



# **Acute Illness Management Course (AIM<sup>©</sup>)**

## **Quality Strategy**

**(updated April 2020)**

## Contents

Mission Statement.....	Page 1
1. Introduction.....	Page 1
2. Definitions.....	Page 1
3. Roles, Responsibilities and Accountabilities.....	Page 2
4. Copyright.....	Page 2
5. Quality Assurance/ Verification Visits.....	Page 3
6. Learner Assessment.....	Page 4
7. Appeals and Complaints Procedure.....	Page 4
8. Promoting Equality.....	Page 5
9. Implementation.....	Page 5
10. Monitoring and Review Arrangements.....	Page 5
11. Conclusion.....	Page 5

## Mission Statement:

The Greater Manchester Critical Care Skills Institute (GMCCSI) Acute Illness Management AIM® Advisory Group (AAG) is committed to the development of acute illness management skills, knowledge and training within the workforce to support the delivery of a high standard of care.

The GMCCSI has developed a range of one day Acute Illness Management (AIM®) courses which are available to organisations to utilise, subject to adherence to the quality assurance processes outlined within this Quality Strategy. All course organisers both within and outside of Greater Manchester are required to agree to the licensing agreement which supports the delivery of high quality AIM® courses. Licence holders are advised to read the Quality Strategy in conjunction with the relevant documentation as detailed within the course organiser notes and licensing agreements.

## 1. Introduction

- 1.1 The AAG will oversee compliance with this policy on behalf of the GMCCSI.
- 1.2 It is the aim of the GMCCSI to ensure equitable and standardised delivery, learning experience and assessment for candidates undertaking any AIM® programme.
- 1.3 To ensure compliance with this aim, this quality framework outlines the steps and actions necessary to be compliant with the standards of the AAG, ensuring high quality planning, delivery, assessment and evaluation of the programme.
- 1.4 Amendments and updates to courses and materials are agreed, approved and disseminated to course organisers via the AAG.

## 2. Definitions

- 2.1 **Assessment:** is the process of forming a judgement about a candidate's attainment of knowledge, understanding or skills. Formal assessment is only undertaken for registered practitioners.
- 2.2 **Learner support:** is adopting teaching and learning strategies that are as inclusive as is feasibly possible, by making anticipatory adjustments to provide a learning environment which is responsive to diverse needs and making reasonable adjustments to the needs of individual disabled students.
- 2.3 **Complaints:** relate to any formal statement of dissatisfaction by staff with any aspect of their learning experience.
- 2.4 **Assessment of competence:** is undertaken on the assessed performance of the candidate in a simulated environment on the day of the course and does not imply clinical competence. Acquisition of knowledge will also be assessed by undertaking a multiple choice question paper (MCQ). Formal assessment is not a requirement of every type of AIM® course e.g. the CSW AIM® course. Where assessment is required, this will be stipulated in the course organiser notes.
- 2.5 **Licensing agreement:** a contract that is signed by the licensee and licensor which details the terms and conditions that apply to the use of and delivery of all AIM® course materials.

- 2.6 **Quality kite marks:** where quality marks have been conferred, this does not imply any recognition by the conferring body of the participant's learning. Quality marks confirm that the learning opportunity provided has met the conferring body's quality criteria.

### 3. Roles, Responsibilities and Accountabilities

- 3.1 Directors of Nursing and AIM® course champions from individual organisations are required to sign the licence agreement and ensure it remains in date.
- 3.2 Course organisers/champions and faculty members will ensure full compliance with the course organiser notes with regard to delivering courses in the prescribed format. This requires the course content to be adhered to, with the exception of the inclusion of local NHS Board / Trust / organisational policies such as Early Warning Score/Track and Trigger policies, communication and escalation policies. The teaching materials provided must be used.
- 3.3 Faculty members and instructors delivering the AIM® courses will ensure they comply with the required teaching qualifications/experience and will fully support the learner's experience. This will be monitored through a quality assurance (QA) and evaluation process, overseen by the AAG, which the course organisers will be required to complete. This evaluation process will also be utilised to inform ongoing development of the courses.
- 3.4 The learner is expected to participate in all programme activities.
- 3.5 Nominated representatives from the AAG will undertake a QA visit in each Greater Manchester course centre every three years, and centres outside of Greater Manchester as agreed by the AAG. This assessment procedure aims to ensure that the course is delivered in a standardised manner and in accordance with the detail contained within the course organiser notes.
- 3.6 The AAG will:
- Advise on and monitor standards for trainers and teachers
  - Act to maintain quality
  - Support and monitor the implementation of the quality assurance strategy
  - Support and monitor compliance with the course organiser notes (Greater Manchester only)
  - Address any issues that arise as a result of non-compliance with this quality strategy
  - Ensure the course content and materials are updated in response to changes in clinical practice, evidence-based practice and guidance from national bodies e.g. Resuscitation Council UK, UK Sepsis Trust, British Thoracic Society
  - Amendments and updates to courses and materials are agreed, approved and disseminated to course organisers via the AAG
  - Communicate changes and updates to licence holders

### 4. Copyright

- 4.1 **Copyright/Disclaimer:** All rights reserved: no part of the course materials may be photocopied, recorded or otherwise reproduced, stored in a retrieval system or transmitted in any form by any electronic or mechanical means, without prior written permission of the AAG or the GMCCSI Manager.

- 4.2 The AAG, the GMCCSI, or any individual contributor, cannot accept responsibility for any loss, damage or injury incurred by or caused to others by any individual or group using these course materials.
- 4.3 Unless otherwise stated, all images are copyrighted to GMCCSI AIM® (or are available free in the public domain).
- 4.4 Enquiries about AIM® brand courses or licence agreements and course materials should be directed to:

Greater Manchester Critical Care Skills Institute  
Email: [AIM.CCSI@mft.nhs.uk](mailto:AIM.CCSI@mft.nhs.uk)  
Website: [www.gmccmt.org.uk](http://www.gmccmt.org.uk)

## 5. Quality Assurance/Verification Visits

- 5.1 A nominated representative from the AAG will assess each Greater Manchester course centre every three years. The assessment procedure aims to ensure that the course is delivered in a standardised manner, and in accordance with the detail contained within the course organiser notes. Organisations outside of Greater Manchester will have a QA visit as agreed with the AAG
- 5.2 The results of this assessment will be fed back directly by the assessors to the local course champion and a written copy of the assessment process will be provided. Details of the assessment process will be held on a database at the GMCCSI and reviewed by the AAG.
- 5.3 This quality assurance process will ensure that candidates attending any AIM® branded course receive an equitable learning experience featuring the same core information, and lead to the successful completion of the course learning outcomes.
- 5.4 Non-compliance with the course regulations and / or poorly performing centres will be referred to the GMCCSI and AAG for discussion, action planning and monitoring to improve performance. Persistently poor compliance will lead to the use of the AIM® licence and the course materials being withdrawn.
- 5.5 Licensing agreements and expiry dates will be monitored by the AAG. Those organisations with licenses due to expire will be contacted by the GMCCSI to renew the agreement, thus ensuring currency of the course programme. Organisations may be required to produce a valid licence agreement at the QA visit.
- 5.6 The GMCCSI reserves the right to visit any centre unannounced and assess compliance with the administration and running of the AIM course in accordance with the course organiser instructions and the AIM quality strategy. Centres that are not meeting the required standards will be referred to the AAG for discussion and action planning to improve performance. There will be continued monitoring by the AAG. Centres who persistently fail to meet the required standards, or hold an invalid licence agreement may have their rights to deliver the AIM courses suspended.
- 5.7 It is recommended that all centres hold a minimum of 2 courses per year to maintain quality and licence validity.

## 6. Learner Assessment

- 6.1 The AAG is committed to delivering high quality assessment processes that test knowledge and skills in a safe environment. The organisation and undertaking of assessments must follow the prescribed criteria and processes as laid down in the course organiser notes. Non-registered practitioners are not subject to formative assessment.
- 6.2 Successful completion of the clinical assessment confirms that the candidate has achieved the pre-determined criteria relating to the AIM® learning outcomes in a simulated environment. Successful completion of this assessment does not imply clinical competence.
- 6.3 Where the course organiser notes also stipulate that a multiple choice question paper must be completed, **both** the MCQ and simulation assessment must be successfully achieved in accordance with the pass rates detailed in the course organiser notes.
- 6.4 Where candidates are unsuccessful in meeting the simulated assessment criteria, a further opportunity to re-test will be available on the day of the course with a different faculty member and scenario to ensure issues of bias and nerves are minimised.
- 6.5 An unsuccessful 2<sup>nd</sup> attempt will result in a faculty decision based on performance throughout the day. Recommendations from the faculty may include
  - Repeat attendance at a further course and re-assessment
  - Formal reassessment only at another course or agreed date

There will be documented notes outlining the decision-making process utilising the scenario testing proformas provided and combining these with the MCQ paper results. These notes will be held by the course organiser at the venue originally attended by the candidate. The candidate assessment proforma detailing reasons for failure will also be held by the course organiser.

- 6.6 Candidates who fail the MCQ paper will be offered a re-test on the day. This may be in the form of oral questioning / viva, or re-sitting the paper at the course organiser's discretion. An unsuccessful 2<sup>nd</sup> attempt will result in a faculty decision based on performance throughout the day. Recommendations from the faculty may include:
  - Repeat attendance at a further course and re-assessment
  - Formal reassessment only at another course or agreed date
  - Viva – oral question and answer

## 7. Complaints Procedure

- 7.1 The purpose of a complaint is to safeguard the interests of all learners. A learner may complain against an assessment process which they believe to have been unfair. A complaint should be made either verbally or in writing to the local organisation's AIM® course champion.
- 7.2 Where a satisfactory solution cannot be achieved, the course champion should seek advice from the AAG.
- 7.3 As part of its commitment to ensuring the standard and quality of its programmes, services and facilities, complaints and action plans arising will be discussed at the AAG meetings. Lessons learned will be disseminated to the course champions.
- 7.4 The course champion will make every reasonable effort to deal promptly and efficiently with all complaints within a time frame agreed with the complainant.

7.5 All complaints will be dealt with in a confidential manner.

## **8. Promoting Equality**

8.1 The GMCCSI and the AAG are committed to ensuring that equality and diversity, respect and fair treatment of staff and learners are embedded in all that we do.

Equality will be promoted by:

- Treating everyone with respect and dignity at all times
- Challenging discriminatory behaviour and practice
- Ensuring equal and easy access to learning opportunities
- Ensuring equal access to employment and development opportunities
- Consulting and engaging with key stakeholders

8.2 Candidates are required to alert the course organiser where individual personal requirements are identified or personal learning plans are in place or have identified needs such as dyslexia or reading support. This will enable the course organiser to ensure equality of access to learning can be assured.

## **9. Implementation**

9.1 On behalf of the GMCCSI, the AAG will monitor compliance with this strategy via the mechanisms described in this document and address any non-compliance issues that arise.

9.2 Publication and dissemination of this strategy will be achieved via the GMCCSI website. Hard copies of the policy will be available directly from the GMCCSI and a copy will also be issued with each licensing agreement.

9.3 Course champions must be aware of this quality strategy and make this information available to candidates as necessary.

## **10. Monitoring and Review Arrangements**

10.1 The different elements of this strategy and any related policies will be monitored and audited by the GMCCSI AAG.

10.2 For organisations within Greater Manchester, the GMCCSI Manager (or a delegated person) and a member of the AAG may raise any issues and will provide regular reports to the AAG.

10.3 This quality strategy and any related policies will be reviewed by the GMCCSI AAG bi-annually, or more frequently if required dependent upon other course amendments/developments.

## **11. Conclusion**

11.1 The GMCCSI AAG is committed to the development of acute illness management education and training in order to support the delivery of a high standard of acute illness management skills. This strategy outlines the framework which will enable this to occur.