



International Federation
for Emergency Medicine

Guidelines for provider and facilitator certification for the World Health Organization, International Committee of the Red Cross and International Federation for Emergency Medicine Basic Emergency Care course

1. Background

- A. The Basic Emergency Care (BEC) course is a joint World Health Organization (WHO), International Committee of the Red Cross (ICRC) and International Federation for Emergency Medicine (IFEM) learning program for first contact health workers who care for patients with acute illness and injury. Due to the open-source nature of this course, it is important that there are mechanisms for ensuring the quality of training delivery.
- B. In general, WHO does not currently accredit or certify courses, but rather facilitates the development and dissemination of training materials. As detailed in the *BEC Facilitator Guide*, IFEM has been delegated responsibility for the oversight and governance of BEC certification arrangements. IFEM's role does not extend to the maintenance of course content or course materials. ICRC has its own provider and facilitator certification pathway, which operates independently of the arrangements described in this guidance.
- C. This document summarises IFEM procedures for provider certification, facilitator certification and course registration. It aims to provide a mechanism for the standardisation of training and global quality control. A glossary of terms used in this guideline is provided in **Appendix A**.
- D. In keeping with the open-access nature of the BEC course, organisations are welcome to deliver BEC training that falls outside of this certification framework. However, health workers who undertake BEC training that is inconsistent with the course registration procedures described here cannot be certified by IFEM or an affiliated certifying organisation, as defined below.
- E. IFEM's Acute Care Action Network Task Force (ACANTF) has responsibility for maintaining this guideline, along with oversight of the procedures outlined below.

2. BEC provider course

- A. The BEC provider course is designed to facilitate pre-service or in-service training for healthcare professionals who provide direct clinical care. BEC providers should

always work within their locally specified scope of practice, as defined by the relevant health regulatory body/ies.

- B. BEC provider courses may be delivered in one of two modes: hybrid or classic. Detailed guidance on the content and assessment requirements for BEC provider courses is available in the *BEC Facilitator Guide*. Examples of course delivery timetables for the two modes are provided in **Appendix B**. Unless otherwise specified, the procedures outlined in this guideline refer to both hybrid and classic modes.
- C. A classic BEC course is delivered entirely in-person, and participants are not mandated to engage in any online learning. As detailed in the *BEC Facilitator Guide*, this delivery mode usually comprises four (4) to five (5) full days of teaching. Although the BEC provider course is typically delivered over consecutive days, it is permissible for the course to be delivered in a modular fashion over a longer period (for instance, as part of a semester-long teaching program), subject to the provision of appropriate assessment arrangements. Whatever the teaching schedule, successful candidates are required to achieve all specified competencies.
- D. A hybrid BEC course uses a combination of learning methods: online learning via the WHO Academy, and in-person learning via Practical Skills Training (PST). Following successful completion of the online learning component, PST is typically completed over two (2) consecutive days. In extenuating circumstances where the WHO Academy cannot be accessed (for instance, due to technical failure or smartphone incompatibility), the BEC course materials on the OpenWHO platform may be used as an alternative, subject to the approval of the relevant certifying organisation (as defined below) and the provision of appropriate assessment arrangements. Consistent with WHO guidance, IFEM encourages the use of the OpenWHO platform for refresher purposes only, and not as a primary learning tool. In general, online learning components should be completed no more than three (3) months prior to the commencement of in-person session(s).
- E. Given the wide variety of health workers that will benefit from BEC training, and the initial need to rapidly scale up the number of registered facilitators and master trainers, sponsoring and certifying organisations are encouraged to use competency-based approaches to the delivery of BEC training. This means that the duration of both classic and hybrid courses may be adjusted in response to the specific needs of learners and the local context. For example, if the course is being delivered to a cohort of specialist doctors and/or nurses with postgraduate qualifications in emergency care, and the explicit aim is to prepare them to become BEC facilitators, then it would be possible to shorten the duration of the course. To be certified, candidates would still need to achieve all WHO-stipulated BEC competencies.
- F. BEC provider courses may be delivered by any combination of provisional facilitators, registered facilitators and master trainers, provided at least one (1) registered facilitator or master trainer is part of the faculty. At a minimum, there should be at least one (1) facilitator (provisional, registered or master trainer) for every five (5) provider course participants. It is also important to ensure that the ratio of facilitators to course participants allows for any provisional facilitators to have sufficient

opportunity to deliver teaching content, lead skills stations and contribute to course coordination.

- G. Each course should have a designated course director, appointed by the sponsoring organisation. The course director has overall responsibility for coordination and delivery of the teaching program. Wherever possible, the course director should be a master trainer.
- H. To be certified as a BEC provider, candidates must complete the assessment requirements detailed in the *BEC Facilitator Guide*. The course director is responsible for certifying that the provider candidate has achieved the specified standard.

3. BEC training of trainers course

- A. In general, BEC training of trainers (TOT) courses should only be delivered in-person. If extenuating circumstances exist, a certifying organisation (as defined below) may provide case-by-case approval for a TOT course to be conducted online (or in a hybrid fashion) using a suitable video conferencing platform. Whatever the delivery method, candidates need to achieve all specified teaching competencies to be certified.
- B. The duration of a BEC TOT course will be dependent on the level of experience and specific learning needs of the cohort. As per the *BEC Facilitator Guide*, TOT courses should, in general, be one (1) to two (2) full days in length. The specific duration should be determined using the principles of competency-based training. For example, if the course is being delivered to a cohort of providers with significant experience in teaching and learning, it would be possible to shorten the duration of the course, providing that core capabilities are demonstrated.
- C. BEC TOT courses may be delivered by any combination of registered facilitators and master trainers, provided at least one (1) master trainer is part of the faculty. At a minimum, there should be at least one (1) facilitator for every five (5) TOT course participants. Each course should have a designated course director(s), appointed by the sponsoring organisation, who is capable of coordinating delivery of the teaching program.
- D. To successfully complete the BEC TOT course, candidates must complete the assessment requirements detailed in the *BEC Facilitator Guide*. The course director(s) is responsible for certifying that the facilitator candidate has achieved the specified standard.

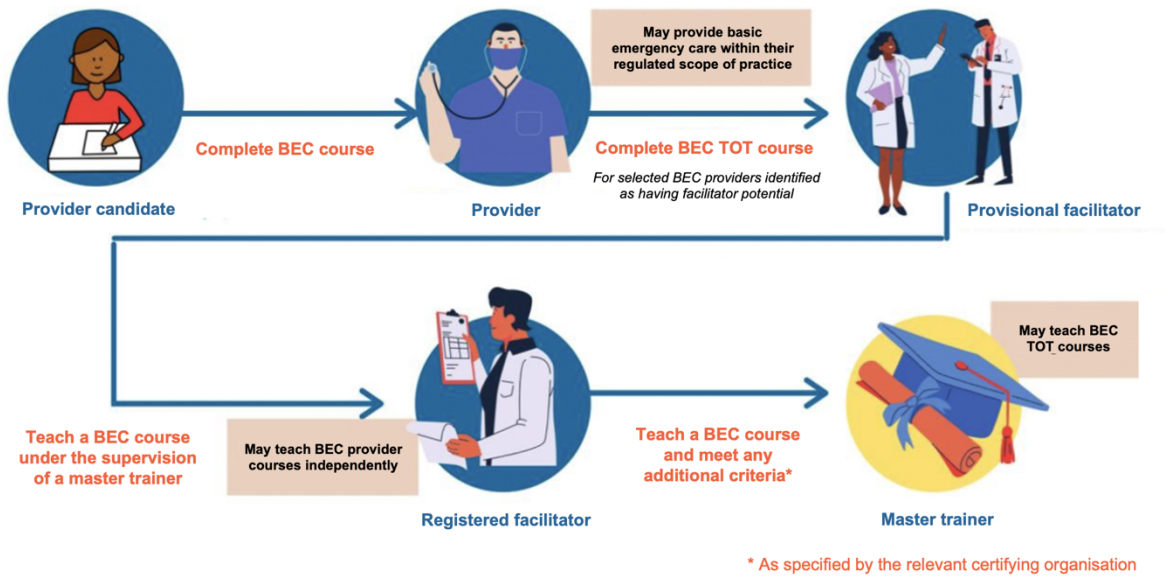
4. BEC facilitator certification

- A. BEC facilitators may come from varied clinical backgrounds, including nurses, clinical officers, doctors and prehospital providers who provide emergency care. The IFEM-endorsed pathway for facilitator certification, adapted from WHO guidance, appears in Figure 1 below.

- B. Registration as a facilitator requires successful completion of a provider course (either classic or hybrid) as well as a TOT course. To maximise educational benefit, the provider course should be completed prior to the TOT course. However, given the initial need to rapidly scale-up the number of facilitators, this order may be reversed, in exceptional circumstances, for facilitator candidates with significant clinical and teaching experience.
- C. After successfully completing both a provider and TOT course, a candidate facilitator will be known as a provisional facilitator. In order to become a registered facilitator, the provisional facilitator must then teach at least one (1) course under the supervision of a master trainer. The master trainer should certify (as per the requirements of the certifying organisation) that s/he observed the provisional facilitator and that the provisional facilitator has the capabilities to act as a registered facilitator. The facilitator observation and peer feedback tool at **Appendix C** may be used to assist in this process.
- D. To be certified as a master trainer, a registered facilitator must teach one (1) further provider course (in addition to any delivered as a provisional facilitator) and meet at least one (1) of the following additional criteria:
- a. Delivery of another provider course. This requires the individual to teach at least two (2) courses as a registered facilitator, allowing them sufficient opportunity to develop their skills in course facilitation.
 - b. Supervision and certification by a master trainer. This requires the registered facilitator to teach at least one (1) course under the supervision of a master trainer, allowing review of their facilitation skills. The master trainer should certify that s/he observed the registered facilitator, and that they have the capabilities to be designated as a master trainer.
 - c. Alternate, locally applicable criteria specified by the relevant certifying organisation.
- E. Certifying organisations may determine whether certification as a provisional facilitator, registered facilitator or master trainer applies to both course delivery modes (classic and hybrid) or is restricted to a single mode. Where certification is limited to one mode, the certifying organisation must establish explicit criteria outlining the requirements for achieving facilitator certification in each mode. An example is provided in **Appendix D**. 'Cross-over' criteria (for existing facilitators seeking certification in an alternate mode) may also be required, as per the example in **Appendix E**.
- F. All facilitators must comply with the sponsoring organisation's code of conduct and/or guidance related to Preventing and Responding to Sexual Exploitation, Abuse and Harassment (PSEAH). Where no code of conduct and/or PSEAH guidance exists, use of the WHO Code of Conduct is recommended (see <https://www.who.int/about/ethics/code-of-conduct-at-who-events>). Non-compliance with the relevant code of conduct may result in disciplinary action (through the relevant sponsoring organisation) and/or withdrawal of facilitator status.

G.

Figure 1: IFEM certification pathway for BEC facilitators, adapted from the BEC Facilitator Manual



5. Course registration

A. Sponsoring and certifying organisations

- I. Any institution that delivers a BEC provider or TOT course is referred to as a 'sponsoring organisation'. Sponsoring organisations include, but are not limited to, ministries of health, hospitals, universities, and non-governmental organisations (NGOs). Where national or regional professional societies affiliated with IFEM deliver courses, they can function as both a sponsoring and certifying organisation.
- II. Sponsoring organisations must prospectively register courses with a certifying organisation. Within IFEM's framework, certifying organisations are national professional societies and regional professional societies that are affiliated with IFEM. Certifying organisations may choose to allow retrospective registration on a case-by-case basis.
- III. The sponsoring organisation should seek course registration with a national professional society (if one exists in the relevant country) or a regional professional society that incorporates the country where the sponsoring organisation is registered. If the sponsoring organisation is registered in a country without a national professional society, and that country is not incorporated within the membership of a regional professional society, then registration and certification can occur through:

- a. An IFEM-affiliated national professional society or regional professional society that is registered in a different country within the same geographic or WHO region; or
 - b. IFEM.
- IV. Certifying organisations (i.e. national professional societies, regional professional societies and IFEM) must clearly specify their criteria and requirements for certifying courses conducted by sponsoring organisations. IFEM requires that certifying organisations develop clear checklists for this process. An example of an IFEM checklist is available at **Appendix F**.
- V. If the sponsoring organisation is not registered in the country in which the course is being held, that organisation must also submit a letter of support from a local government institution, NGO, university or hospital, or a recognised regional representative body. This requirement can be omitted in situations where sponsoring organisations are conducting a course that only includes their own staff.
- VI. There is no limit on the number of sponsoring organisations in a particular country that can deliver courses. However, each sponsoring organisation must be able to show that they meet the relevant certifying organisation's course registration criteria, and can provide a letter of support from a local or regional organisation if required (as specified in 5.A.V above).

B. Registration processes

- I. Following the application for registration of a course by a sponsoring organisation, the certifying organisation will review the course arrangements and determine if the course meets the pre-specified certification criteria.
- II. Having reviewed the application, the relevant certifying organisation will provide formal correspondence to the sponsoring organisation confirming whether the course has been registered. If the course is registered, the certifying organisation will issue instructions outlining the sponsoring organisation's roles and responsibilities (see example in **Appendix G**).
- III. In addition, the certifying organisation will provide certificate templates for both course participation and course completion. The certificate should ideally include the name (and/or logo) of the certifying organisation as well as the sponsoring organisation. The IFEM logo should only be used with the explicit written permission of IFEM.

C. Provider and facilitator registers

- I. Sponsoring organisations must:
 - a. Maintain a register of certified providers, provisional facilitators, registered facilitators and master trainers, as well as evidence supporting the attainment of these certifications. In addition, sponsoring organisations must nominate a point person who is tasked

with organising and maintaining information related to courses and facilitators. S/he will be responsible for submitting this information to the relevant certifying organisation. The table in **Appendix H**, provided as an example, can be used to streamline this process.

- b. Submit their registers to the relevant certifying organisation(s) on a periodic basis (at least yearly). Where privacy, security and/or other regulations prohibit the transfer of this information, the sponsoring organisation should work with the relevant certifying organisation(s) to determine an alternate model that achieves the intent of this provision.

II. Certifying organisations must:

- a. Nominate a designated point person who is responsible for liaising with sponsoring organisations, communicating course registration criteria, receiving applications for course registration, and communicating with IFEM.
- b. Compile the information submitted by sponsoring organisations in their country and/or region, and maintain an up-to-date register of certified providers and facilitators.
- c. Submit their register to IFEM on a periodic basis (at least yearly). Where privacy, security and/or other regulations prohibit the transfer of this information, the certifying organisation should work with IFEM to determine an alternate model that achieves the intent of this provision.

D. Mediation of concerns and/or complaints

- I. If a sponsoring organisation encounters interference from another organisation, or feels impeded in its ability to hold a course, it may appeal to a relevant certifying organisation.
- II. If the matter cannot be resolved by the relevant national or regional professional society, or where there is none, then the matter should be considered by the IFEM ACANTF.
- III. If the matter cannot be resolved by the IFEM ACANTF, then the WHO officer responsible for the BEC course should be consulted.

6. Appendices

- A. Glossary of terms
- B. Example timetables for classic and hybrid BEC provider courses
- C. Facilitator observation and peer feedback tool
- D. Example criteria for mode-specific facilitator credentialing

- E. Example of a 'cross-over' facilitator credentialing model
- F. Checklist for sponsoring organisations seeking BEC course registration through IFEM
- G. Example of instructions for BEC course delivery, issued by a certifying organisation for the attention of a sponsoring organisation
- H. Example of a simple provider and facilitator register