

Prehospital Care Prospectus





Work with the specialist Awarding Organisation and EPAO for prehospital care qualifications

- Ofqual regulated since 2010
- Registered End-Point Assessment Organisation
- NENAS recognised qualifications
- DTAG reviewed
- NHS approved supplier





Come speak to us!

www.qualsafe.org

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What Qualsafe offers

Qualsafe Awards is a globally trusted Awarding Organisation and End-Point Assessment Organisation, qualifying over 250,000 learners annually and setting the standard for excellence in the education and training community.

Built to support you and your learners



Unrivalled customer support Access professional, helpful and friendly customer support by phone or email.



Supportive practices

Robust Quality Assurance policies and procedures create confidence in the delivery and assessment of our qualifications and of their continued quality and suitability.



Tools to assist with course delivery

The Customer Portal allows you to manage all qualifications in a single hub. Assessment and guidance materials, training support materials such as PowerPoints and lesson plans are provided with many of our qualifications.



Expand your offering

Regulated e-Learning and Blended training and assessment options allow you to meet a broad range of learner needs.

Centres can also access specialist support and upskill their team through Qualsafe Academy.

9 out of 10 Centres would recommend our services to a friend or colleague.

Become an Approved Qualsafe Awards Centre in just 3 Steps:







Meet the team

Our founder and CEO

Nigel is a passionate advocate for the first aid and Prehospital Care industry. He's active on boards and advisory councils and is considered a leader in the field. But more importantly, he's a serving paramedic. Qualsafe's passion comes from Nigel and shows itself in our organisation's dedication to quality, support and service.





James Robinson

Operations Director Qualsafe Awards

With 19 years experience in the Awarding Organisation sector and a background in apprenticeship training, James is a dedicated leader, passionate about lifelong learning - particularly in advancing clinical education that equips professionals with the skills to make life-saving decisions in critical situations.

As Operations Director for Qualsafe, James has extensive expertise in leadership, management, and fostering collaborations to drive excellence in education and assessment within the sector.

He actively leads AO Forums and contributes to key sector initiatives, including the Trailblazer Group for Ambulance Apprenticeship Standards. His role involves shaping fit-for-purpose qualifications and assessments that are deliverable and robust whilst ensuring compliance.



Toby McClane

Pre-Hospital Care Education Consultant

Toby is an HCPC registered Paramedic and has over 20 years working in a diverse range of prehospital care settings, including HM Coastguard and the Police. Toby is visiting faculty for the Scottish Ambulance Service's Emergency Medical Retrieval Service (EMRS) and is a HPAC Council Member advising on learning and development matters.

He has extensive experience in designing and developing prehospital care education and training programmes, including Qualsafe's suite of First Response Emergency Care (FREC) qualifications. He is responsible for collaborating with Ambulance and Emergency Services, UK Armed Forces, Healthcare Apprenticeship and Education Providers.



Martin Frood

Clinical Qualification Development and Innovation Manager

With over 20 years experience in NHS ambulance emergency operations and clinical education, Martin is a highly skilled paramedic and clinical educator. His passion lies in developing visionary, inclusive prehospital care qualifications, drawing from his extensive experience in both UK and international prehospital care and education.

With a robust operational background and a wealth of expertise in ambulance education, Martin is dedicated to collaborating closely with NHS ambulance services to create innovative solutions tailored to meet workforce needs, delivering qualifications that have a lasting, positive impact on the field.

Martin is also actively involved alongside James representing Qualsafe Awards with the Trailblazer group for Ambulance Apprenticeship standards.



Andy Turton

Head of Driving, Education and Standards

Andrew is a nationally recognised subject matter expert in emergency response driving, renowned for his trusted leadership and commitment to raising professional standards across the UK.

A passionate advocate for collision reduction and high-quality blue light driver training, Andrew has held senior roles across multiple NHS Trusts. His career includes serving as an IHCD/CERAD Driving Instructor, Driver Training and Professional Standards Manager, and later as Head of Driving Standards for London Ambulance Service NHS Trust

Andrew contributed to the Driver Training Advisory Group (DTAG) in reshaping the original IHCD course into the modern CERAD qualification. He has also been an active member of DTAG and the National Accident Reduction Group (NARG), one of his later projects was to assist the Association of Ambulance Chief Executives (AACE) with their 'Safe in the Back' project.



Kate Edwards

Qualification Development Manager

With over 20 years experience as a paramedic within an NHS Ambulance Trust, Kate has dedicated her career to delivering high-quality patient care and supporting the development of others in the profession. Her journey has evolved from frontline emergency response to a strong focus on training, education, and professional development.

In recent years, she has specialised in End-Point Assessment and qualification development, helping shape the future of ambulance education and ensuring high standards across the sector. Kate is passionate about mentoring, continuous improvement, contributing to healthcare and education systems that empowers both patients and professionals.



Marie Clegg

Service Operations Manager

Marie has several years working within the further education sector in multiple roles within Training Providers across different sectors. She has a passion for Customer Service standards for clients and learners alike.

Marie is the Service Operations Manager for both Qualsafe Awards and Qualsafe End-Point Assessment (EPA), overseeing the teams who deal with Centre approvals, Centre support, Centre administration, quality and audit, and EPA. She is responsible for seeing that all service levels are adhered to and that our Centres receive all the support they need in the time frames we have agreed.



Celebrating a decade of FREC®

2025 marks 10 years of the groundbreaking prehospital care qualifications.



Challenging the landscape of prehospital care training and creating new educational pathways for a generation of first responders.

10 years of FREC® - The Empowering learners to deli

Our progressive suite of First Response Emergency Care qualifications are delivered to the emergency services, security sector, event medical sector, NHS and Independent Ambulance Services, military and more.

The History of FREC

2015 - Launch of first First Response Emergency Care (FREC®) qualification (FREC® 3)

2015 - FREC®4 is launched

2016 - FREUC 5 is launched

2021 - Pre-course Registration introduced for FREC® 4 and FREUC5

2023 - Recognition of Prior Learning Course launched

2023 - Pre-course Registration introduced for FREC® 3

2025 - FREC® 3 - Optional Practical Assessments (Extended Skills) introduced

FREC® Qualifications

Qualsafe Level 3 Award in First Response **Emergency Care (RQF)**

With over 58,000 learners already certified, this regulated and nationally recognised qualification is ideal for those looking to work or volunteer as a first responder including police officers, firefighters, emergency medical services, and event medical cover.

The only Royal College of Surgeons of Edinburgh (RCS Ed) – Faculty of Pre-Hospital Care (FPHC) endorsed qualification listed in the 'Purple Guide' at PHEM D.

Qualsafe Level 4 Certificate in First Response Emergency Care (RQF)

This regulated and nationally recognised qualification has been specifically designed for those who want to progress their career within the NHS or independent ambulance services.

It is also ideal for those who are looking to work within specialist roles in the military, police and fire and rescue services.

Qualsafe Level 5 Diploma in First Response **Emergency and Urgent Care (RQF)**

Focusing on high-quality and compassionate patient care, this regulated and nationally recognised qualification has been specifically designed for those within the prehospital care sector who have a specific responsibility at work, or in voluntary and community activities to provide out-of-hospital emergency and urgent care supporting registered healthcare professionals and others.

best in prehospital care ver high-quality patient care

A new era for prehospital care qualifications: The new and updated FREC® 3 is here!

- Fully updated to reflect contemporary, evidence-based practice
- Streamlined assessments fewer MCQ papers, less paperwork and more scenario-based assessments
- Optional Practical Assessments (Extended Skills) tailored to stakeholder requirements and reflected directly on the certificate (subject to clinical governance authorisation)
- Additional support materials providing more guidance than ever.

Proud to be a FAB Awards 2025 'Qualification of the Year' Finalist



Qualifications & Assessments

We really like the new FREC 3
iteration as it meets the evolving
needs of a number of our clients
that have specific risks in their
workplaces, so to have additional
skills included in the regulated
qualification is fantastic.

Joss Minterne, Senior Business Manager, TrainEEAST.

How West Midlands Fire Service equips their teams using First Response Emergency Care (FREC®) qualifications

The West Midlands Fire Service Technical Rescue Unit and the UK International Search & Rescue team (UKISAR) teams deal with incidents that require additional equipment and training outside the remit of standard firefighting.

This can include water rescue, rope rescue, response to terrorist threats and more.

Equipping the West Midlands Fire Service with the knowledge and practical skills acquired from FREC® has meant that the team are prepared to support emergency situations across the world.



The trauma care skills gained from the FREC® course were essential to the success of both the Fire Service in our day-to-day role and in our role as an International Search Team.

Shyam Rana Watch Commander





North Yorkshire Police Tactical Training Team FREC4 assessment day

(1) I'd thoroughly recommend the FREC4 qualification to the other Emergency Services. I think it's a fantastic course and it will give anyone the confidence to teach and also to utilise the skills out on the road.

Tactical Medical Instructor and Firearms Officer North Yorkshire Police Tactical Training Team

1've just done the FREC4 qualification and it has been a massive learning curve for me, but really, really exciting to go through and massively helpful for my teaching. It has filled me with confidence as a practitioner that we can use that skill set out on the ground.

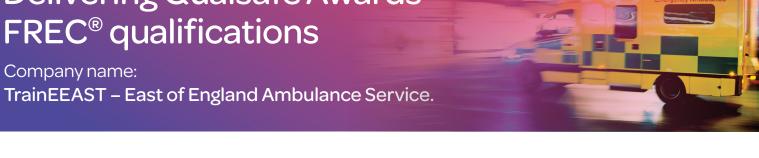
Firearms Officer

North Yorkshire Police Tactical Training Team





Delivering Qualsafe Awards' FREC® qualifications



East of England Ambulance Service - a decade of learning

Since 2015, East of England Ambulance Service paramedics and trained clinicians have delivered a wide range of Qualsafe Awards qualifications, including the sector leading First Response Emergency Care (FREC®) qualification range to its own staff and multiple organisations across the East of England.

Highlights from the past decade from Lecturer Practitioner, Jess **Butwright:**

We had the pleasure of delivering a Level 4 FREC® course to a group of volunteers, as part of a wider Trust initiative called 'Volunteer to Career'. The learners were all Community First Responders looking to start their careers in the ambulance service. Qualsafe were very supportive of this, negotiating a recognition of prior learning route. The course was a big leap up in knowledge for the learners; the structure and lesson plans provided by Qualsafe gave me confidence that I could encourage the learners through the course. A couple of the learners were absolute stars, evidencing fantastic skills and dedication to passing the course. As a result of passing the Level 4 FREC®, we have volunteers starting their ambulance service careers as frontline staff.

What else stands out for you over the last 10 years?

I delivered another memorable course to Luton Airport Fire Brigade. With a large cohort, we delivered multiple FREC 3 courses over a 4-week period. Qualsafe assisted us in planning delivery. This FREC delivery has led to an ongoing relationship with our blue light partners at Luton Airport, with further FREC course delivery and collaboration with frontline services.





Sector leading Prehospital Care and **Emergency Services Driving Qualifications**



Alongside our industry leading FREC® qualifications, we offer a wide range of Prehospital Care qualifications designed by our in-house clinical professionals.

Ambulance role specific qualifications:

- Qualsafe Level 4 Diploma for Associate Ambulance Practitioners (RQF)
- Qualsafe Level 4 Award in Out of Hospital Adult Immediate Life Support (RQF)
- Qualsafe Level 3 Diploma in Ambulance **Emergency and Urgent Care** Support (RQF)
- Qualsafe Level 3 Award in Ambulance Patient Care: Non-Urgent Care Services (RQF)
- Qualsafe Level 3 Certificate in Ambulance Patient Care: Urgent Care Services (RQF)
- Qualsafe Level 3 Certificate in Ambulance Patient Care: Non-Urgent Care Services (RQF)
- Qualsafe Level 3 Award in Non-**Emergency Patient Transport** Support (RQF)

Community First Responders:

- Qualsafe Level 2 Award in Principles of Community First Response (RQF)
- Qualsafe Level 3 Award for Community First Responders (RQF)



Ambulance driving qualifications:

- Qualsafe Level 3 Certificate in **Emergency Response Ambulance** Driving (RQF) (CERAD)
- Qualsafe Level 3 Award in Patient Care Services: Ambulance Driving (ROF)
- Qualsafe Level 4 Diploma in Ambulance Driving Instruction (RQF)
- Emergency Response Ambulance **Driving Update Course**



Further Prehospital Care:

- Qualsafe Level 3 Award in the Safe Administration of Lifesaving Medication (RQF)
- Qualsafe Level 3 Award in Administering **Emergency Medical Gases (RQF)**
- Qualsafe Level 4 Award in Mentoring **Ambulance and Emergency Services** Personnel (RQF)
- Qualsafe Level 3 Award for Moving and Handling Trainers (Emergency Services) (RQF)

For more information about our qualifications, visit qualsafe.org

Fully revised and updated in 2024:

Qualsafe Level 4 Diploma for Associate Ambulance Practitioners (RQF)

The nationally recognised Qualsafe Level 4 Diploma for Associate Ambulance Practitioners (RQF) (AAP4) enables learners to attain the skills required to operate in an emergency and urgent care setting, supporting registered and non-registered healthcare professionals.

This regulated qualification was reviewed in 2024 in collaboration with key stakeholders, including ambulance and education sector specialists, with comprehensive changes put in place to ensure the qualification reflects contemporary emergency and urgent care practice, focusing on high quality and compassionate patient care.





Emergency Services Driving

Qualsafe Awards' driving qualifications

Qualsafe Awards' Ofqual-regulated driving qualifications have been developed and are regularly reviewed by industry experts to ensure they reflect current best practice and operational standards.

These qualifications equip learners with the skills and knowledge required to **prepare**, **drive**, and **manoeuvre** ambulance vehicles safely and effectively in both emergency and non-emergency roles.

These interlinking programmes meet the core requirements for emergency ambulance driving across NHS Ambulance Trusts, Independent Ambulance Services, and Voluntary Aid Societies, while supporting the essential work of the NHS.

By achieving these qualifications, learners gain a recognised, industry-respected credential that underpins safe, competent, and professional ambulance driving.



Trust Qualsafe to deliver excellence in ambulance driver training, setting the benchmark for safety and proficiency in the field.





Qualifications

Qualsafe Level 3 Certificate in Emergency Response Ambulance Driving (RQF) (CERAD)

Developed by leading industry experts and reviewed by the prestigious Driver Training Advisory Group (DTAG), this nationally recognised qualification is trusted by frontline ambulance services across the UK.

The CERAD qualification equips learners with the skills, knowledge, and confidence to prepare, drive, and manoeuvre ambulance vehicles safely and effectively in both emergency and non-emergency situations. Training can be delivered across multiple vehicle categories:

- Class 2 Category B Solo Response Vehicle
- Class 2 Category B Motor Ambulance: 3250kg 3500kg
- Class 3 Category C1 Motor Ambulance: Over 3500kg

With the Qualsafe CERAD, drivers are ready to meet the demands of the road and the needs of the patients, with professionalism, precision, and care.



Qualsafe Level 4 Diploma in Ambulance Driving Instruction (RQF)

This advanced qualification is designed for experienced response drivers who are ready to take the next step in becoming a qualified Ambulance Driving Instructor.

Successful learners will be able to deliver safe, effective, and professional driving instruction at all times, while demonstrating an in-depth knowledge of emergency response ambulance driving.

Learners gain the expertise to coach others to the highest operational standards, ensuring safety, compliance, and excellence behind the wheel.

The qualification covers:

- Instructional techniques for routine and emergency response driving
- · Driver attitude and behaviour
- · Advanced subject matter knowledge in ambulance operations
- Best practice approaches for developing driver competence and confidence
- Law and Legislation, post-collision examination and much more.

Shape the next generation of ambulance drivers, ensuring they are prepared for the demands of the road and the responsibility of patient care.

Inspire confidence, deliver excellence, and drive change in our industry.



Emergency Services Driving



Qualifications

Qualsafe Level 3 Award in Patient Care Services: Ambulance Driving (RQF)

This nationally recognised qualification is designed for non-emergency patient transport drivers, confirming learner competence in operating an ambulance to the highest standards required by NHS Trusts and CQC-registered ambulance services.

Through comprehensive training, learners develop the skills and knowledge to operate an ambulance with confidence and to drive safely, smoothly, and professionally, ensuring every journey is safe, smooth and comfortable.

By completing this qualification, learners will have demonstrated:

- Safe and competent ambulance driving during routine conditions
- Driving techniques that promote smooth, secure patient transport
- Full compliance with the Highway Code, Road Traffic Act, and Emergency Ambulance Response Drivers Handbook
- Safe parking and manoeuvring of patient transport vehicles, including the use of a banksman.

Deliver patient transport services that meet the highest professional and safety standards.



Emergency Response Ambulance Driving Update Course

The Emergency Response Ambulance Driving Update Course provides ambulance drivers with the latest best practice in emergency vehicle operation, as defined by subject matter experts, the AACE Emergency Ambulance Response Driver's Handbook DTAG, Roadcraft: The Police Drivers Handbook, and NHS Ambulance Trusts.

Fully compliant with current legislation and best practice

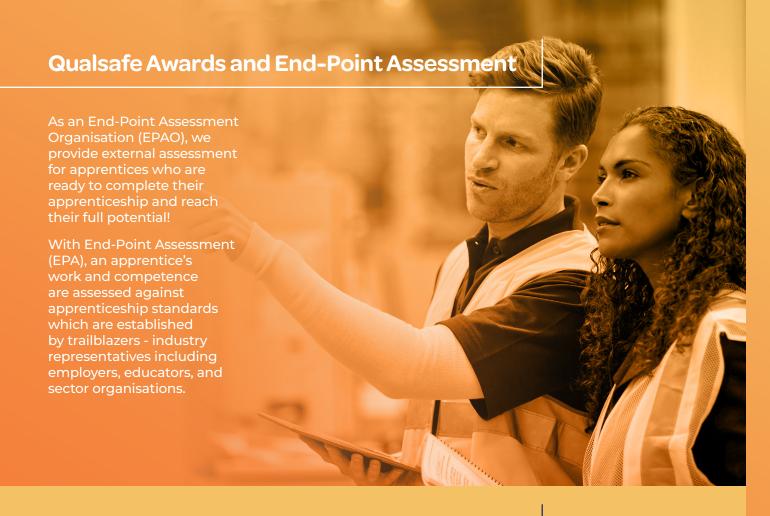
This course has been developed to reflect the latest legal and operational changes affecting emergency response drivers in the UK ensuring they remain safe effective and compliant under blue light conditions.

This unregulated update course covers:

- · Recent changes to the Highway Code and relevant legislation
- · Professional driver attitudes and behaviours
- Routine and emergency response driving techniques
- Safe and effective use of legal exemptions
- Motorway and high-speed driving procedures

By completing this course, learners will enhance their competence, confidence, and readiness to deliver safe and efficient patient care during emergency responses.





Working with Qualsafe Awards as an EPAO

Specialising in delivering rigorous and reliable assessments for apprenticeships in the emergency care sector

To help businesses and apprentices to reach their potential, we offer dedicated support alongside a full assessment service, including:

- Personalised planning meeting for Training Providers to fully prepare for the Assessment Day
- Apprenticeships Booking System to track progress, upload evidence, action tasks and book End-Point Assessments
- The ability to deliver mandatory qualifications as stand-alone courses in addition to being part of the apprenticeship
- Team of expert Independent Assessors, each specialising in the relevant apprenticeship sector
- Access to our in-house customer support team
- Robust IQA and standardisation events
- Resources for assessment, specifically to support and guide the apprentice
- Delivery support materials for qualifications including lesson overviews and assessment guide*

*Where Qualsafe Awards awards mandatory qualifications required within a standard.

For more information about our Apprenticeship Standards, please visit: qualsafe.org/apprenticeships-and-end-point-assessment or email: epaadmin@qualsafe.org

Assess your apprentices within 2 weeks of gateway.

Work with Qualsafe Awards to assess the following standards within two weeks of gateway:



Ambulance Support Worker (Emergency, Urgent and Non-Urgent) (ASW)

Who is this apprenticeship standard for?

This apprenticeship is ideal for those taking their first steps in an emergency and urgent care role, supporting registered and non-registered healthcare professionals in a non-clinical capacity. This could include driving an ambulance while a paramedic looks after the patient or transporting non-critical patients.



Programme Structure

This apprenticeship will take approximately one year to complete. During this time the apprentice will learn about patient care, safely driving ambulance vehicles, assisting with delegated clinical tasks and interventions alongside soft skills such as working as part of a team, effective communication and conflict resolution.

With the knowledge, skills and behaviours gained through this apprenticeship, successful individuals will be competent and job ready as an Ambulance Support Worker.

Associate Ambulance Practitioner (AAP)

Who is this apprenticeship standard for?

Ideal for those who want to work as part of the emergency and urgent care setting – providing high quality and compassionate care while working as part of an ambulance crew responding to 999 calls. Working at a level above that of Healthcare Support Workers, the AAP will assess, treat, and manage service users at the scene and either refer them to alternative care provisions, where treatment lies outside of their scope, or safely discharge them on scene.

Programme Structure

The apprenticeship lasts between 12 to 18 months, with candidates expected to be ready for Gateway at 13 months. During this period, candidates will gain a variety of skills, including airway,

respiratory and circulatory management, use of medical gases, promoting mental health and wellbeing, and much more. In addition, they will gain soft skills such as effective communication, conflict resolution, and working closely and collaboratively with others.

This structure and the knowledge, skills, and behaviours apprentices will gain during this time meet the full apprenticeship standard set out by NENAS, which is widely accepted within ambulance services for the role of Associate Ambulance Practitioner.



Your End-Point Assessment journey with Qualsafe

Qualsafe Awards provides employers, Training Providers and apprentices with advice and guidance from day one, explaining the process and helping apprentices to prepare for EPA every step of the way. We're passionate about supporting apprentices to reach their full potential and achieve successful outcomes!



Choosing your End-Point Assessment Organisation (EPAO)

Qualsafe Awards provides a personal and collaborative onboarding process which makes sure we are the right fit for you.

Getting Set Up with an EPA agreement with Qualsafe Awards

When you have chosen Qualsafe Awards as your EPAO, the next step will be to sign the EPA Agreement.

(3) EPA Registration

Using our efficient EPA admin process you can register your apprentices with ease – either individually or as a bulk upload.

Planning Meeting – Prior to Gateway

As part of your EPA journey with Qualsafe, we include a free planning meeting which gives you the opportunity to discuss your upcoming assessment day(s), commonly referred to as the EPA Event.

Gateway – Signing off the Apprentice for EPA

The employer, training provider, and apprentice will confirm that all Gateway requirements have been met by completing the EPA Gateway Declaration Form. This form will also confirm that the apprentice is ready for EPA.

6 EPA Event Booking

Once the gateway evidence has been successful, the EPA Event can be booked!

(7) EPA Event

The assessment day has arrived!

Our Independent End-Point Assessors (IEPAs) will carry out the EPA Events either face to face or remotely.

8 EPA Results and Certification

Following quality assurance, we will upload all EPA results and inform the Institute for Apprenticeships and Technical Education (IfATE) who will send the final apprenticeship certificate to the employer.



Recognised for our work with **East Midlands Ambulance Service**



Collaborative - Progressive - Robust

East Midlands Ambulance Service has been working with Qualsafe since 2019 delivering our progressive range of prehospital care qualifications to ambulance service employees.

The success of collaboration:

- Regulated qualifications creating a standardised approach for all prehospital care employees.
- High-quality education programmes tailored to the needs of NHS workforces.
- Frequent and rigorous review ensures qualifications are valid and fit-for-purpose.
- Flexibility means that challenges of abstraction, recruitment, and retention are reduced.
- Ensures person-centred care for end users, increasing patient safety.

The design of the qualifications and qualification framework has enabled us to be flexible in developing our clinical workforce plan allowing staff development through the 'step on and step off' career pathway to becoming qualified ambulance clinicians giving access to accredited qualifications.

Qualsafe Awards are to be commended on their work in reviewing and progressing the awards to ensure they are fit for purpose and reflective of best practice, especially in relation to engaging EMAS as a stakeholder as well as other stakeholders, they encourage networking between centres in order to share best practice.

Karl Anderson, Deputy Head of Education, EMAS



"Our experience with Qualsafe is extremely positive, and we would recommend them to anyone who is thinking of delivering training."

Callywith College

"We are proud to be a Qualsafe Awards Centre! Their qualifications are regulated and the guidance is very clear as well as concise. We highly recommend them and look forward to continuing our exciting journey with Qualsafe in the future."

SureSafe Training

