



11 September 2025

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 43295-25  
**Subject:** independent ambulance sub-contractors' qualifications  
**Date Received:** 04/09/2025

Thank you for your request for information received on 4<sup>th</sup> September 2025 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

**Q1 How does the Northern Ireland Ambulance Service HSC Trust ensure those working for independent ambulance sub-contractors are suitably qualified to care for service users?**

Answer: All contracted Ambulance Crew working under the Non-Emergency Ambulance Patient Transport Services tender must meet the required specification detailed in the SS20a Scoping and Specification document Section 21:

21.1 The Contractor's Ambulance Crew must have undertaken training in providing Non-Emergency Patient Transport. They will be required to provide care to patients who need support to reach their healthcare appointment, or for their admission to and discharge from hospital, due to their medical / clinical needs. They will be required to work either single or double manned on a Non-Emergency Ambulance as applicable to the Lot(s).

21.2 The Contractor will be required to ensure that each member of their Ambulance Crew utilised for the requirement of the Call-Off Contract have competency to an equivalent standard to that of a NIAS Ambulance Care Attendant, examples of which are displayed in the table below.



<b>Awarding Body</b>	<b>Qualification</b>
Institute of Health and Care Development (IHCD)	Ambulance Care Assistant Qualification
Edexcel	BTEC level 2 Certificate in Ambulance Care Assistant
Pearson	BTEC level 2 in First Person on Scene Intermediate (FPOSi)
Qualsafe Awards (QA)	Level 3 Award in Emergency First Aid at Work (RQF)
FutureQuals (FAQ)	Level 3 Certificate in Ambulance Patient Care: Non-Urgent Care Services

**Does the Northern Ireland Ambulance Service HSC Trust audit the care given by these independent ambulance contractors?**

Answer: NIAS complies with the Scoping and Specification document SS20a section 21.9 and 21.12:

21.9 The Contractor must advise the Client of any new Ambulance Crew members and provide all necessary documentation to the Client prior to the new Ambulance Crew member commencing work on the requirements of the Call-off Contract. The new Ambulance Crew member will only be able to commence work when approval has been given by the Client to do so.

21.12 The Client reserves the right to inspect and review any training documentation at any time during the period of any Call-Off Contract. When requested this documentation must be provided, at no additional cost, and within three working days of request.

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

If you require an internal review to be undertaken, please request this via the email address: [information.governance@nias.hscni.net](mailto:information.governance@nias.hscni.net)

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

**Email:** [ni@ico.org.uk](mailto:ni@ico.org.uk)  
**Website:** [ICO Website](#)  
**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF  
**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

*(not signed – issued by email)*

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**Information Governance Team**