



FAQ LEVEL 3 AWARD IN

MENTAL HEALTH: WORKPLACE FIRST AIDER (RQF)

OVERVIEW SPECIFICATION

Qualification Number: **610/1484/9**

Qualification Reference: **AMHWFAL3**



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01530 836662



info@futurequals.com



futurequals.com

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Document Details and Version History

Document Details	
Document Name	FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF) Overview Qualification Specification QN: 610/1484/9
Purpose of Document	To confirm requirements and provide guidance regarding the administration, delivery and assessment of this qualification.
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Version History			
New Version Number	Date Amended	Section/Page Number Amended	Details of Amendment(s)
V1.0	20/09/22	Throughout	This replaces the FAQ Level 3 Award in Mental Health: Workplace First Aider 603/7368/4
V1.1	13/10/22	Qualification Information	Addition of CCEA as a regulator for the qualification

Introduction

Introduction to FutureQuals

FutureQuals is a forward-thinking, Learner-centric and customer-focused awarding and end-point assessment organisation committed to excellence.

Our Values

Visionary | Supportive | Innovative | Professional

Our Vision

“We envisage a place in which every Learner achieves their full potential.”

Our Mission

“To provide Learners, Centres and Organisations with respected, valued, inclusive and quality-assured qualifications and assessments.”

Recognised to offer regulated qualifications in England, Wales, Northern Ireland, and accredited qualifications in Scotland, FutureQuals provide approved Centres with specialist, progressive qualifications.

FutureQuals is recognised to deliver high-quality apprenticeship end-point assessment for employers and training providers in England.

A full list of our qualifications and end-point assessments can be found on our website: <https://www.futurequals.com>

Introduction to Qualification Specification

Welcome to the **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)** Overview Qualification Specification.

The aim of this overview qualification specification is to outline the qualification requirements and provide guidance to FutureQuals Centres regarding the administration, delivery and assessment of this qualification. It is recommended that you study this specification in detail, becoming fully conversant with the procedures and accompanying documents, including the full qualification specification, which contains detailed Component criteria and assessment information.

Copyright Information

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Publication Information

Every effort has been made to ensure that the information contained in this document is true and correct at the time of publication. However, FutureQuals products and services are subject to continuous development and improvement. We, therefore, reserve the right to change these products and services from time to time. FutureQuals cannot accept liability for any loss or damage incurred from the use of information in this publication.

Any changes and updates will be documented in the version history of this specification.

Qualification Information

Qualification Title:	FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)
Qualification Level:	3
Qualification Product Code:	AMHWFAL3
Qualification Number:	610/1484/9
Qualification Type:	RQF
Regulated by:	Ofqual and CCEA

Purpose and Aims

The purpose of the **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)** is to provide Learners with the skills, knowledge and understanding required to practise workplace first aid for mental health.

The qualification is aimed at individuals who intend to work as mental health workplace first aiders with responsibility for responding to workplace mental health episodes, intervening and escalating, as appropriate.

This qualification forms part of the FutureQuals Mental Health Suite.

Qualification Size and Registration Length

Guided Learning (GL) for this qualification: **12 hours**

Total Qualification Time for this qualification (TQT): **14 hours**

Registration Length: **6 months**

Qualification Fees

Please visit our website for information on registration fees, and applicable assessment resit fees or to view our *Fees and Pricing Policy*.

Funding Information

The **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)** may be eligible for public funding, as determined by the Department for Education (DfE) and the Department for the Economy in Northern Ireland.

For information regarding potential sources of funding, please contact your local funding office.

Qualification Structure - Components, Rules of Combination and Requirements

To achieve the **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)**, Learners must meet the Rules of Combination, and follow all guidance relating to barred Components and Component order.

Group M - Mandatory Components				
Component Number	Component URN	Component Name	GLH	Component Level
1	H/617/9078	Principles of Working as a Mental Health Workplace Responder	6	2
2	R/650/4234	Practising First Aid for Mental Health in the Workplace	6	3

Rules of Combination - Learners must achieve the two Components in *Group M - Mandatory Components*.

Qualification Assessment

The purpose of assessment is to ensure that effective learning has taken place and to provide Learners with the opportunity to achieve all of the learning outcomes and assessment criteria.

Method of Assessment

- Principles of Working as a Mental Health Workplace Responder
- Practising First Aid for Mental Health in the Workplace

All evidence produced by the Learner must be their own.

Assessment Principles

FutureQuals will always publish Assessment Principles, whether they have been developed by a Sector Skills Council (SSC) or are FutureQuals' own. The latest version of the generic *FutureQuals Assessment Principles* is available on the FutureQuals website and should be used in conjunction with any qualification-specific assessment principles.

You can view the *FutureQuals Assessment Principles* here:

<https://www.futurequals.com/assets/AssessmentPrinciples.pdf>

Any assessment principles specific to a qualification will always be reproduced in the specification they relate to.

The **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)** must also be assessed according to the *FutureQuals Assessment Principles for Mental Health Workplace First Aid Qualifications*.

Grading

The overall qualification is **Pass** or **Fail**.

Any Component assessment-specific grading threshold will be outlined in the relevant Component assessment guidance.

Resits

Learners can attempt the *Principles of Working as a Mental Health Workplace Responder Assessment* a maximum of three times. However, before a third attempt can be scheduled, Centres must first receive approval from the FutureQuals Quality Assurance Team.

The first online attempt and the first resit for each online assessment are free of charge. The second resit (third attempt) is chargeable. Pricing details can be found on the FutureQuals website.

Learners can attempt the *Practising First Aid for Mental Health in the Workplace Assessment* a maximum of three times. However, before a third attempt can be scheduled, Centres must first receive approval from the FutureQuals Quality Assurance Team.

The first online attempt and the first resit for each online assessment are free of charge. The second resit (third attempt) is chargeable. Pricing details can be found on the FutureQuals website.

For MCQ assessments, a resit wait-time restriction of at least five days following receipt of results applies. This is to allow time for Learners to further consolidate their learning before re-attempting the assessment.

All resit attempts must be completed within the qualification registration period.

Qualification Resources

Source Reference Tools, Required Reading and Further Reading

In support of delivering the **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)**, FutureQuals recognises the use of the:

- *FutureQuals Mental Health Reference Guide*

This guide has been developed in conjunction with, and underpins, the learning outcomes and assessment criteria of this qualification. It has been designed to support Learners to further develop their knowledge and prepare for assessment.

Centres wishing to use alternative resources, whether their own or published by third parties, must first notify, and submit the materials to FutureQuals, including documentation to demonstrate that the content is fully mapped to the learning outcomes and assessment criteria of this qualification. The use of such materials will only be permitted once FutureQuals has carried out a robust quality assurance process and is satisfied that the materials are valid.

Learning Resources, Assessments and Sample Assessments

In support of delivering the **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)**, FutureQuals has created the following resources and guides:

- *FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF) Overview Qualification Specification*
- *FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF) Full Qualification Specification (including the FutureQuals Assessment Principles for Mental Health Workplace First Aid Qualifications)*
- *MCQ Sample Assessment - Principles of Working as a Mental Health Workplace Responder (XAMS and PDF)*
- *MCQ Sample Assessment - Practising First Aid for Mental Health in the Workplace (XAMS and PDF)*
- *FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF) Workplace Responder PowerPoint*
- *FutureQuals Mental Health Reference Guide*
- All externally set assessments, as detailed in *Methods of Assessment*

The Head of Centre (and staff authorised by the HoC) at Centres approved to deliver this qualification will be provided with access to a SharePoint folder containing the full qualification specification, as well as any learning and assessment resources.

Please note that a mark and grade will not be produced for sample assessments, and the assessment result has no impact on the Learner's final grade.

Learner Requirements and Information

Entry Requirements

Learners must:

- be 16 years of age (or older) on the first day of teaching

There are no formal qualification entry requirements that Learners must complete prior to completing the qualification.

Exit Requirements

There are no formal exit requirements for this qualification.

Initial Assessment and Centre Learner Support

It is recommended that Learners complete an initial assessment prior to starting their learning programme. This ensures that the aspirations of the Learner are understood, any prior learning can be recognised and any support needs or Learner requirements that may affect the successful completion of the programme are identified.

This initial assessment will need to take account of:

- the support available to the Learner within the Centre during his/her programme of study
- any specific support that might be necessary to allow the Learner to access assessment for the qualification
- any requirements of the Learner, making use of specialist advice from external sources, as appropriate.

It is our intention that there should be no discrimination on the grounds of a protected characteristic. FutureQuals and approved Centres have a responsibility to ensure that the process of assessment is robust, fair and allows a Learner to demonstrate their knowledge and skills, without compromising the assessment criteria.

Reasonable Adjustments and Special Considerations

We are committed to improving access for Learners with disabilities and other difficulties, without compromising assessment.

Further details are provided in the *Reasonable Adjustments and Special Considerations Policy*, which can be found on the FutureQuals website.

Identification Requirements

It is a Centre's responsibility to confirm the identity of a Learner as part of its registration process, and for any online assessments.

The following are acceptable examples of proof of a Learner's identity:

- A valid passport (any nationality)
- A national identity card issued by an EU country
- A Gibraltar identity card
- A signed UK photocard driving licence
- A valid warrant card issued by HM Forces or the Police
- Other photographic ID card, e.g., employee ID card (must be current employer), student ID card or a travel card

Learner Authenticity

It is a regulatory requirement that assessment evidence is authenticated as the work of the named Learner. Therefore, FutureQuals require that a declaration of authenticity is signed by the Learner for each assessment submitted (this includes e-portfolio systems). If an assessment is conducted online through the XAMS Platform, Learners will also be asked to declare that the assessment attempt is their own.

Recognition of Prior Learning (RPL)

RPL is a method of assessing and validating learning, achievement or credit that considers whether a Learner can demonstrate they meet the assessment requirements for a Component. This may be through knowledge, understanding or skills they already possess. Provided the assessment requirements of a given Component or qualification have been met, the use of RPL is acceptable for the achievement of a Component(s) or a whole qualification. For further information, Centres should refer to the *FutureQuals Recognition of Prior Learning Policy* which can be found on the FutureQuals website.

Learners who achieve the *FAQ Level 2 Award in Mental Health: Workplace Responder* can progress on to the **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)**. Learners who intend to follow this progression route can use the already achieved mandatory knowledge-based Component towards the Level 3 Award. However, Learners who decide to progress to the Level 3 Award should do so within 12 months of certification of the Level 2 Award, if they intend for achievement of the shared Component to count towards the Level 3 Award.

Requalification

The **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)** does not have a specific period of validity. However, as an evolving subject area, periodically retaking the qualification will help to ensure that individuals are working with the most up-to-date information.

Progression Opportunities

Learners who achieve the **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)** can progress onto other first aid or paediatric first aid qualifications, or qualifications in the health and social care sector.

Centre Requirements and Information

Qualification Delivery Requirements

Guided Learning Hours in Blocks: Where training is provided in blocks, these blocks should not be less than two hours in duration.

Assessment: Assessment must be carried out as outlined in the Qualification Assessment section of this specification.

Workforce Requirements

In order to deliver, assess and quality assure the **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)**, Centres must first have applied for, and received, approval to offer the qualification.

Centres must have in place appropriately experienced and qualified staff. This includes Tutors, Assessors, Invigilators and Internal Quality Assurers (IQAs). All workforce requirements can be found in *Appendix 2 - FutureQuals Assessment Principles for Mental Health Workplace First Aid Qualifications*.

Component Specifications

Component 1: Principles of Working as a Mental Health Workplace Responder

Component Reference Number: H/617/9078

GL: 6 hours

Level: 2

Component Summary

The purpose of this Component is to assess the Learner's knowledge and understanding of mental health. It covers the role of mental health workplace responders, mental health workplace first aiders, mental health conditions and episodes, legislation, best practice and how to support individuals in the workplace.

Required Reading

In support of delivering this Component, FutureQuals recognises the use of the:

- *FutureQuals Mental Health Reference Guide*

This guide has been developed in conjunction with, and underpins, the learning outcomes and assessment criteria of this qualification. It has been designed to support Learners to further develop their knowledge and prepare for assessment.

Learning Outcomes and Assessment Criteria

Learning Outcome - The Learner will:	Areas covered:
1. Understand the nature of mental health conditions, mental health episodes and contributing factors	Mental health as a continuum
	Mental health conditions and episodes
	Mental health conditions
	Mental health episodes
	Personal and environmental factors
2. Understand current issues impacting on the mental health of individuals	Sources of mental health information
	Current mental health issues
	Public awareness and stigma
	Mental health risks
3. Understand the roles and responsibilities of mental health workplace responders and mental health workplace first aiders in relation to providing advice and practical aid in the workplace	Workplace responder roles and responsibilities
	Workplace first aider roles and responsibilities
	Mental health episode advice
	Contacting the emergency services
4. Understand the relevant legislation and best practices for organisational	Workplace legislation
	Workplace best practice

management of mental health in the workplace	Mental health management and organisational policies
5. Understand how to recognise and support individuals with mental health conditions	Stress and anxiety signs and symptoms
	Mental health signs and symptoms
	Self-help support
	Available mental health treatments
6. Understand the importance of promoting positive attitudes towards mental health conditions in the workplace	Relationship between mental health and occupational ill-health
	Mental health conditions impact
	Promoting positive mental health attitudes
	Challenges of promoting positive mental health attitudes
7. Understand how to support an individual returning to work following a mental health episode	Mental health episode causes
	Returning to work reasonable adjustments
	Supporting a return to the workplace
	Returning to work benefits

Component 2: Practising First Aid for Mental Health in the Workplace

Component Reference Number: R/650/4234

GL: 6 hours

Level: 3

Component Summary

The purpose of this Component is to provide Learners with the knowledge, skills and understanding required to practice first aid for mental health in the workplace. It covers responding to mental health episodes in the workplace, providing advice and practical aid to individuals, creating a positive mental health culture at work and supporting line managers to aid individuals returning to work, following mental health episodes.

Learners will also engage in roleplay to build confidence in the application of the required knowledge assessed by this qualification.

Required Reading

In support of delivering this Component, FutureQuals recognises the use of the:

- *FutureQuals Mental Health Reference Guide*

This guide has been developed in conjunction with, and underpins, the learning outcomes and assessment criteria of this qualification. It has been designed to support Learners to further develop their knowledge and prepare for assessment.

Learning Outcomes and Assessment Criteria

Learning Outcome - The Learner will:	Areas covered:
1. Understand how to provide advice and practical aid for an individual presenting with a mental health condition	Point of contact behaviour
	Mental health signs and symptoms
	Conducting risk assessments
	Sources of available mental health advice
	Types of practical aid available
2. Understand how to provide advice and support for a person experiencing stress	Talking about stress
	Triggers and signs of stress
	Support to alleviate stress
	Sources of available support
3. Understand how to create a positive mental health culture in the workplace	Mental health awareness
	The impact of mental health conditions
	Methods of encouraging mental health discussion
	Positive mental health culture promotion

4. Understand the stages of an action plan for responding to a mental health episode	Mental health episode action plan stages
	Considering types of danger
	Risk-to-life situations
5. Know how to take practical steps in response to an individual experiencing a mental health episode	Medical emergency situations
	Assessing level of danger
	Recognising and responding to emergencies
	Empathy, patience and listening
	Gathering symptoms process
6. Understand how to support line managers to aid an individual returning to work and to make reasonable adjustments to work after a mental health episode	Providing reassurance and support
	Assisting to identify factors
	Returning to work reasonable adjustments
	Monitoring return to work progress

Enquiries

Contact Us

Any enquires relating to this qualification should be addressed to:

Future (Awards and Qualifications) Ltd
EMP House
Telford Way
Coalville
Leicestershire
LE67 3HE

Tel: **01530 836662**

E-mail: **customersupport@futurequals.com**

Website: **<https://www.futurequals.com>**

Feedback

Your feedback is very important to us. We're always open to suggestions for enhancing and improving our services, products and systems.

Please email us at customersupport@futurequals.com or call us on 01530 836662.



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