



ProQual Level 2 Award in Mental Health First Aid Awareness

Candidate's Name:

ProQual Centre: #690
Start Date:

Registration Number:
Completion Target Date:

Level 2 Award in Mental Health First Aid Awareness– 603/4234/1

1	Understand what is meant by Mental Health	3	Understand the role of the Mental Health First Aider
.1	Identify what is meant by the terms “Mental Health” and “Well-being”	.1	Describe the skills and strengths of a mental health first aider
.2	Describe the aims of mental health first aid	.2	Identify common treatments and/or interventions used for managing mental ill health
.3	Describe how the action of others can negatively affect individuals with a mental health condition	.3	Describe how the Mental Health First Aider can support individuals showing signs or symptoms of mental health disorders or problems
.4	Explain the mental health continuum	.4	Identify sources of reliable information, support, and guidance for Mental Health First Aiders
2	Understand common mental health conditions	.5	Identify examples of strategies that can reduce the risk of mental health issues arising
.1	<p>Identify the signs and symptoms of the following:</p> <ul style="list-style-type: none"> ✓ Depression ✓ Substance misuse ✓ Addiction ✓ Anxiety disorders including stress & phobias ✓ Post traumatic stress disorder (PTSD) ✓ Self-harm ✓ Suicide ✓ Eating disorders ✓ Personality disorders ✓ Psychotic disorders 		
.2	<p>Identify the risk factors of the following:</p> <ul style="list-style-type: none"> ✓ Depression ✓ Substance misuse ✓ Addiction ✓ Anxiety disorders including stress & phobias ✓ Post traumatic stress disorder (PTSD) ✓ Self-harm ✓ Suicide ✓ Eating disorders ✓ Personality disorders ✓ Psychotic disorders 		

Centre Introduction/NVQ Level 2 Award in Mental Health First Aid Awareness

1. Introduction

Welcome to SHE Knows Health and Safety. This workbook is provided to support your NVQ Level 2 Award in Mental Health First Aid Awareness. It contains:

- ✓ Information about SHE Knows, policies & procedures.
- ✓ Documentation that you & your Assessor will need to complete when you register for your Award & for you to use during your programme of work. This documentation will assist you with self-assessment & identification of your development needs.
- ✓ Assessor discussion sheets which set out the standards applicable to your Certificate.
- ✓ Written questions for you to answer.

At the end of your qualification this workbook along with your portfolio of evidence & any assessor documentation will be collated in our office for final quality assurance, **so please remember to send your completed workbook back to your assessor.**

2. Policies

SHE Knows is an approved NVQ Training Centre accredited by several Awarding Organisations. Accreditation is approved & maintained in accordance with these bodies' requirements & as such is monitored by an External Quality Assurer on an annual basis. We are committed to providing the highest quality service to all of our candidates & to achieve this we will endeavour to support, train, & further develop all of our employees & business associates. Our objectives are:

- ✓ To ensure fair & equal access to assessment & qualification.
- ✓ To offer learning opportunities that are relevant to our work & are appropriate to the development needs of the individual concerned & are based on clearly identified needs.
- ✓ To continually appraise & review our working practices in providing learning opportunities in order to achieve & maintain a quality service.
- ✓ To work alongside all our partners ensuring that their staff also have access to training, assessment & qualification.
- ✓ To use a 'minimum paperwork' approach to assessment focusing on electronic communications (email) & submission of evidence where possible.
- ✓ To ensure all staff involved in the assessment process have the relevant occupational experience & access to opportunities for furthering their development through training & assessment.
- ✓ To ensure all staff are given sufficient time to provide information, advice & support to candidates. Assessors are allocated a minimum of 50 hours to assessment, standardisation & verification procedures per annum in addition to time allocated in order to achieve Assessor qualifications.

Reviews & Assessor NVQ Standardisation

- ✓ Our NVQ programmes, procedures, & workbooks are reviewed on an annual basis subject to any SHE Knows policy or legislative changes occurring in the interim.
- ✓ Standardisation of assessment procedures, processes & assessments will take place on a quarterly basis, providing sufficient candidates/learners have been enrolled.
- ✓ Internal Quality Assurance will take place across the year & will include sampling across Assessors, locations, tasks & methods. Sampling will be taken of complete & part complete portfolios.
- ✓ The purpose of the Standardisation meetings are to ensure quality & standardisation across all NVQ Assessment activities. Assessors must attend regular Standardisation meetings or at least 2 per year.

3. Mental Health First Aid Awareness Professional Discussion Workbook

In the workbook are a series of criterion/tasks. By following its guidance, you will gather enough evidence to support your discussion with your Assessor to complete your Certificate. You can opt to pre-record your topics for discussion if you wish.

On completion, your portfolio will be quality checked by a SHE Knows IQA, and may then be put forward to the Awarding Body to be Externally Quality Assured. This ensures that the standard of all NVQs are at the same level & no one person has to do more or less than another to achieve their qualification.

May we take this opportunity to wish you the best of luck & every success in gaining your NVQ Level 2 Award in Mental Health First Aid Awareness.

Please contact SHE Knows if you wish to receive the workbook electronically in a different font or format.

Health and Safety

House Rules

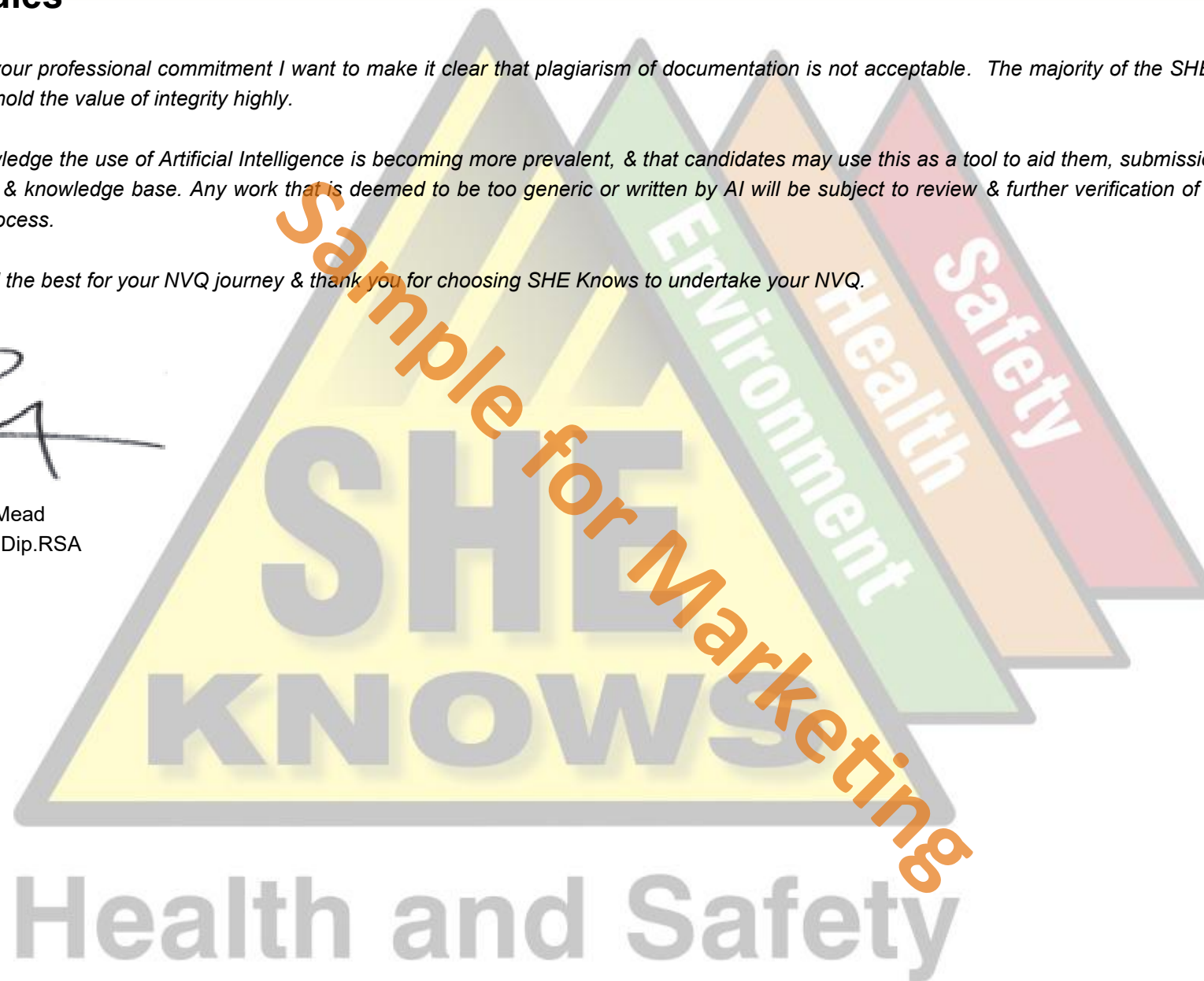
As part of our & your professional commitment I want to make it clear that plagiarism of documentation is not acceptable. The majority of the SHE Knows Assessment team are of IOSH & uphold the value of integrity highly.

Whilst we acknowledge the use of Artificial Intelligence is becoming more prevalent, & that candidates may use this as a tool to aid them, submissions must be relevant to the candidate's trade & knowledge base. Any work that is deemed to be too generic or written by AI will be subject to review & further verification of the candidate's knowledge during the IQA process.

May I wish you all the best for your NVQ journey & thank you for choosing SHE Knows to undertake your NVQ.



Linda Crossland-Mead
CFIOSH MIIRSM Dip.RSA



Equal Opportunities Policy & Special Assessment Requirements

SHE Knows believes that equality of opportunity is fundamental to the development of an environment in which those who work or study can achieve their full potential. The pursuit of equality means that all forms of unfair discrimination will be challenged in whatever form they arise. We believe that inequality can arise across the whole range of our activities - in staff recruitment, selection, dismissal, resource allocation as well as in our NVQ, training & short course activity. The use of language, gestures & other forms of symbolic behaviour can also threaten equality. SHE Knows wishes to ensure that individual potential can be encouraged & that staff & candidates can act with confidence, competence & with open & critical minds.

We will pursue not only the letter of the law, but the spirit of the law in relation to disability, race, colour, ethnic origin, sexuality, gender or marital status. All managers, staff & candidates of SHE Knows H&S, will be responsible for ensuring that their actions are carried out in the spirit of this Policy. All those involved in guidance, assessment & verification processes will be responsible for ensuring that equal opportunities issues are addressed in relation to those processes.

All marketing & other published material will reflect this, Policy. SHE Knows will maintain processes for the monitoring of this Policy & will ensure that the issue is a standing item at all Management Review meetings. This policy will be reviewed on a regular basis. SHE Knows will look to monitor race, gender & disability in relation to staff & candidate profiles &, within the confines of its client base, will take positive action where necessary to redress any inequity.

Assessors must agree assessment methods appropriate to each candidate. Barriers may occur as a result of:

- ✓ A disability or learning difficulty
- ✓ Illness or indisposition
- ✓ English being a second or additional language
- ✓ Lack of confidence or experience
- ✓ Lack of access to the necessary IT equipment at home
- ✓ Shift work & location

The importance of giving appropriate feedback to candidates with Special Assessment Requirements is also recognised. Assessors are encouraged to seek advice from the Internal Quality Assurer whenever necessary.

- ✓ Special assessment arrangements will not give an unfair advantage over other learners
- ✓ Special assessment arrangements will not reduce the validity or reliability of the assessment
- ✓ Special assessment arrangements do not compromise the integrity or credibility of the qualification
- ✓ Each learner's requirements are looked at separately & specialist advice from external sources is sought as appropriate & the Assessor advised accordingly
- ✓ Any arrangements used will allow the learner to demonstrate their competence without circumventing the assessment requirements

Centre Appeals Procedure

It is the policy of SHE Knows to ensure fair, objective & honest assessment for all our candidates.

However, in the unlikely event that a candidate claims that his/her assessment has been unfair, a first stage appeal may be lodged on the grounds of one or more of the following criteria:

- ✓ Equal opportunity
- ✓ Clash of personality/culture
- ✓ An unreasonable change in timings or an unrealistic venue
- ✓ Disagreement on claimed competence
- ✓ Receipt of negative feedback

Other reasonable grounds for appeal may be accepted at the discretion of the Centre Co-ordinator.

The **first stage** appeal should be made in writing to the Candidate's Internal Verifier/Internal Quality Assurance within fourteen working days of the assessment. The IV/IQA will reply, confirming receipt of the appeal within three (3) UK working days, & will investigate the complaint. The findings of the investigation will be communicated by the IV/IQA in writing to the candidate within seven (7) UK working days of acknowledging receipt. If the complaint is upheld, re-assessment will be carried out at no additional cost by an alternative Assessor appointed by the IV/IQA & the Centre Co-ordinator.

If the first stage appeal is unsuccessful, the Candidate may submit a **second stage** appeal to the Centre Co-ordinator within seven (7) UK working days of receipt of the outcome of the first stage appeal. The procedure will follow the same timescales as for a first stage appeal & if upheld, re-assessment will be carried out at no additional cost by an alternative Assessor appointed by the Centre Co-ordinator.

If the Candidate wishes to take the appeal beyond the Centre, an appeal should be made in writing to the External Verifier (IQA) at the time of his/her next visit to the Centre. No fee will be charged at this stage. The EV may wish to refer the matter to the Chief Verifier for technical evaluation or for additional comments. If the Verifier is subsequently unable to conclude the matter satisfactorily, the candidate may appeal directly to the Awarding Body. A fee for handling such appeals will be charged to the Candidate, which will be refunded if the appeal is upheld.

Job roles & names of those holding positions within our centre are listed within this workbook.

Overview of the NVQ Process

What is an NVQ & how do you achieve an NVQ?

- ✓ By proving that you have the skills, knowledge & understanding as detailed in the workbook.
- ✓ Providing photographs, risk assessments etc. you have undertaken at work that you compile into a portfolio..
- ✓ Your Assessor judges whether or not the standards have been met.

What are the units?

- ✓ This qualification is made up of one unit.
- ✓ SHE Knows has cross referenced the standards for your ease & has created a workbook with 3 tasks for you to complete.

What if you cannot complete all the requirements for the award?

- ✓ As this is a one unit Award, ProQual will not award a certificate, but SHE Knows may issue their own certificate.

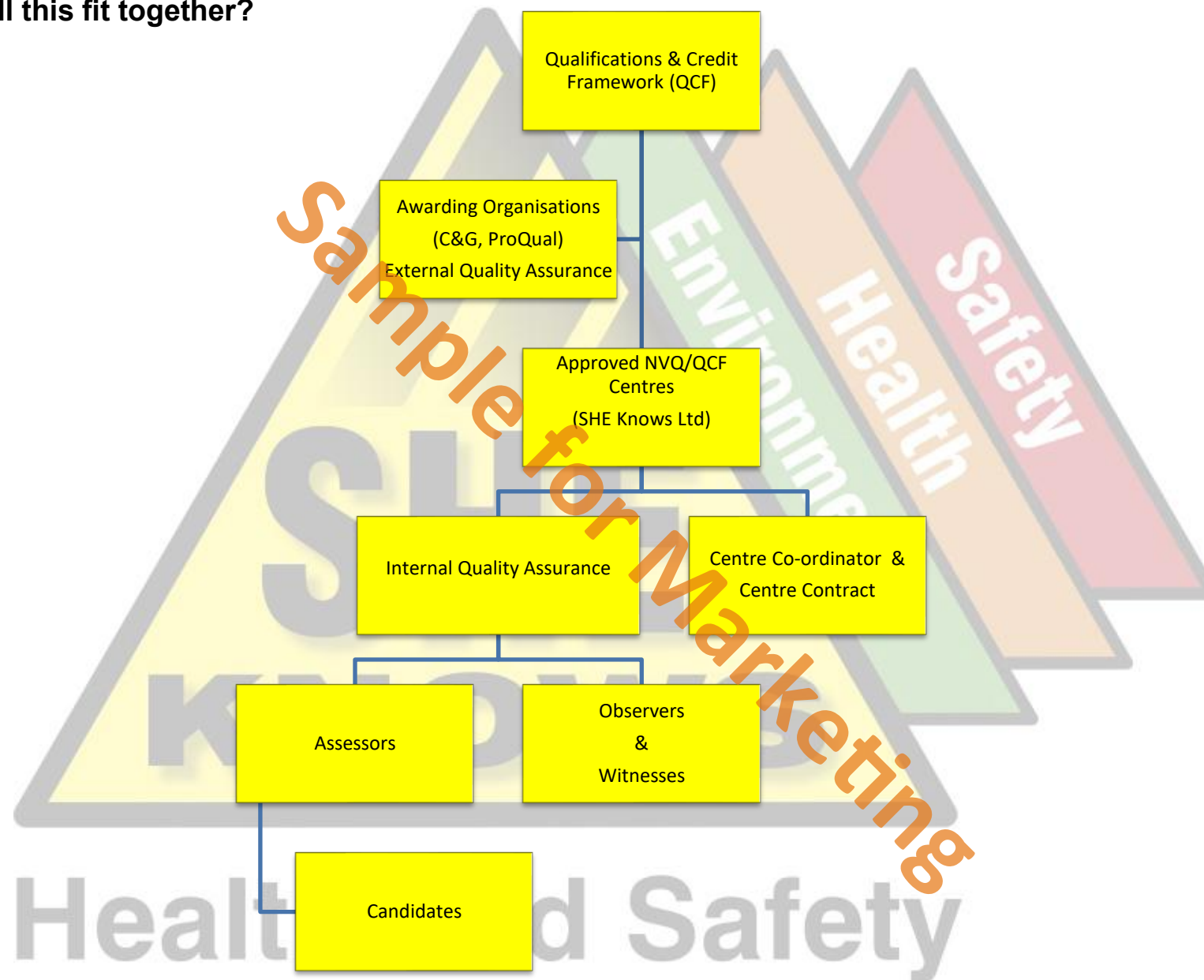
How long does an NVQ take?

- ✓ Every person has a different work & home schedule as well as different job roles.
- ✓ For experienced workers this Award should take 1 day, for workers new to the construction sector this may take 3 days.

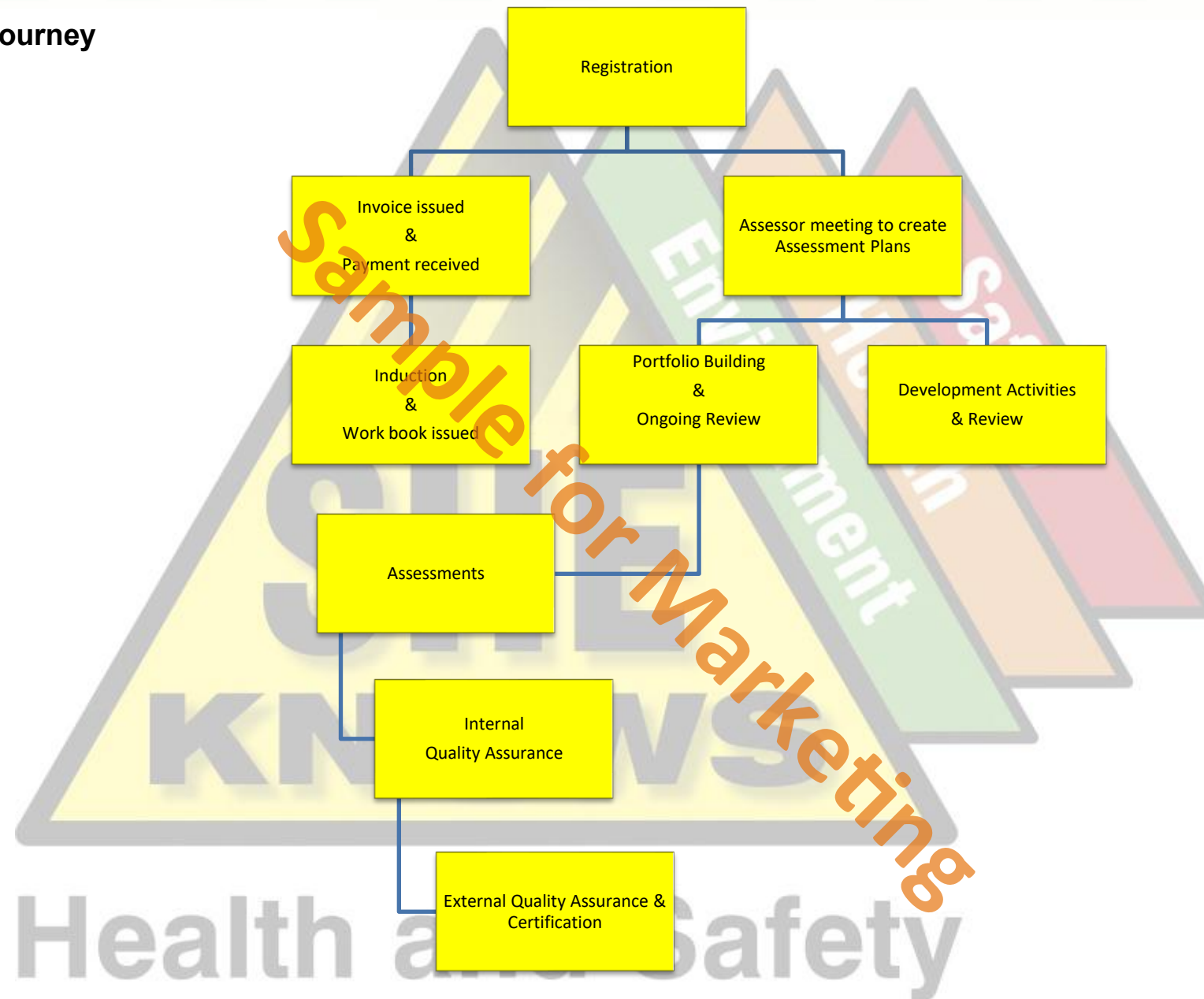
Remember: You cannot fail an NVQ. You are either competent or not yet competent.

Once you have completed your NVQ, your portfolio will be presented to the Internal Quality Assurance & then Awarding Body External Quality Assurer to ensure standards of assessment are uniform across the centres, its Assessors & also nationally or internationally with other centres.

How does all this fit together?



Your NVQ Journey



Portfolio of Evidence & Assessment

What is assessment?

Assessment is the process of obtaining evidence & judging it against a recognised standard for a unit & element.

What is a portfolio?

A portfolio is this workbook. Your portfolio can contain any evidence that contributes towards accreditation of the units of competence. Your Assessor will guide you to ensure that the quantity of material does not become unmanageable & that only evidence relevant to the standards is included. Your portfolio should be laid out & indexed well enough that someone new to the portfolio can easily find their way through it.

What should the portfolio contain?

Products of Performance

Photographs, emails, WhatsApp chats, risk assessments, policies, posters etc which you have produced in your work environment.

Evidence from others

Annotated letters, memos, e-mails, written abilities & work, responses, references from colleagues; often referred to as witness testimony.

Other evidence

Any discussions, written questions & answers.

Action planning & review documents are essential to document the assessment process, as are the activity reports which log any interaction between you & your Assessor.

Assessment Process - Your competency can be assessed at any of the following stages:

- ✓ At induction, by using our checklist.
- ✓ Through recorded professional discussions
- ✓ Summative assessment of the entire workbook of evidence

Types of Evidence - Anything to prove:

- ✓ What you do
- ✓ How well you do it
- ✓ What you know
- ✓ What you understand

This evidence is used by your Assessor to judge whether you have met the standards for your qualification.

For example:

Photographs

Assessor discussions

Work product, emails, risk assessments, etc.

Testimony of others

Written questions & answers

Taped interviews & discussions– Audio or video

Storyboards/project reports/personal statements

Questioning

- ✓ To verify your understanding & underpinning knowledge
- ✓ To give you an opportunity to show what you know
- ✓ Questions may be oral or written. These can be covered on a face to face basis or via an online method such as Teams.
- ✓ The questions must be:
 - Unambiguous
 - Relevant to the evidence/units
 - Open not closed
 - Pitched at the right level

Products of Performance

- ✓ Evidence arising from natural performance in the workplace
- ✓ Relevant
- ✓ Sufficient
- ✓ Valid
- ✓ Authentic

Retention of Records

- ✓ Once an NVQ is complete & certified all candidate's work will be returned to the candidate or you can opt to have your portfolio shredded at SHE Knows. Any work used as an example for other candidates is only done so by the approval of the creator – intellectual property rights are respected.
- ✓ All notes & reports made by Assessors will be kept for 3 years as per the Awarding Organisation requirements & then shredded. Said reports are kept in a lockable filing cabinet & locked office along with any portfolios awaiting verification.
- ✓ Data held on a computer will be stored confidentially by means of password protection, encryption, or coding.
- ✓ Only authorised employees will have access to your data or work.
- ✓ Copies of certificates are taken & will be kept for the maximum period allowed.

The Art of Account Writing (Storyboarding) – if you feel the need!

The following bullet points provide guidance on account writing.

- ✓ Look at the task - what is it asking? Write a summary of the activities you carry out in relation to this task, explain how you carry them out, who you consult/liase with & refer to examples. It is simply a matter of noting who, what, when, why, how in relation to the particular task.
- ✓ Where your job role does not enable you to fulfil part of a task, it is quite acceptable to put in your account that this is something that you are not directly involved in, but if you were, this is what you would do. Your Mentor/Assessor will then help you to provide any required evidence by another means (i.e. project work, written or oral questioning).

Authenticating your evidence

- ✓ Where possible, any evidence you produce should be witnessed as being your own work.
- ✓ In some instances, the IQA or EQA may sample these witness testimonies & contact your named persons for authentication.

Recommended Portfolio Structure

Item	Comment
Candidates cover sheet with name & qualification	
Ownership document	Template held in this workbook & competed on final submission
Task 1 Start with the checklist, add supporting evidence.	Each piece of evidence should be labelled to match the relevant bullet point.
Task 2 Start with the checklist, prepare to discuss these with your assessor, ensure that you know how the subjects relate to your business.	
Task 3 Start with the checklist, answer the written questions (text or audio)	

Competence Analysis – NVQ Level 2 Award in Mental Health First Aid Awareness

This document gives us, & you, an evaluation on how much of the NVQ you can undertake without further experience, assistance or training. It can be filled in with either your current or past work experiences in mind. If we can identify where a certain gap will be in your evidence provision, we will be able to advise you on how to fill it. To cross the boxes electronically in word, just click on them or just use pen in your workbook. Once complete send it back to your Assessor to read.

Please do not be put off with the terminology used, if you are not sure, just leave the box blank! I hope that any questions you may have can be answered quickly. E-mails are checked regularly so you can always contact us for answers or translations!

Are you already a Mental Health First Aider?		What sector are you in?	
Do you understand the following?		Yes	No
1. What is meant by mental health		<input type="checkbox"/>	<input type="checkbox"/>
2. Common mental health conditions		<input type="checkbox"/>	<input type="checkbox"/>
3. The role of the mental health first aider		<input type="checkbox"/>	<input type="checkbox"/>

**Evidence collection, professional discussions &
written questions for your
Level 2 Award in Mental Health First Aid Awareness**

Health and Safety

Task 1 Mental Health First Aid Awareness

Provide the following items. (Check the relevant right-hand box when you have a copy).

Checklist	Electronic	Completed on..... Signed..... Candidate's signature	Electronic
1. Submit your CV with personal strengths on that make you suitable to be a Mental Health First Aider (MHFA) 2. Collaborate/undertake & submit a mental health risk assessment for your company 3. Design a poster to recruit mental health first aiders, including on it: a) The role of a MHFA b) Personal skills & strengths needed to be a MHFA	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	4. Submit your company MHFA policy, that you have been involved with creating. Ensuring it includes the following: a) What mental health & wellbeing means - definition b) The aim of the mental health policy c) How Mental Health First Aiders will support employees	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Task 2 – Discuss with your assessor the following:

Theory Knowledge

1. Explain any trends of mental health conditions in your company or sector.
2. As a MHFA who do you signpost a person seeking further support to? What companies/professionals?
3. Explain how you set up your MH Policy & rolled it out.
4. Explain how you briefed out your company MHRA – who to etc.

Assessor notes on professional discussion held.

I have discussed the above with the owner of this workbook & have received sufficient explanations about how these requirements are undertaken at work. We agree that this is an accurate record of our discussion. Assessor's Signature:

Candidate's signature:

Date:

Task 3 Written Understanding

Completed on Assessor signature Candidate's signature					
Mental Health Disorder	Signs of the Disorder	Symptom of the Disorder	Risk Factor	Action to take	✓
Depression					<input type="checkbox"/>
Substance misuse e.g.					<input type="checkbox"/>
Addiction e.g.					<input type="checkbox"/>
Anxiety disorders, incl stress, phobias, post- traumatic stress disorder (PTSD) e.g.					<input type="checkbox"/>

Health and Safety

Sample for Marketing



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