Workplace First Aid Provision Training for Managers: Needs, First Aiders and Response

14 – 18 March 2027
Kuala Lumpur

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Programme Summary

Workplace first aid provision is the subject of this one-week training course for site, operations and safety managers at managerial level, ending in a first aid provision plan for one site. Many organisations hold a kit and a few trained staff, yet cover is rarely matched to hazards, shifts, visitors and distance from help. The programme moves from the needs assessment to the sizing of cover, then to first aiders, emergency response and records, and a plan a leadership team can adopt. Mars Training Centre UK delivers this programme on workplace first aid provision to mixed-organisation cohorts.

The Business Case

Factories, warehouses, hotels, schools and offices all face injuries and sudden illness, and the first minutes often shape the outcome. Thin cover leaves shifts, remote areas and visitors unprotected, while poorly kept cover wastes training spend and gives false comfort. Managers who assess need, assign responsibility and review incidents can place first aiders where they matter, in sectors such as manufacturing and hospitality.

- Response Readiness: Improves as first aiders and equipment follow hazard, shift and distance from help.
- Training Spend Efficiency: Rises as numbers and refresher cycles follow the needs assessment.
- Incident Learning: Strengthens as records are reviewed for trends and gaps in provision.

Principles and Evidence Base

- First Aid Needs Assessment: Weighs hazards, workforce, shifts, visitors and distance from medical help, applied in Sessions 1 and 2 to size cover.
- Workplace Risk Assessment Logic: Links likely injuries to controls and responsibilities, applied in Sessions 1 and 3 to roles and training choices.
- Incident Recording and Review Practice: Treats records as evidence for improving provision, applied in Sessions 4 and 5 to review rules.

Intended Participants

- Site managers who answer for first aid arrangements across a building or campus.
- Operations managers who plan shifts and lone working.
- Health and safety managers who select, train and refresh first aiders.
- Human resources managers who handle absence and incident follow-up.

Typical settings include manufacturing, logistics, hospitality and education.

Learning Outcomes

1. Participants will be able to diagnose first aid needs from hazards, workforce mix and shift patterns.
2. Participants will be able to calculate first aider numbers and equipment for each area of a site.
3. Participants will be able to evaluate candidates and training content for first aid roles.
4. Participants will be able to design an emergency call and handover routine for casualties.
5. Participants will be able to construct an incident review routine.
6. Participants will be able to justify a first aid provision plan to a leadership team.

Programme Structure

Day 1: Workplace First Aid Provision and the Needs Assessment

What does a site need, and how are hazards and people turned into a first aid requirement?

- First Aid Duty Map
- Workplace Hazard and Injury Profile
- Workforce and Shift Pattern Sheet
- Distance to Medical Help Check
- First Aid Needs Assessment Form

Day 2: Sizing Cover, Equipment and Facilities

How many first aiders, kits and rooms does each area of a site require?

- First Aider Ratio Table
- Absence and Shift Cover Grid
- Site Zone Coverage Map
- First Aid Kit and Room Checklist
- Lone Worker and Visitor Provision Note

Day 3: Selecting, Training and Refreshing First Aiders

Who should hold first aid roles, and how is their readiness kept current?

- Appointed Person Role Card
- First Aider Selection Criteria
- Training Content Match Table
- Refresher Training Calendar
- Skills Fade Check

Day 4: Emergency Response, Records and Review

How is a casualty call handled, recorded and learned from?

- Emergency Call Procedure Card
- Casualty Handover Brief
- Incident Record Form
- Incident Trend Review Sheet
- Post-Incident Provision Review

Day 5: First Aid Provision Plan for One Site

Do the earlier tools combine into a plan that a leadership team can adopt?

- Applying the Session 1 First Aid Needs Assessment Form
- Testing the Session 2 First Aider Ratio Table
- Checking the Session 3 Refresher Training Calendar
- Rehearsing the Session 4 Emergency Call Procedure Card
- Completing the First Aid Provision Plan

Methodology

The programme uses a structured exercise built on prepared site profiles for a factory and a hotel, each with a floor plan, shift rota and injury log. Participants work in small groups, complete a needs assessment, test cover against the rota, and defend choices to peers acting as a leadership team.

- Suggested activity: Finding the shift on which a site has no trained cover and proposing a fix.
- Suggested activity: Reading an injury log for repeat causes and gaps in provision.
- Suggested activity: Walking through an emergency call from the first alert to casualty handover.

Capstone Output

Each participant completes a first aid provision plan for one site. It holds a needs assessment, a cover table by area and shift, equipment requirements, a refresher schedule, an emergency call card and a review rule. The plan is used at work to brief a leadership team and set budgets.

Frequently Asked Questions

Is workplace first aid provision training suitable for managers without a medical background?

Yes. Workplace first aid provision assumes responsibility for a site, shift or safety function, not a medical background. Methods are taught with templates.

Which method does workplace first aid provision rest on?

Workplace first aid provision rests on the first aid needs assessment, on workplace risk assessment logic and on incident recording and review practice.

How is the plan from workplace first aid provision used at work?

You use the first aid provision plan to brief a leadership team, set training budgets and guide the appointment of first aiders.

How does workplace first aid provision differ from a hands-on first aid skills course?

Workplace first aid provision concentrates on assessing need, sizing cover and managing arrangements, while a skills course concentrates on practising treatment techniques.