



**FAQ LEVEL 2 AWARD IN**

# **MENTAL HEALTH: WORKPLACE RESPONDER**

## **OVERVIEW SPECIFICATION**

Qualification Numbers: **603/7367/2 and C00/4531/3**

Qualification Reference: **L2AMHWR**



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## Document Details and Version History

Document Details	
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v1.4	April 2023	Requalification	Information updated
v1.5	May 2023	Appendix 1	Assessment Principles added
V1.6	October 2024	Appendix B	Addition of LSDIT

## Introduction

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### *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 2 Award in Mental Health: Workplace Responder** Overview Qualification Specification.

The aim of this specification is to confirm requirements and provide guidance to our 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.

This specification is a live document and will, therefore, be reviewed and updated. Centres will be notified when changes are made. It is the responsibility of approved Centre to ensure the most up-to-date version of the specification is in use.

### ***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

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<b>Qualification Title:</b>	FAQ Level 2 Award in Mental Health: Workplace Responder
<b>Qualification Level:</b>	2
<b>Qualification Product Code:</b>	L2AMHWR
<b>Qualification Number:</b>	603/7367/2 and C00/4531/3
<b>Qualification Type:</b>	RQF
<b>Regulated by:</b>	Ofqual, CCEA and Wales

### ***Purpose and Aims***

The purpose of the **FAQ Level 2 Award in Mental Health: Workplace Responder** is to provide Learners with knowledge and understanding in relation to mental health conditions and episodes.

This qualification forms part of the FutureQuals Mental Health Suite.

### ***Qualification Size and Registration Length***

Guided Learning (GL) for this qualification: **6 hours**

Total Qualification Time for this qualification (TQT): **7 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 2 Award in Mental Health: Workplace Responder** may be eligible for public funding, as determined by the Department for Education (DfE), the Department for the Economy in Northern Ireland, and Qualification Wales.

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 2 Award in Mental Health: Workplace Responder**, Learners must meet the Rules of Combination.

<b>Group M - Mandatory Component</b>				
<b>Component Number</b>	<b>Component URN</b>	<b>Component Name</b>	<b>GLH</b>	<b>Component Level</b>
1	H/617/9078	Principles of Working as a Mental Health Workplace Responder	2	1

**Rules of Combination** - Learners must achieve the one Component in *Group M - Mandatory Component*.



## Qualification Assessment

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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***

Detailed information relating to Component-specific assessments and assessment methods for the **FAQ Level 2 Award in Mental Health: Workplace Responder** can be found within the Component specification. Where specified, assessment methods and materials developed by FutureQuals must be used.

Assessments must also be undertaken in line with the requirements set out in the FutureQuals *Instructions for Conducting Controlled Assessments Policy*, which can be found on our website.

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 **FAQ Level 2 Award in Mental Health: Workplace Responder** must also be assessed according to the *FutureQuals Assessment Principles for Mental Health Workplace First Aid Qualifications*.

### ***Grading***

The overall qualification is graded as Pass or Fail.

### ***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.

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

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### ***Source Reference Tools, Required Reading and Further Reading***

In support of delivering the **FAQ Level 2 Award in Mental Health: Workplace Responder**, 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 2 Award in Mental Health: Workplace Responder**, FutureQuals has created the following resources and guides:

- *FAQ Level 2 Award in Mental Health: Workplace Responder Overview Qualification Specification*
- *FAQ Level 2 Award in Mental Health: Workplace Responder 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)*
- *FAQ Level 2 Award in Mental Health: 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**

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### ***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.

### ***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

### ***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*. 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 2 Award in Mental Health: Workplace Responder** 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. The following text is included on all certificates:

***Teaching was delivered in accordance with currently accepted practice. Topics covered in this qualification are detailed in the qualification specification. Valid for three years from the date of assessment.***

### ***Progression Opportunities***

The **FAQ Level 2 Award in Mental Health: Workplace Responder** has been specifically designed to support progression on to the following qualification:

- *FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)*

## Centre Requirements and Information

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### ***Qualification Delivery Requirements***

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 2 Award in Mental Health: Workplace Responder**, 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 Specification

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### 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 the **FAQ Level 2 Award in Mental Health: Workplace Responder**, 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 continuum
	Mental health conditions and episodes
	Personal and environmental factors
2. Understand current issues impacting on the mental health of individuals	Sources of information
	Current 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	Roles and responsibilities of mental health workplace responders and mental health workplace first aiders
	Mental health episodes and providing advice
	Situations requiring the emergency services
4. Understand the relevant legislation and best practices for organisational management of mental health in the workplace	Legislation
	Best practice
	Organisational policies and the management of mental health in the workplace

5. Understand how to recognise and support individuals with mental health conditions	Signs and symptoms of stress and anxiety
	Signs and symptoms of mental health conditions
	Self-help
	Treatments available to healthcare professionals
6. Understand the importance of promoting positive attitudes towards mental health conditions in the workplace	Mental health conditions and occupational ill-health
	Employment, workplace performance and career prospects
	Promoting positive attitudes
7. Understand how to support an individual returning to work following a mental health episode	Mental health episodes and individuals leaving the workplace
	Reasonable adjustments, supporting progress and individuals returning to the workplace
	Benefits of returning to the workplace

## Enquiries

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### **Contact Us**

Any enquires relating to this qualification should be addressed to:

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EMP House  
Telford Way  
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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](mailto:customersupport@futurequals.com) or call us on 01530 836662.



## Appendix 1 – Assessment Principles for Mental Health Workplace First Aid Qualifications

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### v1.3 – 12.09.22

These Assessment Principles have been designed to ensure a consistent approach to the elements of assessment requiring further interpretation or definition.

These assessment principles relate to the following mental health workplace first aid qualifications:

- **FAQ Level 2 Award in Mental Health: Workplace Responder**
- **FAQ Level 3 Award in Mental Health: Workplace First Aider (RQF)**

1. These assessment principles must be applied in addition to the generic criteria and regulations outlined in the *FutureQuals Assessment Principles*.

2. The assessment methods required for all criteria are listed in Components 1 and 2.

3. Where assessments have been externally set by FutureQuals, these must be used.

4. All formal assessment, both internally and externally set, of Learner performance contributing to the achievement of this qualification must comply with the conditions set out in the *FutureQuals Instructions for Conducting Controlled Assessments*.

5. It is a requirement for the Learner to be aware that assessment is taking place.

6. FutureQuals maintains a register of all approved Tutors, Assessors, IQAs and other key workforce personnel involved in the delivery of our qualifications. We reserve the right to suspend or remove Tutors, Assessors, IQAs or other approved workforce personnel from our Approved Workforce Register should their status change or information be brought to our attention that confirms they no longer meet the conditions below. This means they may be temporarily or permanently unable to be involved in the delivery or quality assurance of this, and other FutureQuals qualifications.

### ***Tutor/Trainer Requirements***

1. Those involved in the training of these qualifications must have knowledge and competency in first aid for mental health, 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 for mental health evidenced by:**

- Holding a qualification in first aid for mental health, accredited training or another form of recognition of knowledge and competence relevant to mental health first aid. Acceptable examples are detailed in *Appendix A*.

**ii. Knowledge and competency in teaching/training first aid for mental health evidenced by:**

- Holding an acceptable teaching/training qualification, as detailed in *Appendix B*.

**iii. AND either:**

- Providing an acceptable log of teaching first aid for mental health within the last 3 years.

**OR**

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

**iv. Ongoing Continuous Professional Development**

- Tutors/Trainers are required to maintain a CPD record to show how they are maintaining their knowledge and competence in first aid for mental health. This should be made available to FutureQuals upon request.

2. Tutors must not have any outstanding court cases, prosecutions or pending disciplinary action in any area being brought against them.

### ***Invigilator Requirements***

1. Externally set, marked and quality-assured assessments must be taken under controlled conditions and be invigilated by a suitably competent Invigilator.
3. Invigilators must appear on their Centre's skills matrix and have received standardisation training prior to any invigilation duties.
4. Invigilators must adhere to all requirements set out in the *FutureQuals Instructions for Conducting Controlled Assessments*

### ***Internal Quality Assurer (IQA) Requirements***

1. Those involved in the internal quality assurance of these qualifications (IQAs) must have knowledge and competency in first aid for mental health, as well as knowledge and competency in internal quality assurance.

An acceptable portfolio must show:

**i. Occupational knowledge and competence in first aid for mental health evidenced by:**

- Holding a first aid for mental health qualification, accredited training or other form of recognition of knowledge and competence relevant to first aid for mental health. Acceptable examples are detailed in *Appendix A*.

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

- Holding an acceptable internal quality assurance qualification/CPD training evidence, as detailed in *Appendix C*.

2. IQAs must have knowledge of the requirements of the qualification they are quality assuring at the time any assessment is taking place.

3. Have knowledge and understanding of the role of Assessors.

4. Visit and observe assessments and carry out other related internal quality assurance.

5. IQAs must not have any outstanding court cases, prosecutions or pending disciplinary action in any area being brought against them.

### ***External Quality Assurer (EQA) Requirements***

1. Those involved in the external quality assurance of these qualifications (EQAs) must have knowledge and competency in mental health first aid, as well as knowledge and competency in external quality assurance.

An acceptable portfolio must show:

**i. Occupational knowledge and competence in first aid for mental health evidenced by:**

- Holding a first aid for mental health qualification, accredited training or other form of recognition of knowledge and competence relevant to first aid for mental health. Acceptable examples are detailed in *Appendix A*.

**ii. Knowledge and competency in external quality assurance evidenced by:**

- Holding an acceptable external quality assurance qualification, as detailed in *Appendix D*

2. EQAs must have knowledge of the requirements of the qualification they are quality assuring at the time any assessment is taking place.

3. EQAs must have knowledge and understanding of the role of Assessors and Internal Quality Assurers.

4. EQAs must not have any outstanding court cases, prosecutions or pending disciplinary action in any area being brought against them.

***Occupational Knowledge and Competence in First Aid for Mental Health – Appendix A***

**All Trainers, Internal Quality Assurers and External Quality Assurers must have occupational knowledge and competence in first aid for mental health. This list is not exhaustive but provides a guide to acceptable qualifications.**

**They must hold at least one of the following:**

Level 3 Award for Workplace Mental Health First Aiders
Level 3 or higher qualification in Psychology or related field
Level 3 Diploma in Care/Healthcare (with evidence of achievement of mental health-related units)
Registration as a mental health/general nurse with the Nursing and Midwifery Council (NMC)

## Acceptable Training Qualifications – Appendix B

This list is **not exhaustive** but provides a guide to acceptable training qualifications:

<b>CURRENT QUALIFICATIONS:</b>
St John Ambulance Mental Health Trainer Certificate of Competence
Level 3 Certificate in Learning and Development
Level 3 Award in Education and Training
Level 4 Certificate in Education and Training
Level 5 Diploma in Education and Training
Level 5 Diploma in Teaching
Level 3 Award in Teaching and Assessing in First Aid Qualifications (RQF)
Cert Ed/PGCE/B Ed/M Ed
SVQ 3 Learning and Development SCQF Level 8
SVQ 4 Learning and Development SCQF Level 9
TQFE (Teaching Qualification for Further Education)
Planning and Delivering Learning Sessions to Groups SCQF Level 6 (SQA Unit)
SCQF Level 6 Award in Planning and Delivering Learning Sessions to Groups (SQA Accredited)
L&D Unit 6 Manage Learning and Development in Groups SCQF Level 8 (SQA Accredited)
L&D Unit 7 Facilitate Individual Learning and Development SCQF Level 8 (SQA Accredited)
L&D Unit 7 Engage and Support Learners in the Learning and Development Process SCQF Level 8 (SQA Accredited)
<b>OTHER ACCEPTABLE QUALIFICATIONS:</b>
CTLLS/DTLLS
PTLLS with unit 'Principles and Practice of Assessment' (12 credits)
Further and Adult Education Teacher's Certificate
IHCD Instructional Methods
IHCD Instructor Certificate
English National Board 998
Nursing mentorship qualifications
NOCN Tutor Assessor Award
S/NVQ Level 3 in Training and Development
S/NVQ Level 4 in Training and Development
PDA Developing Teaching Practice in Scotland's Colleges SCQF Level 9 (SQA Qualification)
PDA Teaching Practice in Scotland's Colleges SCQF Level 9 (SQA Qualification)
PTLLS (6 credits)
Regulated Qualifications based on the Learning and Development NOS 7 Facilitate Individual Learning and Development or NOS 6 Manage Learning and Development in Groups
Training Group A22, B22, C21, C23, C24

### ***Qualifications Suitable for Internal Quality Assurance – Appendix C***

This list is **not exhaustive** but provides a guide to acceptable IQA qualifications:

L&D Unit 11 Internally Monitor and Maintain the Quality of Workplace Assessment SCQF Level 8 (SQA Accredited)
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
Conduct the Internal Verification Process SCQF Level 8 (SQA Unit)
Regulated Qualifications based on the Learning and Development NOS 11 Internally Monitor and Maintain the Quality of Assessment
V1 Conduct Internal Quality Assurance of the Assessment Process or D34 Internally Verify the Assessment Process
Internally Verify the Assessment Process SCQF Level 8 (SQA Unit)

**NOTE:**

**IQAs who do not hold a formal IQA qualification may alternatively provide evidence of attending *internal quality assurance CPD training* with an awarding organisation/body.**



## ***Qualifications Suitable for External Quality Assurance – Appendix D***

This list is **not exhaustive** but provides a guide to acceptable EQA qualifications:

L&D Unit 12 Externally Monitor and Maintain the Quality of Workplace Assessment SCQF Level 9 (SQA Accredited)
Regulated qualifications based on the Learning and Development NOS 12 Externally Monitor and Maintain the Quality of Assessment
Level 4 Award in the External Quality Assurance of Assessment Processes and Practice
Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice
Conduct External Verification of the Assessment Process SCQF Level 9 (SQA Unit)
V2 Conduct External Quality Assurance of the Assessment Process or D35 Externally Verify the Assessment Process
Externally Verify the Assessment Process SCQF Level 9 (SQA Unit)

It is understood that not all EQAs will be qualified initially, and that sufficient time should be considered to achieve these qualifications. During this time, FutureQuals must ensure that EQAs are following the principles set out in the current *Learning and Development NOS 12 Externally Monitor and Maintain the Quality of Assessment*.



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