

First Aid at Work Standard FAQs

Added 02/02/2018

Clause 13

Q. What is the difference between the Emergency First Aid at Work (EFAW) and First Aid at Work (FAW) courses?

A. Both courses qualify the delegate as a trained first aider on completion, with a competence which lasts for three years.

An EFAW (one day) course covers the following subject areas:

- Understand the role of the first-aider;
- The importance of preventing cross infection;
- The need for recording incidents and actions;
- Use of available equipment;
- Assess the situation and circumstances in order to act safely, promptly and effectively in an emergency;
- Administer first aid to a casualty who is;
 - Unconscious (including seizure);
 - In need of cardiopulmonary resuscitation (including use of an Automated External Defibrillator);
 - Choking;
 - Wounded and bleeding (including use of tourniquets and haemostatic dressings);
 - In shock.
- Provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters).

An FAW (three day) course covers the following subject areas, **in addition to those listed above** in the EFAW course:

- Administer first aid to a casualty with;
 - Injuries to bones, muscles and joints, including suspected spinal injuries;
 - Chest injuries;
 - Burns and scalds;
 - Eye injuries;
 - Sudden poisoning;
 - Anaphylactic shock.
- Recognise the presence of major illness (including heart attack, stroke, epilepsy, asthma, diabetes) and provide appropriate first aid.

Added 22/10/2017

Appendix A

Q. Where can I purchase approved first aid kit items from?

A. The Office Depot online catalogue on Oracle hosts a range of first aid containers (boxes, bags and pouches) and the consumables required to stock kits, based on the guidance in Appendix A of the standard. Table A.2 contains detail on the additional items which could be included in first aid kits, such as tourniquets and burns dressings, which are also available to purchase via Office Depot.

When on the catalogue, visit the *First aid supplies 2018* shopping list, for ease of browsing the items available.

Added 22/09/2017

Clause 5

Q. Is there a requirement to complete a new first aid risk assessment each time work is planned?

A. The requirement is to complete the first aid risk assessment (NR/L2/OHS/00110/F01) to determine the level of risk at a workplace or site of work; at least every two years, or when there is a change in building



Updated 02/02/2018



occupation, work activity or building structure. This shall be reviewed at the planning stage of work to confirm that the first aid provision is suitable and sufficient, and whenever there is a change to any factors reviewed as part of the risk assessment.

Changes to the form make the assessment more prescriptive, based on activity and environment, in order to establish the most suitable severity level. Unless a low severity level is identified, all teams should have access to at least emergency first aid treatment.

Clause 7.3

Q. The updated standard now encourages first aiders to administer first aid to members of the public if it is safe to do so. Is there a risk of legal prosecution?

A. Network Rail's Senior Legal Counsel (Litigation) advises that the bringing of a criminal prosecution or a successful civil claim against a first aider or bystander (untrained) would be highly unlikely in circumstances where; the first aider is acting with reasonable care and according to their training, or a bystander is acting with reasonable care of an ordinary person, particularly where their intention is to assist the casualty and when they may also be risking their own safety in doing so.

The Social Action, Responsibility and Heroism Act 2015 also now specifically requires a court considering whether someone is negligent or a breach of statutory duty, to take into account the context of their actions.

Clause 7.4

Q. Do Individuals Working Alone (IWAs) need to be first aiders?

A. There's not a requirement for IWAs to be trained first aiders, and this is the same in both the current and updated standard. However, it is vital to consider the emergency arrangements for an IWA, as the ability to summon assistance and locate the IWA is paramount. Guidance on how the Lone Worker app can support in this scenario can be found via the Sentinel Help Desk at sentinel@mitie.com

All employees (including IWAs) need to have access to first aid equipment. In the event of an IWA becoming injured or ill; they could receive advice from emergency services and use items to-hand, if conscious and able to dependant on injury. A responder or nearby person would also potentially be able to use the equipment on discovering the casualty.

Clause 12

Q. Where can I find the first aid arrangements poster template?

A. This template is stored on Safety Central for ease of access; here is the link to the first aid page where it is held - <https://safety.networkrail.co.uk/healthandwellbeing/supporting-wellbeing-at-work/first-aid/>

Clause 13

Q. Is there a course for maintaining first aider skills in between recertification, such as an annual refresher?

A. The standard now states that *all first aiders are advised to maintain competence in basic life support skills in between requalification.*

There are a number of ways in which this can be achieved through:

- Reviewing the course manual to help retain knowledge.
- Referring to the Emergency First Aid guide, this is now available on Safety Central and covers simple steps to treat a range of injuries and sudden illnesses.
- Taking part in first aid Safety Hours. There is currently a pre-prepared discussion pack on Safety Central for use of Automated External Defibrillators (AEDs), and there will be additional discussion packs made available to facilitate refreshing of skills and knowledge.
- Downloading and using the St John Ambulance App from the Network Rail App Store.
- A Basic Life Support practice pack, which will soon be available via the Office Depot online catalogue. This pack contains a training AED and manikin, and can be purchased by a workplace or area, so that first aiders can practice the resuscitation skills learnt in their course.
- A Network Rail approved first aid training provider can deliver a refresher session at the workplace within a half day. Contact details of providers can be found on the First Aid page of Safety Central.



Appendix A

Q. Tourniquets and haemostatic dressings can now be included in kits, should kits now have other additional items such as epinephrine auto-injectors (sometimes known as EpiPens®)?

A. Tablets and medications must not be kept in first aid kits. First aiders are generally limited to helping someone to take their own prescribed medication, such as an inhaler for asthma. If an employee suffers from a known medical condition, such as an allergy, we recommend a local assessment and emergency plan to cover such events. It may be appropriate for first aiders to receive additional training on the treatment associated with the condition.

When additional training is considered necessary, a workplace can arrange this directly through a Network Rail approved first aid training provider.

Q. Under Electrical working it states Electrocutation burns. Electrocutation is death by electric shock, should it read Electrical burns?

A. There is a comma missing from the sentence. It should read – Electrocutation, burns and arc eye injury. This has been noted as an amendment which shall be made at the next review. The relevant suggested additional first aid items are correct for this work activity – Burns dressings, eye dressings, Automated External Defibrillator (AED).

NR/L2/OHS/00110/F01 Table 1, and clauses 5.5 and 7.3

Q. There are ratios for suggested numbers of first aiders per employees in NR/L2/OHS/00110/F01. Now it is recommended that the public should be considered in first aid provision, what type and quantity of first aider would be appropriate for a station environment when public footfall can fluctuate dramatically?

A. The suggested first aid personnel in Table 1 should be followed for the employees working at the station. There are a number of ways that first aid provision for the public could be addressed – It may be sensible to have a set number of first aiders on shift at all times. First aiders work well in pairs who can support each other, so a minimum of 2 per shift may be a feasible option. 3 day FAWs have covered a wider range of injuries and illnesses in their training, so would be most suitable for employees who will be required to provide first aid to members of the public. Another option could be to deliver basic first aid training to a larger number of employees.

There is not a single solution that will work for all situations – factors associated with the location, risk level and available team onsite will contribute to the approach taken.

NRL2/OHS/00110/F01 Table 1, and clause 13

Q. Is the First Aid for Electrical Accidents competence suitable for first aid coverage where the Emergency First Aid at Work competence is suggested in Table 1?

A. Yes, when the potentially hazardous activity undertaken is electrical working. The First Aid for Electrical Accidents course (FAEA) provides training on how to deal with an emergency where first aid may have to be administered when there has been an incident involving electricity, prior to receiving expert medical help.

Both the Emergency First Aid at Work (EFAW) and FAEA are 1 day/3 yearly renewable courses, covering emergency first aid procedures and Basic Life Support skills.

