



FIRST AID

Training Criteria

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Best Practices and Prevention Services Branches
Prevention Division
Workplace Safety and Insurance Board of Ontario

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Preamble

The Workplace Safety and Insurance Board (WSIB) is responsible for the administration of the First Aid Regulation 1101 under the Workplace Safety and Insurance Act (WSIA). As part of its responsibility for this administration, the WSIB recognizes first aid training programs that satisfy the regulatory requirements for trained first aid attendants.

The WSIB believes it is appropriate to develop general criteria to assist in the design and delivery of first aid training programs, as well as supplementary criteria targeted to computer-based training delivery. The Prevention Division of the WSIB, therefore, has developed the attached criteria. These criteria will be used to assist in assessing first aid training programs that are submitted to the WSIB for recognition.

In keeping with its support of performance and outcomes-based training, the WSIB expects that first aid training providers will clearly articulate the learning objectives for their programs, and demonstrate, to the satisfaction of the WSIB, how their programs will achieve these learning objectives.

The WSIB expects the provider it recognizes to remain accountable for the programs and products they develop and deliver to Ontario workplaces, in order to assure continued quality of training. It is essential that employees who receive first aid training from a WSIB-recognized provider are equipped with the necessary knowledge and skills to prepare them to perform their duties competently as first aiders in the workplace.

Criteria: First Aid Training Program Design and Content

These criteria have been developed to assist current and prospective providers of first aid training by providing direction for developing new programs, revising established programs, and designing program delivery mechanisms in a professional manner.

- A first aid training program must satisfy the criteria in three areas in order to be recognized by the WSIB:
- The program is delivered in a manner that meets the criteria for adult learning.
- The learning objectives are clearly set out and comply with the requirements of this criteria document, as well as the criteria for equivalency.
- Learners can demonstrate that they meet these learning objectives for both knowledge and skill acquisition.

A recognized provider will award a first aid certificate only when there is satisfactory demonstration that the learner has achieved the learning objectives. Learning objectives should be clearly stated in measurable terms with expected outcomes.

General Criteria

- The program clearly states learning objectives and learning outcomes that meet acceptable WSIB requirements and cover the required program content.
- Learning takes place in a clean, safe environment that is free of interruptions and ensures learner comfort and ease of access. Appropriate equipment is available to all learners. The provider must provide adequate space for the demonstration and assessment of practical skills, free of physical obstacles that could impede practice or cause harm to the learner.
- Where the program is delivered in a classroom setting, class size is conducive to participation and interaction among all learners. Practice areas are large enough to accommodate the number of learners in the class and any equipment to be used. A student to instructor ratio of no more than 12:1 is recommended.
- For general audiences, the program comprehension level is in the range of Grade 5 to Grade 8, with the exception of technical terms, and uses plain language as much as possible. A program designed for a specific target audience demonstrates a language level appropriate to the learners.
- A participant manual must be provided to each participant for future reference.
- Accommodations provided for a learner's disability are appropriate to the needs of the learner.
- The program must be regularly reviewed and kept current.
- The program includes recognized, acceptable first aid standards and protocols.
- The program is modular and easily updated.
- The program is adequately structured, sequenced and has continuity.
- The program engages the learner's attention, and encourages learner activity.
- The program incorporates adult learning principles, including the following:
 - adults need to know why they are required to learn specific content
 - adults need to understand the relevance of the learning to themselves

- adults approach learning as problem-solving
 - adults learn best when the topic is of immediate value and when they are challenged using a variety of activities that allow opportunity for feedback
 - learning activities must recognize limits of attention span and comprehension
- The program employs a variety of learning activities including an opportunity for self-evaluation. Classroom based programs utilize activities such as scenarios, skill stations, role-play, simulations, brainstorming, and group discussions.
 - Instructor/facilitator expertise is available in person, by telephone and/or through electronic media to respond to learner queries, as needed.
 - The program provides satisfactory methods for assessing the learner's knowledge accumulation and skill competency.
 - The program provides an adequate opportunity for the learner to practice and demonstrate the performance of a skill objective to meet program objectives.
 - Cognitive knowledge is evaluated through the learner's completion of a written, computer-based or individual oral assessment to determine whether the learning objectives of each module have been met.
 - The program design includes provisions for evaluation of program effectiveness and success. These provisions include descriptions of evaluation issues to be addressed, how program performance is to be measured, and methods for collecting and analyzing evaluation data.
- The program provider must immediately advise the WSIB of any changes to program content and/or changes of their ownership or address.
- SUPPLEMENTARY CRITERIA:
COMPUTER - BASED TRAINING (CBT)**
- The Supplementary Criteria included here are in addition to the General Criteria, and are to be referenced if CBT is used in the first aid course.
 - The program includes a basic set of instructions for learners on how to use the CBT technology, screen directions are easy to follow, and the learner is able to navigate through the program without difficulty. Help options are comprehensive and readily available and to ensure security, each participant is provided with an individualized password.
 - The program uses a variety of media and interactive techniques to create an individualized learning experience. These media may combine dramatizations of real-life situations using video and audio, high quality computer graphics and animation or other devices.
 - The program is user-friendly and capable of responding to different levels of participant knowledge and ability, including level of computer literacy. Resource material, such as CD, reference documents, a hardcopy manual/ workbook pertaining to course content must be provided to the learner prior to commencing computer-based training.
 - The program allows the learner to advance at his/her own pace, provides a record that ensures that the learner covers all the material contained in each module, and of his/her performance. It also stores a permanent record of his/her training.

2. Program Standards for Equivalency

In order for a training organization to be recognized by the WSIB, the organization must have a program that is deemed to be equivalent to the St. John Ambulance program. Equivalency will be determined by the WSIB based on the program design, content and learning objectives (contact Prevention Education at 1-800-663-6639 for details). The following points set out the mandatory program elements including compulsory modules, practical skill experience and time requirements.

Emergency First Aid

(Section 8 of Reg.1101)

INSTRUCTION TIME: This program is normally provided in one day classroom training with instruction of 6.5 hours, including testing (written and practical) of learners. Lunch and break times are separate and not included in instruction time.

COMPULSORY MODULES: The following topics must be covered: Emergency Scene Management; Shock, Unconsciousness and Fainting; Choking - Adult; Severe Bleeding and One Rescuer CPR – Adult.

RENEWAL CERTIFICATE: There is no Emergency First Aid Renewal course allowed. Complete Emergency Certificate training must be taken upon expiry of the certificate.

Standard First Aid Certificate

(Section 9, 10 and 11 of Reg.1101)

INSTRUCTION TIME: This program is normally provided in two days of classroom training with instruction of 13 hours, including testing (written and practical) of learners. Lunch and break times are separate and not included in instruction time.

COMPULSORY MODULES: The following topics must be covered: Emergency Scene Management; Shock, Unconsciousness and Fainting; Choking - Adult; Severe Bleeding and One Rescuer CPR – Adult.

ELECTIVE MODULES: In addition to the compulsory modules, elective modules are required and suggested modules include:

- Fractures;
- Head and Spinal Injuries;
- Joint Injuries;
- Chest Injuries;
- Hand Injuries;
- Eye Injuries;
- Multiple Injury Management;
- Pelvic, Abdominal and Crush Injuries;
- Burns;
- Poisoning;
- Medical Conditions (Diabetes, Epilepsy, Convulsions and Allergies);
- Environmental Illnesses and Injuries.
- Artificial Respiration - Adult;
- AED (additional instruction time must be added to the course to accommodate this additional component). A separate certification card must be issued for AED certification.

Note: For individual workplace in-house or exclusive programs (non-public), it is expected that the provider will jointly select, with the employer, the elective modules most appropriate for the work environment and work hazards pertinent to the learners attending the program.

RENEWAL CERTIFICATE: In order to renew a Standard First Aid Certificate, the learner, on a one-time basis only, may have the certificate renewed by completing a one-day Standard First Aid Renewal Course with the original provider. The learner may attend this course as long as the Standard First Aid Certificate has not expired. The certificate issued in this instance must state “renewal” on it.

3. Approval Process for Providers

The following describes the approval process for granting “equivalency” and recognition to a First Aid provider:

- The training organization is required to complete an “Application for First Aid Training Recognition” and submit required documentation to the WSIB’s Prevention Services Branch. Please refer to the Program Administration part of this document for information pertaining to the required documentation.
- The Prevention Services Branch reviews the submission for completeness of content, objectives, administration, application criteria, adult learning principles and overall professional presentation. Once the review is completed, a decision is made whether or not the program and accompanying documents meet requirements for “equivalency” to the St. John Ambulance program and other criteria.

- Training programs that do not pass the review will be provided with a response advising them of the areas which require improvement. The training organization may provide a revised submission.
- For those programs that pass the review, the Prevention Services Branch conducts an on-site evaluation of the delivery of a pilot program.
- Those training organizations that pass the review and meet the standard for delivery of the pilot program will receive an authorization letter indicating they are granted “equivalent” recognition as referenced in Regulation 1101 of the Workplace Safety and Insurance Act.
- The provider is required, on an ongoing basis, to evaluate the program and ensure the quality of the program and its delivery. The WSIB reserves the right to monitor training courses and to revoke approval if it has reason to believe that administrative criteria or program standards are not being met.

4. Program Administration

Training organizations applying for recognition of “equivalency” status under the First Aid Regulation 1101 are required to submit an application and supporting documentation demonstrating that they meet the standards for First Aid Training Delivery. This documentation includes record keeping, course outline, training qualifications, quality control, reference materials, methods for assessing learners’ achievement of learning objectives and course certificate. The following describes the criteria for each of the above.

RECORD KEEPING: Training providers maintain records listing the dates courses were presented, the names of the individual course attendees, the names of those learners successfully completing each course and the names of the instructors.

COURSE OUTLINE: This includes learning objectives and the time allowed for delivery. Each section has a description of content, teaching aids used (e.g. computer, audio-visual equipment, etc), and delivery methods used for teaching (e.g. lecture, demonstration, hands on training, role-play, etc).

TRAINING QUALIFICATIONS: First Aid instructors must be qualified to teach the first aid programs they are delivering, and provide the documentation from the recognized training provider attesting to these qualifications. Instructors should also have training in or experience utilizing adult education principles. To maintain status, an instructor must teach a minimum of two courses per year.

QUALITY CONTROL: Information is provided explaining how quality control will be maintained for the program and instructors. This includes: instructor qualifications, performance, retraining; consistency among instructors; auditing of courses; evaluation of learner knowledge transfer and satisfaction regarding the program, instructor, facilities; and maintenance of currency of the program especially regarding medical/first aid principles.

REFERENCE MATERIALS: There must be resource materials, such as an instructor and learner manual. These materials should be clear, of good reproduction quality and free of bias. If using another recognized agency's literature, a written letter of permission from that agency is required. Material must not infringe on any copyright of other organizations.

METHOD FOR LEARNER EVALUATION: For successful completion of the first aid training program, the learner must demonstrate proficiency and the knowledge and practical skills required to provide first aid treatment. Method of assessment includes instructor observed demonstration of acquired skills and written performance assessments (this may include assessments completed on the computer). In cases of special needs, oral assessments can be provided. A copy of the evaluation questions and correct answers, scenarios, case studies, practical assessments etc. that will be used must also be submitted.

COURSE CERTIFICATE: This includes the learner's name, course title, a statement that the learner has successfully completed the course, the expiry date, the name and address of the approved training provider and an indication that the certificate is for a recertification if applicable.

