the learner would be advised they did not need to attend the EFAW pre course session.

Kind regards

From:
Sent: 08 February 2023 16:32
To:
Cc:
Subject: First Aid Certificate - Query

Hello

A individual has been in touch with us with the following query below:

Hi, i am currently in the process of doing my top up course to reapply for my DS badge again. The training company I am going through have asked me about first aid, I am currently working as and have done for 4 years working on frontline 999 ambulances. I have a recognised level 4 qualification in associate ambulance practitioner but they are saying they won't accept my qualification and are trying to make me pay the £74 to do the Level 2 EFAW course which is lower than the qualification I have. Please could you advise if my qualification will be accepted? I have yearly mandatory training sessions and carry out ALS, ILS and BLS on a day to day basis. Thanks in advance. Attached is my qualification certificate

is starting her DS top-up training with tomorrow.

Can you please review the attached certificate and get in touch with to confirm whether it meets the EFAW requirement.

Kind regards,

Security Industry Authority

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TELEPHONE MEETING) (17 FEBRUARY 2023)

E-mail 20/02/2023

From: Sent: Monday, February 20, 2023 12:21 PM

To:

Subject:

CAUTION: This email originated from outside of the SIA. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Thanks for our meeting on 17 February 2023, I have attached the points of the meeting.

Could you please confirm that this is your understanding or make any amendments and could you please answer the Question at the end.

Kind Regards

Call note

Telephone Meeting Between 10am on 17 February 2023.

Thank you for your time and allowing me to explain the issues that are happening at this time.

I asked for this meeting because of the problems that Providers are encountering with Ofqual Awarding Organisations who are refusing to accept FAIB First Aid certificates for

You said that you were not aware of the problems that were encountering with the Ofqual Awarding Organisations.

I explained that were accepted by HSE and HSE Inspectors alongside those of the Ofqual Awarding Organisations and the Voluntary Aided Societies (St John Ambulance, the British Red Cross and St Andrews Ambulance).

You said that the SIA follow the HSE guidance in terms of the First Aid certificates that are acceptable to the SIA.

I explained to you my background in HSE and the standards that are required by Training Providers and

I explained that since October 2021 has encountered numerous problems with Awarding Organisations refusing to accept first aid certificates.

I also explained that I had communicated with one of his colleagues in the SIA in October 2021 and it was agreed that both then and as it is now, the SIA Centre has the responsibility to check the validity of the First Aid certificates and it is not the responsibility of the Ofqual Awarding Organisation.

I also mentioned that I have seen an e mail from an SIA member of staff who had indicated that they (SIA) have had REPRESENTATIONS regarding regulated and non regulated certificates.

You confirmed that the SIA had received representation in relation to the certificates that should be accepted by the SIA.

You confirmed that there were no plans to change the guidance at this time.

I mentioned that there had been .a number of historical cases with which I have had to deal where initially the was rejected and a particular case where was actually forced to pay for another EFAW certificate otherwise the individual would have lost his job.

I gave an example of a person who was in tears when talking to me on the phone, who had a certificate rejected by an SIA centre (w/c 13/02/2023) because I was told that information had been given to the SIA Centre by an Ofqual Awarding Organisation NOT to accept First Aid certificates.

We agreed that would send to you any past or future examples of certificates being rejected by Ofqual Awarding Organisations via e mail.

Finally there is one question that was not covered in our conversation which is “Are the SIA prepared to intervene and instruct the Ofqual Awarding Organisation to follow both HSE and SIA First Aid guidance and consequently accept certificates at this time?”

Regards

Service Request –28/01/23

From: General Enquiries (new)
Received: 14/02/2023 16:26
To:
Subject: RE: SIA Enquiry

Good afternoon

Thank you for your query regarding the first aid training requirement for licence linked qualifications.

Plased be advised that the current position is that we accept both regulated and non-regulated certificates that meet the HSE EFAW requirements.

We have had representations on this matter which we are considering, but we have not made a decision to change our approach.

We will consider all of the points that you have made in your e-mail.

----- Original Message -----

From:
Received: 28/01/2023 14:42
To: General Enquiries (new); SUPPORT
Subject: SIA Enquiry

CAUTION: This email originated from outside of the SIA. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Category: General Enquiry Topic: I would like a meeting to discuss this on behalf of my business and the who have chosen our courses as being FAR better than the AO based courses they ran before. Our FAIB Regulated courses meet all of the requirements of the HSE for First Aid in the Workplace and there is no reason why they should not be accepted. Please come back to me within 7 days to detail what is actually happening and to arrange a meeting. We have Zoom and Teams.

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E-mail Query (SIA Internal) 22/12/2022

From:
Sent on: Thursday, December 22, 2022 9:22:18 AM
To:
CC:
Subject: RE:

Good morning the responsibility lies with the Training Provider to ensure that the candidate has completed a relevant First Aid course, this must be as a minimum the L3 Emergency First Aid at Work (6hrs). The AO also has the responsibility to ensure that the Training Provider has met the pre-requisites, therefore they should be checking that the 1st Aid certificates produced meet the requirements.

If the candidate has previously obtained a certificate, they must produce this before starting the course, with a minimum of 12 months left until renewal is required. There are 2 processes that are accepted currently

1. A non-regulated certificate that is issued by the Training Provider, which specifies that it meets the HSE requirements and the renewal date
2. A regulated certificate (the Training Provider is approved via the Awarding Organisation to deliver these), which must meet the HSE and AO standard

We have identified during some of our visits that there are certificates being issued that do not meet the requirements, which we then raise with the AO. Technically, therefore they should not have their licence as they have not met the pre-requisite, if you could let us have the details of the relevant 1st aid certificates, we can address this with the responsible AO so they can take this forward as it is malpractice.

I am happy to discuss further, so you so wish.

From:

Sent: Wednesday, December 21, 2022 6:05 PM

To:

Cc:

Subject: First Aid at Work training

Hi

I hope you are both well. I have a question which I'm hoping you'll be able to assist us with please.

Re Emergency First Aid at Work now being a requirement for new licence holders/top up training; whose responsibility is it to check that an individual has successfully completed the EFAW training prior to them being issued an SIA licence?

The reason for trying to understand the above is which organisation has responsibility for assessing and identifying fraudulent EFAW certificates.

Many thanks,

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