OUTREACH RESCUE



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 emergency-services personnel, including ambulance clinicians and operational staff, Fire & Rescue personnel, Police personnel and other specialist responders who mentor trainees, new team members or colleagues undertaking workplace development or regulated qualifications.

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

Description

This Qualsafe Level 4 qualification develops the knowledge and practical skills required to plan, deliver and review effective workplace mentoring in emergency-services environments. It is suitable for occupationally competent personnel who support the learning and development of colleagues, whether in ambulance, Fire & Rescue, Police or another emergency-response setting.

Learners explore mentoring relationships, programme planning, feedback, organisational responsibilities and the development of a positive learning culture. Assessment includes workbooks, a reflective journal and a simulated tutorial, supported by evidence of workplace mentoring practice.

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)

Venue

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

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 the area in which they will mentor, and have access to at least one suitable workplace mentee.

84 hours of directed study and workplace mentoring practice is required as well as 21 tutor-led hours.

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