**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA**

**PROVISION OF FIRST AID**

**APPENDIX 1 - SERVICE SPECIFICATION**

**Introduction**

* 1. The Royal Borough of Kensington and Chelsea (RBKC) has 2,300 employees. There is a legal requirement for the provision of First Aid training for a company of our size. A minimum number of staff will need to be qualified and be requalified to be on hand to support their colleagues when accidents and incidents happen. The training we required is as follows, up to;
* 3 x 4-day qualification training per year
* 3 x requalification training per year
* 3 x 1 x emergency first aid course per year
  1. Each face to face training course will be run as full days. the contract will be offered as a 24-month contract and with absolute discretion the Council may, following a review, extend the contract by a period of up to 12 months to make a maximum contract length of 36. This equates to a maximum of 18 courses. The anticipated value for this contract is £18,000 - £40,000 which will include test and certification where required.

1. **Scope and method of the training**
   1. The chosen provider will use a variety of training methods and techniques to engage the audience and take into consideration learning styles and current experience. There should be an opportunity to work with live examples from participants own experience.
   2. The training may be held at variety of sites including the main RBKC Town Hall. Equipment for the training may be left overnight (at providers own risk) at the training site when four-day courses are held.
   3. A briefing will take place where the content of the training and the shape of the programme will be agreed between RBKC and the provider at the beginning at the contract. Quarterly review meetings will take place to ensure that the programme is up-to-date and relevant. There may also on occasions be a need to design courses for specific service groups.
   4. The booking of events will be co-ordinated by the Learning and Development Team.
2. **Programme Frequency** 
   1. All programmes will run based on demand and subject to financial constraints. An indication of the number of events required is given in paragraph 1.2
   2. At its absolute discretion the Council may, following a review, extend the contract for a further period of up to 12 months to make a maximum contract length of 36 months,
   3. We expect there to be a maximum of 12 **attendees** per workshop
3. **Programme requirements**

The successful provider will:

* Be responsible for promoting the online evaluation process following each event
* Produce all materials for attendees
* Use training methods that are proven to support and convey theory and practice
* Allow for applied and reflective learning during the training period
* The provider must ensure all learning materials can be adapted to ensure those with visual and or hearing impairments can gain benefit of the programmes
* The training will be delivered within the premises of RBKC,
* Providers will need to bring their own equipment such as laptop, projector and connection leads.
* Organise the tests in accordance with the awarding body
* Arrange for certification and sending them within 8 weeks
* Hold a record of those trained for future reference and provide the list on request.

**5. Contract Performance Monitoring**

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| **Activity** | **Timescale** | **Who will be responsible** |
| Agree course titles and delivery schedule | At the initial planning meeting following the contract being awarded | The provider |
| Attendance lists | On conclusion of each training day | The provider to send to the learning and Development team ( if not able to hand to a member of staff on the day) |
| Evaluation online | Promote at the end of the course | The provider and learning and development team |
| Review meetings | Quarterly | The provider and L&OD Team |