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Z1210-17

First aid training for the workplace — Curriculum and quality management for training agencies

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Preface

This is the first edition of CSA Z1210, *First aid training for the workplace — Curriculum and quality management for training agencies*.

This Standard includes the following:

- a) Clause 4 provides the minimum requirements for design considerations for a workplace first aid training program.
- b) Clause 5 indicates the learner training levels.
- c) Clause 6 contains a matrix of the competency level required for each of the associated learner training levels.
- d) Clause 7 details the quality assurance requirements for training agencies.
- e) Two annexes are included to provide additional guidance and assistance to users of this Standard.

CSA Group gratefully acknowledges that the development of this Standard was made possible, in part, by the financial and in-kind support from the Canadian government departments responsible for occupational health and safety, Ontario WSIB, Saskatchewan WCB, and EMP Canada.

This Standard was prepared by the Technical Committee on Workplace First Aid, under the jurisdiction of the Strategic Steering Committee on Occupational Health and Safety, and has been formally approved by the Technical Committee.

Notes:

- 1) *Use of the singular does not exclude the plural (and vice versa) when the sense allows.*
- 2) *Although the intended primary application of this Standard is stated in its Scope, it is important to note that it remains the responsibility of the users of the Standard to judge its suitability for their particular purpose.*
- 3) *This Standard was developed by consensus, which is defined by CSA Policy governing standardization — Code of good practice for standardization as “substantial agreement. Consensus implies much more than a simple majority, but not necessarily unanimity”. It is consistent with this definition that a member may be included in the Technical Committee list and yet not be in full agreement with all clauses of this Standard.*
- 4) *To submit a request for interpretation of this Standard, please send the following information to inquiries@csagroup.org and include “Request for interpretation” in the subject line:*
 - a) *define the problem, making reference to the specific clause, and, where appropriate, include an illustrative sketch;*
 - b) *provide an explanation of circumstances surrounding the actual field condition; and*
 - c) *where possible, phrase the request in such a way that a specific “yes” or “no” answer will address the issue.*

Committee interpretations are processed in accordance with the CSA Directives and guidelines governing standardization and are available on the Current Standards Activities page at standardsactivities.csa.ca.
- 5) *This Standard is subject to review within five years from the date of publication. Suggestions for its improvement will be referred to the appropriate committee. To submit a proposal for change, please send the following information to inquiries@csagroup.org and include “Proposal for change” in the subject line:*
 - a) *Standard designation (number);*
 - b) *relevant clause, table, and/or figure number;*
 - c) *wording of the proposed change; and*
 - d) *rationale for the change.*

Z1210-17

First aid training for the workplace — Curriculum and quality management for training agencies

0 Introduction

In October 2014, CSA Group's Occupational Health and Safety Standards Program and the Canadian Red Cross' Workplace Injury Reduction Collaborative Forum held a joint workshop to discuss and reach an agreement on the development of national guidance in the area of workplace first aid competencies. Participants agreed that the development of a standard could serve as part of a national system for workplace first aid training and assessment of training organizations.

Note: Refer to the Report of Stakeholder Workshop on a Proposal for a National Standard on Workplace First Aid Competencies and Training, WA 02-15.

This Standard on workplace first aid is intended to harmonize workplace first aid training programs across Canada with the extended outcomes of

- a) improved universal practice by workplace first aiders in the workplace;
- b) improved course design and delivery;
- c) simplified accreditation portability;
- d) setting minimum requirements for workplace first aid programs; and
- e) setting minimum requirements for the qualifications for workplace first aiders.

1 Scope

1.1 General

This Standard establishes minimum requirements for a workplace first aid training program. It is intended to be used by occupational health and safety (OHS) regulators, organizations, training agencies, or other interested workplace parties. This Standard specifies requirements for, and provides guidance on the design, development, and competencies of a workplace first aid training program.

1.2 Purpose

This Standard is intended for those who design, develop, deliver, maintain, and review workplace first aid training courses.

1.3 Inclusions

This Standard specifies requirements for workplace first aid training

- a) program design;
- b) competency levels (by topic and for each training level); and
- c) quality management requirements.

Note: Workplace first aid training is part of a greater health and safety management system (e.g., there are obligations to also report work-related illnesses/injuries and to follow up with appropriate incident investigation). Workplace first aiders should therefore be given additional guidance by their organization related to being a first

aider in a workplace setting as it relates to their workplace's health and safety policy/programs and applicable legislation.

1.4 Exclusions

This Standard does not include

- a) workplace first aid training for members of the public;
- b) workplace first aid instructor training; and
- c) specific requirements for specialty first aid training courses and programs such as marine, mining, transportation, pools, school buses, etc., where specific legislation could apply.

Note: Additional industry-specific regulatory requirements might apply.

1.5 Terminology

In this Standard, “shall” is used to express a requirement, i.e., a provision that the user is obliged to satisfy in order to comply with the standard; “should” is used to express a recommendation or that which is advised but not required; and “may” is used to express an option or that which is permissible within the limits of the standard.

Notes accompanying clauses do not include requirements or alternative requirements; the purpose of a note accompanying a clause is to separate from the text explanatory or informative material.

Notes to tables and figures are considered part of the table or figure and may be written as requirements.

Annexes are designated normative (mandatory) or informative (nonmandatory) to define their application.

1.6 Units of measure

The values given in SI units are the units of record for the purposes of this Standard. The values given in parentheses are for information and comparison only.

2 Reference publications

This Standard refers to the following publications, and where such reference is made, it shall be to the edition listed below, including all amendments published thereto.

CSA Group

WA 02-15

Report of Stakeholder Workshop on a Proposal for a National Standard on Workplace First Aid Competencies and Training

<https://community.csagroup.org/docs/DOC-20904>

Z1001-13

Occupational health and safety training

Z1220-17

Workplace first aid kits

Other publications

Canadian Guidelines Consensus Task Force, *Canadian Consensus Guidelines on First Aid and CPR: 2016*

<https://community.csagroup.org/docs/DOC-36416>

International Liaison Committee on Resuscitation (ILCOR)
www.ilcor.org/consensus-2015/costr-2015-documents/

3 Definitions and abbreviations

3.1 Definitions

The following definitions shall apply in this Standard:

Note: *At the time of publication, first aid legislation differs from jurisdiction to jurisdiction in Canada. It is the user's responsibility to determine how applicable legislative definitions/terminology relate/relates to this Standard.*

Anaphylaxis — the serious form of allergic reaction to a stimulus (e.g., peanuts), involving one or more of the body's systems.

Notes:

- 1) *The body's systems involved could be the respiratory tract, the gastrointestinal tract, the skin, and/or the cardiovascular system.*
- 2) *Anaphylaxis can lead to a loss of consciousness or even death.*

Certificate — a document issued by a training agency attesting to the successful completion of a workplace first aid training event by an individual learner, established through an appropriate evaluation process.

Note: *A certificate can be written or electronic.*

Competency — the required level of awareness, knowledge, and/or skill to perform first aid in the workplace.

Competent person — a person who possesses the knowledge, training, and skill to enable him or her to perform an assigned duty within the context of this Standard.

Defibrillation — use of a device that gives an electric shock to a person's heart in order to make it beat normally again, especially after a heart attack.

Source: *Merriam-Websters medical dictionary.*

Delivery method(s) — how training events are provided to learners.

Note: *Examples of delivery methods include blended learning, classroom instruction, seminars, and books.*

Diabetes — any of various abnormal conditions characterized by the secretion and excretion of excessive amounts of urine, usually secondary to the abnormal physiologic use of insulin.

Source: *Merriam-Websters medical dictionary.*

Environmental injury and illness — environmental conditions that, through overexposure to environmental elements, could cause harm to a person and lead to a medical emergency (i.e., hypothermia, hyperthermia, etc.).

Formative assessment — ongoing, non-graded activity assessment during the workplace first aid training event.

Notes:

- 1) *The purpose of a formative assessment is to provide feedback to the learner about their progress and workplace first aid skill acquisition.*

- 2) A training agency could use formative assessment as one measure in assessing a learner's workplace first aid skill acquisition along with a final assessment at the end of a first aid training event (summative assessment). Formative assessment plus summative assessment equals total score of learner's workplace first aid skill acquisition.

Hazard — a potential source of harm to a worker.

Instructor — a competent person who is authorized on behalf of a training agency to deliver workplace first aid training events and assess learner competency.

Instructional method(s) — the method or process in which information is relayed from the instructor to the learner.

Note: Examples of instructional methods include instructor centered (such as demonstrations, lectures, directions), machine based (e-learning), or learner centered (such as case studies, role play, skill stations).

Medical advisor — a physician in good standing with their professional association in Canada with relevant expertise (e.g., provision of emergency care, occupational medicine specialist), who provides leadership and guidance for the provision of medical oversight to workplace first aid programs.

Organization — a company, operation, undertaking, establishment, enterprise, institution, or association, or a part or combination thereof, that has its own management.

Note: An organization can be incorporated or unincorporated, not-for-profit, charitable, public, or private.

Parties — organized and established groups within a workplace that represent the employer and/or workers.

Practical skills demonstration — a hands-on learning experience in a supervised setting aimed at the preparation and training of a learner and/or assessment of a learner.

Protocol(s) — a policy or strategy which defines the sequence of actions for the performance of an activity/skill.

Quality management — a process for training agencies to maintain workplace first aid training program performance.

Record — a document that states results achieved or provides evidence of workplace first aid activities performed.

Reliability/reliable — the consistency of the assessment process. An assessment is said to be reliable when it measures what it is supposed to measure each and every time you use it.

Risk — a combination of the likelihood of the occurrence of harm and the severity of that harm.

Risk assessment — the overall process of hazard identification, risk analysis, and risk evaluation.

Seizure — an abnormal electrical discharge in the brain, often leading to convulsions.

Source: Merriam-Websters medical dictionary.

Shock — a state of profound depression of the vital processes of the body that is characterized by pallor, rapid but weak pulse, rapid and shallow respiration, reduced total blood volume, and low blood pressure and that is caused usually by severe especially crushing injuries, hemorrhage, burns, or major surgery.

Source: Merriam-Websters medical dictionary.

Stroke — the sudden impairment or loss of consciousness, sensation, and voluntary motion that is caused by rupture or obstruction (as by a clot) of a blood vessel supplying the brain and is accompanied by permanent damage of brain tissue.

Source: Merriam-Websters medical dictionary.

Summative assessment — a one-time graded competency assessment that occurs at the end of a training event which summarizes the learner's accomplishment.

Traumatic brain injury (TBI) — an acquired brain injury caused by external force.

Source: Merriam-Websters medical dictionary.

Training — any structured activity with measurable competencies provided to gain, improve, or retain a learner's specified knowledge and skills.

Training agency — an organization that develops and authorizes the delivery of its own workplace first aid training programs.

Training course — instructional materials and resources designed to be delivered as a single unit of workplace first aid training.

Training event — each delivery of a workplace first aid training course or portion thereof.

Training program — an established system of designing, developing, delivering, evaluating, documenting, and managing workplace first aid training.

Training provider — any person, organization, or other entity delivering a workplace first aid training event.

Validity/valid — the alignment between the assessment process and its purpose. An assessment is said to be valid when it accurately measures what it is supposed to measure.

Worker — a person employed by the organization or a person under the day-to-day control of the organization.

Note: This definition of "worker" includes employees, supervisors, managers, team leaders, contractors, service providers, volunteers, and students or others actively engaged in undertaking activities for benefit to the organization.

Workplace — any location in which work-related activities are performed.

Workplace first aid — emergency care provided to an injured/ill worker in the workplace.

Workplace first aider — a worker with a first aid certificate that is current and recognized as defined by legal requirements.

3.2 Abbreviations

The following abbreviations shall apply in this Standard:

- AED — automated external defibrillator
- COPD — chronic obstructive pulmonary disease
- CHF — congestive heart failure
- CPR — cardiopulmonary resuscitation
- EMS — emergency medical services

- MI — myocardial infarction
- MSDS — material safety data sheet
- OHS — occupational health and safety
- SDS — safety data sheet
- TBI — traumatic brain injury

4 Training program design and considerations

4.1 Workplace first aid training design

The training agency shall design workplace first aid training programs that provide training courses and events for optimal learning and success including

- a) training environment;
- b) training materials and equipment;
- c) training course duration; and
- d) intended audience.

4.2 Training environment

The training agency shall establish policies and procedures for the training environment that address the safety, comfort, and accessibility needs of learners to accommodate learner practice and demonstration of skills.

4.3 Training materials and equipment

The training agency shall establish policies and procedures for training materials, equipment, and infection prevention and control practices.

4.4 Training course duration

4.4.1 General

The training agency shall establish policies and procedures for training course duration that provide sufficient time for learners to successfully understand and demonstrate required competencies. The training course shall include both a practical skills demonstration and a knowledge component. At a minimum, the practical skills demonstration duration of the training course shall be as specified in Clause 4.4.2.

All competencies identified as skills, as specified in Clause 6, shall be assessed by the training course instructor in a supervised environment. (See Clause 7.10.)

4.4.2 Practical skills demonstration

Workplace first aid training programs shall provide practical skills demonstration of the competencies specified in Clause 6. The minimum practical skills demonstration duration shall be as follows:

- a) for a basic level, 3.5 h;
- b) for an intermediate level, 7 h; and
- c) for an advanced level, 35 h.

Notes:

- 1) *Learner training levels are specified in Clause 5.*
- 2) *For a definition of practical skills demonstration refer to Clause 3.*