

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 chronic 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...

- ♥+ Some form of identification e.g. photocard driving license – 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!

Method of Assessment

All of our courses are continually Assessed via Observation of Performance by the trainer/s along with Multiple Choice Question papers at the end of each day requiring a pass rate of 60%.

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.
- 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 courses are accredited by ITC First Aid Ltd who, as an Awarding Organisation, develop qualifications and approve, support and verify (quality assure) the activity of ITC Centres.

ITC 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 ITC 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.

Domestic Arrangements

When First Aid 4 Life run 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.

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 SagePay 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 Sage Pay 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](#).