

Unless otherwise stated the following general information applies to all our courses.

Course Syllabus

First Aid For All Limited is approved/accredited by the First Aid Industry Body (FAIB) to deliver their approved and regulated first aid courses. FAIB approves the syllabuses, regulates the number of learners on a course, and requires a minimum level of qualifications for all instructors.

First Aid For All Ltd. also provides a number of un-regulated first aid and other safety training courses e.g. basic first aid, basic child & baby first aid, manual handling, and many others. We create our own syllabuses for these courses and they can be customised to meet the specific needs of an organisation.

Final Assessment: a course may require a learner to pass a final assessment and/or continual assessment during the course in order to receive a certificate.

Participation: learners must take part in the practical sessions and be able to demonstrate competence in all the practical skills required to be able to pass the course.

No refunds are given for learners who do not pass a course, cannot demonstrate competence in the required practical skills, or who fail to attend 100%.

Requalification Courses: the original certificate must be produced and either emailed to info@firstaidforall.co.uk or shown to the instructor before the end of the course. No refunds are given for booking on the wrong course!

Training Locations

Courses are run at various training venues and also at employers own premises, if suitable. Courses are usually classroom based with as many practical sessions as required.

Course Times

Unless otherwise stated courses run: 9.30–16.30 each day with 30 minutes lunch and a short break in the morning and one in the afternoon. Evening and weekend courses are available by arrangement.

100% attendance is required to complete a course and receive a certificate.

Lunch & Drinks on Public Courses:

Light refreshments e.g. tea & coffee can be provided depending on contractual agreement and venue facilities. A vending machine is usually available for hot and cold drinks. Lunch is not provided.

Certificates – all are sent via email only unless specified

Certificates will only be awarded if the learner has satisfied all the requirements of the course.

Certificates are also only given to learners when we have received cleared funds for the course. As soon as cleared funds are received a certificate will be emailed to person who booked/paid for the course.

Employers may request certificates are sent direct to them and not given directly to the learner.

Feedback: Complements, Complaints/Appeals Procedure, Suggestions

On approved/accredited, and some other, courses we are required to request all learners complete a feedback form at the end of the course. Feedback can also be given anonymously at: <http://www.firstaidforall.co.uk/feedback.cfm>

Complaints/appeals procedure: http://www.firstaidforall.co.uk/first_aid_for_all/appeals_procedure.cfm

Payment, Cancellation and Refund Policy

Please see: <http://www.firstaidforall.co.uk/cancel>

Other Policies

Other policies including Equal Opportunities, Race Equality, Health & Safety, and Privacy can be found online at: <http://www.firstaidforall.co.uk/policies>

Unless otherwise stated all courses are delivered in English. All learners must be able to communicate verbally in English or we can provide interpreters for an additional charge. The ability to read and write English is not usually required and most courses can be tailored to accommodate people who struggle with reading and writing.

Please let us know if you have any questions about any aspect of our Company, products, or services.