



MENTORING AMBULANCE AND EMERGENCY SERVICES PERSONNEL (RQF)

Goal:


To equip emergency services professionals with the skills and knowledge to deliver safe, effective, and professional workplace mentorship that supports competency development and qualification achievement.

Target group:

Experienced ambulance and emergency services personnel responsible for mentoring trainees, new staff, or colleagues pursuing qualifications or development within the sector.

Highlights:

- Aligns with national occupational standards for mentoring and learning in emergency services
- Integrates theoretical mentoring models with practical mentoring application in the workplace
- Supports progression into supervisory, training, or team leader roles in prehospital care



Qualsafe Mentoring Ambulance and Emergency Services Personnel, Level 4 (RQF)



Course length

21 hours (3 days)



Instructor

1:6



Period of validity

CPD Required



Certification

Qualsafe Level 4 Award (RQF)

Description

The Qualsafe Level 4 Award in Mentoring Ambulance and Emergency Services Personnel (RQF) is designed for professionals in paramedic, ambulance, and emergency roles who are responsible for guiding the development of trainees or colleagues. This structured programme develops the knowledge, skills, and practical competence required to mentor others effectively in a workplace setting. Learners will gain confidence in planning and delivering mentoring programmes, providing feedback, and supporting mentees working toward regulated qualifications or developing their operational performance. Assessment includes reflective journals, workbooks, and a simulated tutorial, ensuring learners demonstrate real-world mentoring capability.

Compliance:

Mapped to National Occupational Standards in Coaching and Mentoring and meets the requirements of the Regulated Qualifications Framework (RQF).

Previous knowledge:

Learners should have at least one year of experience in their field and hold Level 2 literacy (or equivalent) to benefit fully from the course.

Requirements:

Learners must be 18+, occupationally competent in their field, and have access to at least one mentee in the workplace setting.

Progression:

Supports advancement to roles involving supervision, education, or leadership. Also supports those pursuing the Level 5 Diploma in First Response Emergency and Urgent Care or Level 6 Diploma in Paramedic Practice.

Theoretical elements:

- Mentoring principles, relationships and processes
- Models of mentoring, action planning, and feedback
- Legal, regulatory, and organisational mentoring considerations

Practical elements:

- Simulated tutorial delivery with assessor observation
- Creation and review of workplace mentoring programmes
- Demonstration of interpersonal, evaluative, and feedback skills

Venue



Outreach Rescue training centres or approved client venues that meet required learning environment standards.

Medic Skills



105 hours Total Qualification Time (TQT). 21 tutor-led hours (3 days). 84 hours of directed study and workplace mentoring practice.