



Sigma House, Edginswell Park, Torquay, TQ2 7FF.
E: info@firstaid4life.com T: 07824 881303
W: www.firstaid4life.com

Pre Course Information/Terms of Business

Thank you for choosing First Aid 4 Life to provide your training; we look forward to welcoming you on one of our first aid courses.

Medical Fitness

If for any reason you feel sick or unwell, please DO NOT attend the course; we will welcome you on the next available one. This is for your own sake and to be courteous towards other candidates.

First aid training can be demanding, both physically and mentally, so attempting it when unwell and whilst infecting other people is unfair for all concerned.

In the unlikely event that a candidate is clearly unwell and putting other candidates and our trainers at risk of infection, we reserve the right to ask them to leave the course.

Medical Fitness is the only exception to our standard terms of business in terms of cancellation by you.

Health & Safety

First Aid training is practical and active. We would normally expect participants to be capable of kneeling, bending, lying down, performing simulated CPR and able to take a full and active part by acting as casualties for both the trainer/s and each other.

Please make the trainer/s aware, in the strictest confidence, of any illness or condition that could potentially harm other participants on the course. Please also ensure that any wounds/sores/eczema are FULLY covered to prevent cross-infection.

If you feel uncomfortable or have any concerns whatsoever please do not hesitate to inform our experienced trainer/s who may well have a strategy for helping you throughout the course.

PLEASE BRING WITH YOU...

- ♥+ Suitable photographic identification e.g. driving license/passport - essential!
- ♥+ Comfortable non-revealing clothing suitable for rolling around the floor and getting dirty.
- ♥+ Warm/waterproof clothing & footwear (including hat & gloves) for outdoor courses, similar to above. In this event please also bring clean footwear for indoor use.
- ♥+ Packed lunch (and drink just in case non available!).
- ♥+ Pen and paper for note taking should you decide.
- ♥+ Payment/Balance for the course if necessary!



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Method of Assessment

All of our courses are continually Assessed via Observation of Performance by the trainer/s along with, in some cases, Multiple Choice Question papers at the end of each day requiring a pass rate that will be explained beforehand. Learners are advised that they should be able to read and write at SCQF L4/RQF L1. Further information can be found in the qualification specifications on the relevant AOs website - see below.

Attendance

In order to meet the assessment standards of the course, it is essential that candidates attend every session and are punctual; mobile phones should be switched off and break times adhered to. If for any reason these guidelines are not complied with, First Aid 4 Life may decide not to qualify a candidate.

Depending on the qualification being undertaken session times vary determined by the minimum 'contact time' (i.e. actual time training) each day, as follows, and we may occasionally set homework: -

- First Aid at Work & Requalification, Emergency First Aid at Work and Paediatric First Aid: 6+ hour days 9am to 4pm.
- FREC/Sport First Aid: 7+ hour days 9am to 5pm.
- Outdoor/Forest School First Aid: 8+ hour days 9am to 6pm

Please note all courses include a 15 minute break in the morning & afternoon and 30 minutes for lunch.

Certification

All of our qualifications are accredited by ITC First or Qualsafe Awards who, as Awarding Organisations (AOs), develop qualifications and approve, support and verify (quality assure) the activities of their Training Centres.

They both develop qualifications that can become part of Qualification Credit Frameworks. First Aid qualification regulation has recently fallen within the remit of the Ofqual (England), DCELLS (Wales), CCEA (Northern Ireland) and the SQA (Scotland).

On successful completion of the course, all course paperwork is submitted by First Aid 4 Life to the appropriate AO for verification; once undertaken, certificates will normally be issued within three to four weeks of completion of the course, PROVIDING that full payment has been received.



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Reasonable Adjustment

If you think that you may have a condition which may pose a problem, or may prevent you from taking a full and active part on the course, we may be able to make a reasonable adjustment. Policies regarding Reasonable Adjustments & Special Considerations for each of our AOs can be found here: [ITC First](#) / [Qualsafe Awards](#).

Policies for your Protection

You are advised that by registering on any of our qualifications you are protected by our Policies which can be found on the downloads page of our website [here](#) under Policies and also on the websites of our AOs - see above.

Domestic Arrangements

When First Aid 4 Life provide a course for another organisation, it is assumed that they will be responsible for all domestic arrangements such as provision of the training room, refreshments, toilet facilities and so on. For public courses, First Aid 4 Life will provide the training venue and ensure that refreshments and toilet facilities are available.

Bunkhouse Accommodation

For *some* of our courses Bunkhouse Accommodation *may* be available. *If* it is and should you decide to utilise this option, please be aware that typically it will be very simple but clean accommodation and you will need to provide everything for your stay including sleeping bag & pillow, food and drink both for your stay and for the course (i.e. packed lunch) and so on. Typically you will also need 20 pence pieces for the showers and sometimes £1 coins for the heating!

Standard Terms of Business

Payment

Payment must be made and cleared by the sellers bank before a reservation will be confirmed. Payment options include all major credit and debit cards and bank transfer. Invoices can be provided upon request. The seller reserves the right to decline certain types of payment without reason. In the event that payment is not received the seller reserves the right to cancel that reservation and make that place/s available again.



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Delivery of Goods

Course dates given by the seller are accurate however do not form part of the contract. The seller accepts no liability if course dates have to be changed and/or cancelled, however maximum notice in this rare event will be provided. The seller reserves the right to amend its prices without prior notice.

Course Cancellation/Refunds by the Seller

In the rare event of course cancellation by the seller a place will be offered on a suitable future course. In the event that this is unacceptable or inconvenient to the purchaser, a full refund will be given by the seller, either by bank transfer or directly to the credit or debit card via which payment was received.

Course Cancellation by the Purchaser

In the event of course cancellation by the purchaser, the following proportion of the total amount due will be payable, the time periods below being from the course start date: -

- 4 weeks (20 working days) or less - 50% of total amount due
- 2 weeks (10 working days) or less - 75% of total amount due
- 1 weeks (5 working days) or less - 100% of total amount due

For a series of courses the seller insists that cleared payment has been received in full for those that have already taken place before the next course start date in the series. In the event this does not take place the seller reserves the right to cancel the remaining course/s, without notice.

Credit Card Security & Privacy Policy

Using your credit or debit card to pay for a course via the sellers website is secure and administered by Stripe who encrypt all information, ensuring that credit/debit card details are inaccessible to unauthorised persons, including the seller, and therefore as safe as possible.

Other sensitive information, including personal details, will be utilised by Stripe to validate payment, otherwise remain confidential and will only be exchanged between the purchaser and seller.

Live records of customer personal details and credit card information following a completed transaction will be deleted.

As required by the UK Data Protection Acts, strict security procedures are adhered to in line with the sellers Data Protection Policy, which can be read [here](#).



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COVID 19 - Specific Requirements

If for any reason you feel sick or unwell, please DO NOT attend training; we will welcome you on the next available one. This is for your own sake and to be courteous towards other candidates.

CLASS INDUCTION PROCESS:

On arrival and each day ALL learners and trainers will be screened before admission to the training room and asked to sign a declaration that they are free of Covid Symptoms and that: -

- their temperature does not exceed 37.8°C - this will be measured by staff using a non contact clinical thermometer each day.
- a new and/or continuous cough or lack of taste and/or smell are not present.
- they, or anyone in close contact with them, have not been advised to self isolate.

ALL learners must wear face masks, whilst inside and outside, where distancing of 2 meters is not possible. This will apply other than when all learners in the room are seated and at least 2 meters distance from each other. Face masks must be of the correct type and 3-ply construction, suitably fitted to cover mouth and nose for the duration of the course, *even if face mask exempt*; there will be NO exceptions to this policy.

On arrival all learners must thoroughly sanitise their hands. On occasion we all need to cough/sneeze, if this occurs it should be done into a tissue that is disposed of immediately. Failing that coughing/sneezing into a bent elbow is better than a bare hand and learners should NEVER cough/sneeze without covering their mouth/nose.

Needless to say if the above takes place hands should be washed/sanitised immediately; nobody should touch their mouth, nose or eyes unless they have just washed or sanitised their hands.

***** FAILURE TO COMPLY WITH ANY OF THE ABOVE AND/OR TO MEET ANY OF THE HEALTH REQUIREMENTS WILL RESULT IN EXCLUSION FROM THE TRAINING*****

Please ensure that hands are washed in lines with guidelines at frequent intervals and, failing that, the hand gels provided are used regularly:-



DURING THE COURSE:

Wherever possible, in order to reduce potential 'viral load' in the room, windows will be open, which means the room may be colder than ideal. Accordingly candidates are **strongly** advised to wear/bring plenty of extra layers of clothing to keep warm.

To reduce as much as possible the chance of any potential cross-infection, every candidate will have their own manikin and this must be used only by them for the entire course.

Two meters physical distance will be maintained between all learners and between learners and trainers as much as possible, unless relevant close contact (less than 2 meters distance) is absolutely necessary for teaching or assessment purposes.

CONCERNS:

If any learner has any concerns whatsoever with anything during the training, please advise the trainers immediately and they will do everything possible to address those concerns; remember that not only you may be thinking it, however others may be reluctant to say so!