

# WHAT DOES IT MEAN?

# Recognitions

**Certification • Accreditation • Endorsements • Approvals**

Understanding Terminology and Acknowledgements

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## Introduction

Welcome to **ProTrainings Europe Limited**.

ProTrainings EU is a certifying organisation recognised for providing training and qualifications in England, UK and across the globe.

ProTrainings EU offer qualifications designed in-house and qualifications which are regulated by Ofqual through TQUK and FutureQuals. Our qualifications are carefully designed to meet industry standards and regulatory requirements giving every learner or user confidence that training meets HSE, Ofqual, UK & EU Resuscitation Council, Skills for Health, Ofsted and Skills for Care training standards.

Our unique approach to training delivery is designed to accommodate learning styles in all their forms, including online, classroom and blended formats. Our variety of delivery methods have been a preferred choice for many learners who require training through general interest and as part of their profession. Our training has been comprehensively designed to meet standards that fall within the boundaries of qualifications overseen by awarding organisations and governing bodies.

ProTrainings high standards include a robust training approach that meets strict specifications, quality assurance requirements and qualification standards. As a result of implementing a comprehensive quality assurance process, ProTrainings online and classroom courses have been CPD certified, endorsed through The Skills for Care Scheme (ProTrainings being the first organisation gaining approval for classroom and online training in the United Kingdom) and we have surpassed an external audit by being approved for ISO45001 : 2018 and ISO9001 : 2015 for maintaining high organisational standards.

Our qualifications are designed to support and encourage learners to develop their knowledge and skills. This development may result in progression into employment or career development in the workplace. Our qualifications also allow learners to progress onto further qualifications.

For more information please visit [www.ProTrainings.eu](http://www.ProTrainings.eu) for news, updates and information on a variety of qualifications spanning into the Health & Safety industry, First Aid world, Pet First Aid environment and Health & Social Care sector.

### But what does this all mean?

This document will define key terminology used to represent ProTrainings for external endorsement or recognition by third-party organisations who have schemes and processes in place to add a stamp of quality measured and defined by thorough analysis.

Understanding language that is not always easy to interpret will help your company, school or organisation utilise endorsements, accreditations or certified recognitions that will add that extra quality on what you provide through ProTrainings Europe Limited.

This recognition booklet will explain terminology such as ISO, Endorsement, Accreditation/Regulation, CPD Certification, Skills for Care and more. Please read carefully and use this information to better your services and communication to your customers.

## Definitions:

### Certifying/Trade Body Organisation

This is an organisation that delivers training in accordance with the law and does so by implementing monitoring systems, policies and procedures, management programmes, services and more that meet statutory and regulatory requirements imposed or sanctioned by a legal authority.

A trade body organisation must demonstrate quality assurance and prove due diligence in the service, training or product they provide.

A training company, for example, may need to but is not limited to ensuring they have mapped and documented training material, session plans, policies and procedures, hold standardisation and staff meetings, outline quality protocols, validate and ensure certificates disclose and reference legislative and law-abiding acts where required and more.

ProTrainings offer more than a trade body certificate as we have gone one better than the average training qualification. We offer a uniquely designed 'Vocational Training Qualification' which is abbreviated as VTQ. VTQ is an internal framework designed to increase the standard of qualifications we provide which can easily be mapped or cross-referenced against regulatory qualifications, giving each user or customer confidence that training either meets or exceeds a national standard or requirement in a particular sector or service. Our VTQ qualification is our commitment to quality training.

The difference between a regulated and trade body training organisation includes the flexibility trade organisations have within the boundaries or remits of certain qualifications. For example, a trade body organisation will have an internal department that sanctions and authorises certain decisions, whereas, a regulated organisation must seek further approval via a third-party organisation.

### Regulated or Accreditation

A regulatory organisation is an organisation responsible for exercising autonomous authority over some area of activity in a regulatory or supervisory capacity.

For example, an awarding organisation who provides first aid training must ensure their operations are in accordance with Ofqual or Ofsted who oversee regulatory decisions that affect training within the UK.

Regulated qualifications are commonly known for training that meets a high standard and are sometimes the mandatory option for certain professions. Additionally, regulated organisations offer qualifications that are available from the Ofqual framework and are not qualifications they have designed in-house. This differs from a trade body organisation where they can create their own bespoke or tailored courses that meet an internal or industry requirement.

### Endorsed

An endorsement is a form of public support or approval. Endorsements are given to organisations, products, services or even people. If you give something an endorsement, you're basically saying "I approve of this person or product.

ProTrainings have received many endorsements from credible and reputable organisations for courses we offer and management systems we have in place to provide smart, efficient and effective services.

## Approvals

Gaining approval grants a person or company the right to perform, say or do something based on authorisation from an authority who is in a position to sanction such decision. ProTrainings have acquired approvals to deliver training in certain areas, approval for a certain type of delivery method and others as outlined below.

## HSE

The HSE is a governing organisation whose ethos and mission are to prevent work-related death, injury and ill health in the workplace.

In first aid terms, the HSE stipulate what is required for first aiders in the workplace. They also provide requirements for managing the provision of first aid (first-aid kit, equipment, rooms etc); requirements and training for first-aiders; requirements for appointed persons; making employees aware of first-aid arrangements; first aid and the self-employed and cases where first-aid regulations do not apply.

The HSE do not approve centres or training anymore, they provide the guidance on regulations for employers needing training in the workplace.

ProTrainings qualifications are aligned to meet the HSE guidelines for first aid in the workplace and do this by ensuring we are compliant with the Health and Safety (First Aid) Regulations (1981) which means training is delivered in accordance with currently accepted first aid practice.

## UK Resuscitation Council

The Resuscitation Council are a professional body set up by a group of medical professionals. Their primary objective is promoting high-quality practice in all aspects of cardiopulmonary resuscitation (CPR) to improve survival rates.

The Resuscitation Council exists to promote high-quality, scientific, resuscitation guidelines that are applicable to everybody and to contribute to saving life through education, training, research and collaboration.

They achieve this by developing guidelines, standards and educational materials for resuscitation, influencing resuscitation policy and practice by maintaining standards, supporting research into resuscitation, building the resuscitation community to foster good working relations between all involved in resuscitation and capturing and putting evidence into practice.

## Skills for Health Council

The Skills for Health Council are a not-for-profit organisation committed to the development of an improved and sustainable healthcare workforce across the UK. The Skills for Health Council helps to inform policy and standards focusing on health, education and improving the wider wellbeing of public health. Skills for Health are the employers' trusted provider of workforce and organisational development, designed to increase quality of healthcare, patient safety and productivity.

Their products and service is based on a core mission of developing a more skilled, productive and flexible workforce, promoting better jobs, careers and sustainable employment, developing appropriate employer-led qualifications and raising standards in skills and training to maximise quality, productivity and health outcomes.

Their aim is to help individuals and organisations maximise the potential in the workforce, deliver workforce transformation, improve quality, productivity and health outcomes and raise standards in skills and training delivery.

The Skills for Health Council set the rules and regulations for teaching & assessing first aid for individuals and companies in the UK and all ProTrainings instructors who are internally quality assured to deliver first aid through ProTrainings hold a teaching & assessing qualification.

## Ofqual

The Office of Qualifications and Examinations Regulation is a non-ministerial government department that regulates qualifications, exams and tests in England and, until May 2016, vocational qualifications in Northern Ireland. Colloquially and publicly, Ofqual is often referred to as the exam "watchdog".

The awarding organisations such as TQUK and FutureQuals who we deliver regulated qualifications through are regulated and governed by Ofqual.

## Ofsted

Ofsted stands for 'The Office for Standards in Education' and is often a term used for customers who are childminders, carers or nannies an au pairs but more likely to be used in a school setting. Ofsted is responsible for inspecting a range of educational institutions, including schools and colleges.

ProTrainings offer paediatric training that has been carefully designed to meet requirements for employees who need training but need to sign-up to the Ofsted registrar as it is an occupational requirement.

## EYFS

The early years foundation is a government led organisation that sets standards for the learning development and care of children from birth to 5 years old.

For the purposes of first aid, ProTrainings Paediatric qualifications have been strictly designed to cover regulatory requirements for delivering first aid to infants and children.

The information this booklet has covered so far will hopefully increase your knowledge and understanding on who governs first aid, H&S or Health and Social Care schemes and regulations within the UK and how this applies to ProTrainings Vocational Training Qualifications (VTQ) as well as qualifications Regulated by Ofqual.

## ProTrainings Endorsements, Approvals and Recognitions

The next section of this manual will build on some of the endorsements, approvals and recognitions ProTrainings have acquired over the years that have demonstrated consistency in how we operate and deliver our training.

Please take some time to review each section that applies to training you provide or intend to deliver to gain a better understanding on who authorises ProTrainings to deliver certain types of training under an approval, endorsement or recognised banner.

## ISO 9001

The ISO 9000 family of quality management systems standards is designed to help organisations ensure that they meet the needs of customers while meeting statutory and regulatory requirements related to a product or service.

This quality mark means ProTrainings have been audited, externally reviewed and thoroughly analysed based on our management processes and internal policies & procedures. While applying for ISO 9001 certification, ProTrainings were audited based on an extensive sampling of their sites, functions, products and services.

ISO 9001 certificate must be renewed at regular intervals recommended by the certification body, usually once every three years, including annual updates.

This logo and recognition mean that ProTrainings operate in accordance with an exemplarily organisational requirement, operating in accordance with the law and delivering a customer led service that is credible based management systems and processes that are governing how ProTrainings operate efficiently and effectively to a high statutory requirement.



## ISO 45001

ISO 45001 is an ISO standard for management systems of occupational health and safety which was published in March 2018. The goal of ISO 45001 is to reduce workplace occupational injuries and diseases.

This approval consists of requirements that help combat occupational injuries and diseases that will help ProTrainings improve employee safety, reduce workplace risks and create better and safer working conditions.

ProTrainings work tirelessly to meet H&S requirements for their staff, customers and students. We do this as we take great pride in how we deliver our training. This quality mark adds additional credit to give customers an awareness of our environmental and workplace duty.



## CPD Certification

In the UK workforce alone, CPD is expected of most individual professionals in most sectors. It is generally governed by sector-specific professional bodies or regulators. Employers also increasingly expect their staff to undertake CPD, and may even measure them on it.

Anyone who is a member of a professional body is likely to have CPD requirements laid out for them by the body, rather than by their employer. Anyone who works within a sector that is formally regulated (e.g Nurses and Doctors), is likely to be required to track and progress their CPD in order to maintain their license to practice or professional qualifications. This means they need to provide evidence in the form of training and hours on how they keep current and up-to-date.



All ProTrainings courses are CPD Certified and if a student completes an online, blended or classroom course with an approved instructor, they can download their Certified CPD certificate from their student login area.

More people are aware of the importance of professional training, and the need to enhance skills to stay effective in the workplace. Continuing Professional Development (CPD) is the term used to describe the commitment to lifelong learning, a skill that is invaluable to all people across every segment of society. Employers and institutions across industries are adopting a structured approach to learning in order to retain key staff, develop the skills & knowledge within the organisation to maintain a sustainable and competitive advantage.

Continuing Professional Development (CPD) is the term used to describe the undertaking of a structured post-qualification further learning throughout an individual's career.

## Training Qualifications UK (TQUK)

TQUK are an Ofqual regulated Awarding Organisation, providing a wide range of vocational qualifications to further education colleges and private training providers.

As an Ofqual regulated Awarding Organisation, all of TQUK's qualifications are guaranteed to conform to a high standard. TQUK take steps to ensure that all centres who offer a TQUK qualification are provided with the support they need to give the best possible service to their learners.



The Diamond Approved Centre logo is a quality mark awarded by TQUK for centres who demonstrate consistency and continuity through their training delivery and assessment. This meant ProTrainings had to surpass every external quality assurance (EQA) visit for 3 consecutive years by maintaining quality training materials, meeting regulatory requirements for subject-specific qualifications, upholding a quality management system, ensuring our policies and process align to meet organisational and industry standards and more.

This logo is a message of achievement and represents success on a consistent basis giving users, customers and instructors confidence that ProTrainings operate and excel above the minimum requirements to be a TQUK centre.

The Diamond Approved Centre logo can only be used by the organisation who received direct and written approval from TQUK.

## TQUK Endorsement

Training Qualifications UK is an awarding organisation who provide an endorsed scheme for training organisations who provide courses that are not offered under their umbrella.

For example, the following courses have been endorsed as TQUK do not offer them as part of their suite: Level 3 Moving and Assisting People - ITG Instructor, First Aid at Work Instructor (FAWI) - ITG Instructor, Pet First Aid - ITG Instructor and ProTrainings, Canine First Aid – ProTrainings, Forest Schools First Aid – ProTrainings, Advanced Pet First Aid (VTQ) – ProTrainings and Security Dog First Aid – NASDU which have all been deemed quality courses for adequate and



RECOGNISING ACHIEVEMENT

appropriate assessment methods.

Our endorsed certificates add value and credibility from a reputable organisation who conducts a thorough external quality assurance review of our training materials. Endorsed means, that our content and course has been externally reviewed and marked as being a highly recommended course that offers an extremely high standard.

This gives the end user that confidence and peace of mind that the course they attend has been mapped, designed, and externally reviewed on meeting national or industry requirements.

### Skills for Care – Centre of Excellence

As a recognised Skills for Care provider who is already endorsed for delivering training through digital e-learning, classroom and blended formats, this enhanced Centre of Excellence endorsement will take our credibility and quality of training to an advanced state of recognition. But what does this new Centre of Excellence endorsement mean?



The Centre of Excellence status means that we have been able to consistently demonstrate exemplary commitment to meeting the needs of learners in the adult social care sector. This meant we needed to comply with the social model of care and be able to measure the impact of provision on the lives of people who use these services.

We embarked on this provision to prove how consistent ProTrainings services are, to test whether we are meeting a high standard, to evolve, adapt and improve our provision and to place ourselves amongst a small selection of companies who are a Skills For Care Centre of Excellence.

Gaining this Excellence Award has resulted in receiving a designation as a 'Centre of Excellence in Adult Social Care Learning and Development' and we do not plan on stopping our standards here. We will continue to acquire the best and to offer the finest so that lives are rewarded through the training and services we provide.

### Skills for Care – Online & Classroom Endorsement

ProTrainings became an endorsed provider by surpassing a comprehensive application process, invigorating evaluation of our courses and internal procedures, and ProTrainings being the first organisation gaining approval for classroom and online training in the United Kingdom.



ProTrainings have officially been approved as a recognised Care Provider through the Skills for Care endorsement scheme.

This endorsement will add value to our qualifications and will positively enhance the standard of all our courses offered under our brand. So, what is this new endorsement and how will it affect our services on how we deliver training to a consistently high standard?

The Skills for Care endorsement framework is the bespoke quality mark for learning and development providers within the adult social care sector. Its development came as a result of the Cavendish Review and on the request from employers and companies to have a site where they can easily find high-quality training providers, taking away the

uncertainty and need to search through the minefield of existing providers.

The framework embeds the Common Inspection Framework, National Occupational Standards for Learning and Development and the Leadership Qualities Framework. Working through this process has enabled us to reflect on how we deliver our service so that quality and affordable training is provided. We have utilised the endorsement framework as a springboard to challenge our thinking, helping us to create a more robust and inclusive approach to our learning and development, especially with our products, qualifications and services.



We hope in return that the quality of learning and development of courses we provide will help consumers feel assured that they have received the best possible product and service. This endorsement will automatically enhance our quality assurance protocols, as we have been through a sector-specific quality assurance process with Skills for Care, which means the content of our qualifications have been mapped, designed and conformed to meet care requirements.

### National Association of Security Dog Users (Endorsement)

ProTrainings are approved by NASDU to deliver Security Dog First Aid training. This means ProTrainings are recommended by NASDU to provide Security Dog First Aid training for Security Dogs and Detection Dogs, having had the learning objectives contained in NASDU qualifications mapped against the learning outcomes of our ProTrainings qualification.



This endorsement adds value to the ProTrainings Security First Aid course as NASDU promotes Welfare, Standards, Training and Education within the Security Dog Sector and offers support and guidance to its membership. NASDU is recognised within the security industry by the Security Industry Authority (S.I.A.), Skills for Security, BSIA, IPSA together with the Home Office, ACPO, MOD, DEFRA, BSI, as well as Animal Welfare Groups like local Authority Dog Wardens.

### Federation of First Aid Training Organisations (FOFATO)

FOFATO are an independent organisation who provide a membership scheme for training organisations to be audited for quality assurance and due diligence purposes.



Federation Of First Aid Training Organisations

ProTrainings have received this quality mark for quality and affordable training we provide our customers. This is an additional review which are similar to other approvals we have acquired which validates and provides how consistent ProTrainings Europe Limited is with training we provide and services we offer.

### FutureQuals

FutureQuals is recognised to deliver regulated qualifications by Ofqual in England, CCEA Regulation in Northern Ireland, the Scottish Qualifications Authority (SQA Accreditation) and Qualifications Wales to offer a comprehensive and diverse range of qualifications across a wide range of vocational areas many of which are transferable across industries and sectors.



ProTrainings have received direct approval from FutureQuals to offer their FAQ Level 3 Certificate for First Responders on Scene FROS® qualification. Acquiring this approval required thorough reviews from FutureQuals quality control department.

## ROSPA

The Royal Society for the Prevention of Accidents is a British charity that aims to save lives and prevent life-changing injuries which occur as a result of accidents. In the past, ROSPA has successfully campaigned on issues of road safety, including playing an integral role in the introduction of drink-drive legislation, the compulsory wearing of seatbelts and the ban on handheld mobile phones while driving, as well as on issues of occupational health and safety.

# ROSPA

ProTrainings aim is to support ROSPA to help protect lives so that they can be lived unhindered and unburdened by fatal and life-changing accidents.

## Useful Websites

**ProTrainings Europe Limited**

[www.ProTrainings.eu](http://www.ProTrainings.eu)

**Health and Safety Executive**

[www.hse.gov.uk](http://www.hse.gov.uk)

**The Resuscitation Council (UK)**

[www.resus.org.uk](http://www.resus.org.uk)

**Skills for Health**

[www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

**Office of Qualifications and Examinations Regulation**

[www.ofqual.gov.uk](http://www.ofqual.gov.uk)

**Ofsted**

[www.gov.uk/ofsted](http://www.gov.uk/ofsted)

**Skills for Care**

[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

**The CPD Standards Office**

[www.cpdstandards.com](http://www.cpdstandards.com)

**QMS International**

[www.qmsuk.com](http://www.qmsuk.com)

**FOFATO**

[www.fofato.co.uk/](http://www.fofato.co.uk/)

**NASDU**

[www.nasdu.co.uk/](http://www.nasdu.co.uk/)

**TQUK**

[www.tquk.org/](http://www.tquk.org/)

**FutureQuals**

[www.futurequals.com/](http://www.futurequals.com/)



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