



1. Competency Alignment

Please confirm whether the Quallsafe Level 3 Award in Emergency First Aid at Work (EFAW) (a basic first aid qualification with approximately six guided learning hours), as listed in the section 21.2 table of SS20a, has been assessed by the contracting authority as meeting all competencies specified in section 21.3 for Ambulance Care Attendants.

The Non-Emergency Ambulance Patient Transport Service Scoping and Specification document details the level of training required for IAS staff to work on the contract.

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.

Awarding Body	Qualification
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)
Quallsafe 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

Regardless of the example above all staff must be competent in the scope of practice detailed below.

21.3 The Contractor will be required to ensure that each member of their Ambulance Crew is competent to work within the Scope of Practice Levels as detailed in the table below.

<p>The Ambulance Crew must be able to undertake the following responsibilities</p> <p>Work on PCS Can act as a First Responder as agreed with the Client and within their scope of requirement. Routine driving (as applicable)</p>
<p>The Ambulance Crew must be trained on the following in regard to Airway/Breathing/Circulation Skills</p> <p>Head tilt, chin lift Jaw thrust Pocket mask Bag Valve Mask (BVM) Recovery position Oxygen Therapy Oropharyngeal Airway (OPA) Suction (manual and powered)</p>
<p>The Ambulance Crew must be able to complete the following Patient Assessments</p> <p>Take a respiratory rate Take a pulse SpO2 monitoring Take a Blood Pressure (BP) Take a temperature Assess Alert Voice Pain Unresponsive (AVPU) Assess Face Arms Speech Time (FAST) Undertake a Danger Response Airway Breathing Circulation (DRABC) assessment</p>



<p>Undertake a top-to-toe survey Calculate a National Early Warning Score (NEWS) Recognising the deteriorating patient</p>
<p>The Ambulance Crew must be able to undertake the following Trauma Management Apply direct pressure to control bleeding Apply a dressing Managing a burn Apply a sling</p>
<p>The Ambulance Crew must be able to undertake the following Drug Administration Assist a Patient with the administration of their own medication Safe management/storage of patients own medication Administration of oxygen therapy as per patients own oxygen</p>
<p>The Ambulance Crew must be able to undertake the following Cardiac Arrest Management Perform basic life support Defibrillation with an Automated External Defibrillator (AED)</p>
<p>The Ambulance Crew must possess the following skills Transport a Patient to an Accident and Emergency Department under the direction of a Clinician Apply the principles of good infection prevention and control during Clinical Care delivery</p>
<p>The Ambulance Crew must have the following supervisory skills Act as the Patient's advocate and raise concerns with appropriate person</p>
<p>The Ambulance Crew must be able to undertake the following manual handling Undertake patient handling using manual handling aids available on the Non-Emergency Ambulance Wheelchair Clamping Patient positioning for comfort and treatment Use bariatric manual handling equipment (when applicable) Risk assess and plan for the movement of a bariatric patient in scheduled care situations (when applicable) Assist to transfer a patient from a stretcher to a hospital trolley or bed</p>
<p>The Ambulance Crew must be able to undertake and/or be aware of Capacity, Consent, Mental Health and Patient Centeredness as per the following Can gain consent for undertaking procedures Can recognise abuse and knows the appropriate mechanisms for reporting concerns Be able to implement person-centred thinking to deliver personalised services Deprivation of Liberty Understands the importance of diversity, equality, inclusion and avoiding discrimination Adult/Child Safeguarding</p>
<p>The Ambulance Crew must be able to assist at incidents as per the following Support Accident and Emergency Services with the transport of patients at an incident Perform appropriate functions during an incident as tasked or required</p>

Further training is detailed in Section 21.11:

21.11 The Contractor will be required to ensure that all their Ambulance Crew are sufficiently trained and instructed for the proper performance of their duties for the duration of this Call-Off Contract adhering to the following where applicable to their role:

- Infection Prevention and Control
- Customer Care
- Code of Practice and Guidelines outlined in booklet "Meeting the Needs of Passengers with a Disability" which is available from the "Inclusive Mobility and Transport Advisory Committee" (Imtac). Email: info@imtac.org.uk
- Passenger Assistant Training
- The Contractor should be aware of "Fire Evacuation Procedures" Revised 2000 and ensure their Ambulance Crew are fully aware of same. It is advisable that the



Contractor undertaking Journeys have Ambulance Crew trained in fire evacuation procedures

- Moving and handling training to comply with the Client's Manual Handling Policy (policy available on request during any Call-Off Contract period)
- Training for the Visually Impaired
- Epilepsy Awareness
- Training for Patients with a disability
- Training in Wheelchair Tie down Occupant Restraint Systems (WTORS)
- Vulnerable Adult Awareness
- Child Sexual Exploitation (CSE) Awareness Training Tender 4237048

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- Ambulance Crew (Drivers only) are trained to be environmentally conscious while driving to ensure that fuel efficiency is increased.

2. Basis of Assessment

If such an assessment has taken place, please provide: the date of the assessment, and the document, framework, or methodology used to determine equivalence.

NIAS is unable to provide this detail for each IAS employee as training is completed with the IAS provider and NIAS do not hold such records, however section 21.9 of the framework details:

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.

3. Operational Interpretation

If no such assessment has taken place, please confirm whether inclusion of EFAW in the section 21.2 table was not intended to represent full competency equivalence with section 21.3.

EFAW is listed within the Scoping and Framework document as an example. Regardless of an EFAW certificate, all staff contracted to work for NIAS within this framework are expected to meet the Scope of Practice listed above.

4. Provider Guidance

Please confirm whether any written guidance was issued to Independent Ambulance Service providers clarifying how the section 21.2 qualification table should be interpreted in relation to section 21.3 competency requirements.

See attached letter.



5. Enforcement Mechanism

Please confirm how compliance with section 21.3 competencies is verified at onboarding and during contract operation where a qualification listed in section 21.2 does not explicitly map to those competencies.

All providers must complete a quarterly return document ensuring all staff meet the criteria set out in the Scoping and Specification document.

Section 19 - Non-Emergency Ambulance Staff Requirements Section 21 Ambulance Crew Training	
Confirm all Ambulance Crew personnel are fit and capable to carry out the full duties of their role, including Patient movement and lifting requirements, providing Patient treatment including the ability to provide prolonged periods of CPR and meeting legal driving requirements (Drivers only).	Yes/ No
Confirm 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 of page 20 of the Scope and specification framework.	Yes/No
Confirm that each member of their Ambulance Crew is competent to work within the Scope of Practice Levels as detailed in the table of page 20 of the SS20a Scoping and Specification	Yes/No
Confirm that each member of the Ambulance Crew who has driving duties to fulfil the requirements of the Call-Off Contract has: <ul style="list-style-type: none"> • Full and valid Driving Licence Category B and/or D1 (as appropriate to the type of vehicle being utilised to fulfil the requirements of the Call-Off Contract). 	Yes/No
Confirm that all Ambulance Crew are sufficiently trained and instructed for the proper performance of their duties for the duration of this Call-Off Contract adhering to the following where applicable to their role: <ul style="list-style-type: none"> • Infection Prevention and Control • Customer Care • Code of Practice and Guidelines outlined in booklet "Meeting the Needs of Passengers with a Disability" which is available from the "Inclusive Mobility and Transport Advisory Committee" • Passenger Assistant Training • awareness of "Fire Evacuation Procedures" Revised 2000 and ensure Ambulance Crew are fully aware of same. It is advisable that the Contractor undertaking Journeys have Ambulance Crew trained in fire evacuation procedures. 	Yes/No



<ul style="list-style-type: none"> • Moving and handling training to comply with the NIAS Manual Handling Policy (policy available on request during any Call-Off Contract period) • Training for the Visually Impaired • Epilepsy Awareness • Training for Patients with a disability • Training in Wheelchair Tie down Occupant Restraint Systems (WTORS) • Vulnerable Adult Awareness • Child Sexual Exploitation (CSE) Awareness Training Tender 4237048 <p>Page 25 of 57 SS20a Scoping and Specification</p> <ul style="list-style-type: none"> • Ambulance Crew (Drivers only) are trained to be environmentally conscious while driving to ensure that fuel efficiency is increased. 	
<p>Confirm all staff undertaking driving duties have had their driving licence inspected within the last year to include fitness to drive and appropriate driving categories.</p>	<p>Yes/ No</p>
<p>Confirm all drivers, employees and attendants are checked at Enhanced Disclosure Level by Access NI under the Protection of Children and Vulnerable Adults Order (NI) 2003 and as amended.</p>	<p>Yes/ No</p>

In addition the Scoping and Specification document details:

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.

21.13 The Contractor may be required to provide evidence of training for inspection by the Client at any time during the period of any Call-Off Contract. When requested this evidence must be provided, at no additional cost, and within three working days of request.