

First Aid Agencies and 3rd Party Providers: FAQs

OHS information for first aid agencies

Many individuals and organizations in Alberta deliver first aid training to workers under a 3rd party provider agreement with an approved first aid agency. To fulfill their obligations under their Approval Agreements, agencies which operate in conjunction with 3rd party providers are required to regularly assess their 3rd party providers' performance in first aid delivery.

1. Who is considered a 3rd party provider?

3rd party providers (also termed affiliates, training partners, etc.) may be other first aid agencies, corporations or individuals who have an agreement with an approved first aid training agency to deliver first aid training.

An approved first aid agency is not required to assess the 3rd party providers of its own 3rd party providers.

2. How often do assessments of 3rd party providers need to be done?

At a minimum, an approved first aid agency should perform an assessment and evaluation once per year for each 3rd party provider. In addition, approved first aid training agencies should assess 3rd party providers more frequently as required if issues are identified.

3. What does an assessment of a 3rd party provider include?

An assessment of a 3rd party provider may include some or all of the following seven assessment components:

- 1) Verification that all instructors utilized by the 3rd party provider are qualified at the appropriate first aid levels for the courses they teach.
- 2) Verification that the first aid curriculum taught by the 3rd party provider complies with the agency's Quality Management Plan (QMP), and incorporates any necessary changes to training curricula as required by a Director of Medical Services.
- 3) Verification that each 3rd party instructor teaches at least 2 approved workplace first aid courses per year.
- 4) Review of student complaints received by the agency concerning the 3rd party provider, and assisting the 3rd party provider with remediation where needed.
- 5) Review of instructor evaluations gathered or otherwise provided by the 3rd party provider (evaluations of instructors by students and/or instructor peer-evaluations) to identify problems, and assisting with remediation where needed.
- 6) Evaluation of a 3rd party provider's first aid training session(s).
- 7) Formal audit of a 3rd party provider's teaching program.

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The nature of the assessment should be tailored to the role that a 3rd party provider performs for the approved first aid agency.

A 3rd party provider who is an individual first aid instructor:

An assessment of an individual first aid instructor who is a 3rd party provider may include verification of instructor credentials and number of courses taught, and a review of teaching evaluations.

A 3rd party provider whose role extends beyond first aid instruction:

A 3rd party provider whose role extends beyond providing first aid instruction on behalf of the approved first aid agency (e.g. another agency which organizes training courses and hires its own instructors) may need a more in-depth assessment. For 3rd party providers which are agencies distinct from the approved first aid agency, assessment components #1 through #5 should be performed by the approved first aid agency under which the 3rd party provider is acting at least once during any three year period.

4. Can conditions, suspensions or terminations be placed on approvals, if regular assessments of 3rd party providers are not done?

Yes. Regularly assessing 3rd party providers is a requirement of the Approval Agreement signed by the first aid agency and the Director of Medical Services.

5. Can conditions, suspensions or terminations be placed on approvals, if 3rd party providers do not deliver first aid training according to the Approval Agreement?

Yes. First aid agencies must ensure that first aid training is delivered in accordance with the Approval Agreement whether or not the training is delivered through a 3rd party provider..

6. Are there other requirements for approved first aid agencies with 3rd party providers?

An agreement between an approved first aid agency and a 3rd party provider must contain the terms and conditions necessary to enable the first aid agency to fulfill its obligations under the agency's Approval Agreement.

An investigation of a student complaint received by the 3rd party provider or by the agency concerning the 3rd party provider should be done as soon as possible upon receipt of a complaint, and the agency should have a process to assist the 3rd party provider with remediation/mitigation as necessary.

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Additionally, as a best practice, an approved first aid training agency should review evaluations and complaints received about a 3rd party provider at least once every three years to identify trends and common themes (this may be performed as part of the assessment of a third party provider).

All agencies must verify that all 3rd party providers implement changes to first aid training curricula by the required date, when the agency is notified of a change to the first aid training standards by a Director of Medical Services.

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