



## **Pre Course Information/Terms of Business**

Congratulations on gaining a place on one of our course. The course day will run from 9:00am – 5:00pm unless otherwise stated.

### **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, Ignite Unlocking Potential may decide not to qualify a candidate.

Depending on the course/ qualification undertaken, session times vary determined by the minimum 'contact time' (i.e. actual time training) each day. First Aid at Work (FAW) & Re-qualification (FAWR), Emergency First Aid at Work (EFAW), Paediatric First Aid (PFA) and Food Hygiene are 6+ hour days (9-4pm), Forest School & Outdoor First Aid (OFA) and Education & Training (E&T) Level 3 are 8+ hours.

This means that for sessions commencing promptly at 9am, including a 15 minute break in the morning, 40 minutes for lunch and a 15 minute break in the afternoon, FAW/R, EFAW & PFA should finish by (around) 4:30pm, SFA and Forest School by 5pm and OFA/E&T by 6pm.

### **Certification**

All of our courses are accredited through awarding bodies that develop qualifications on the Qualifications & Credit Framework (RQF) regulated by OfQual.

On successful completion of the course, all course paperwork/evidence is to be submitted by the trainee to the assessor 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. No certificates will be released without first receiving payment.

### **Health & Safety**

Our Food Hygiene & First Aid training are 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.

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.

### **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.

### **Domestic Arrangements**

When Ignite Unlocking Potential run a course for another organisation, it is likely that the organising company will be responsible for all domestic arrangements such as provision of the training room, refreshments, toilet facilities and so on.

For public courses, [Ignite Unlocking Potential](#) will provide the training venue and ensure that refreshments and toilet facilities are available.

### **PLEASE BRING WITH YOU...**

- Some form of identification e.g. photocard driving license – essential!
- Comfortable clothes suitable for rolling around the floor in 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 or Food is available at Dare Valley Country Park 'Cwtch' Cafe (5 minute walk from classroom)
- Pen & paper for note taking.
- Payment/Balance for the course if necessary!

### **Lunch**

Please bring a packed lunch. Tea & coffee will be provided throughout.  
- NB Food Hygiene training we cook our lunch, therefore it is provided.

### **Venue (unless otherwise stated).**

**Dare Valley Community Woodland, Dare Valley Country Park, Aberdare, RCT, CF44 7PT**

## **Standard Terms of Business**

Please be aware that these terms of business are intended for both organisations and individuals alike. Being 'business-like' by definition, they may therefore appear somewhat brusque to the individual! Unless agreed separately and in writing, it is an express condition of booking a course that a deposit is paid, and cleared by our bank, in advance of the course start date.

If booking more than 4 weeks in advance, a 50% deposit will be required to secure your booking. The full payment is then due by no later than the first day of the course. If booking within 4 weeks of the course date, the full payment is required with your booking.

In the event that the deposit/full payment is not paid, Ignite Unlocking Potential reserve the right to cancel your booking, without notice.

In the event of course cancellation by you, the client, the following proportion of the total amount due will be payable, the time periods below being from the course start date.

These terms are non-negotiable: -

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

Whilst this may appear harsh we ask our clients to appreciate that, as a company committed to the excellence of their training, Ignite Unlocking Potential invest more and more resource, both human and capital, the nearer a course start date approaches.

For a series of courses, we insist that invoices issued for the balance on those already run are paid in full, and cleared by our bank, before the next course start date in the series. This is non-negotiable and in the event it does not take place, Ignite Unlocking Potential reserve the right to cancel the remaining course/s, without notice.

## **Refunds**

Refunds are only considered in full or partial if Ignite Unlocking Potential does not / is unable to meet its contractual obligations with the trainee.

## Expectations

The Training Team undertake to:-

- Deliver training to the standard agreed by the Awarding Body.
- Provide a suitably qualified and experienced training team and to support / resource the course as appropriate.
- Provide appropriate information regarding course content, course venues, accessibility, meeting times and location.
- Enable the learner to complete the course wherever possible

The training delegate undertake to:-

- Read and act upon information provided **and attend all training days** provided.
- Make any additional learning needs known to the trainers on the first day of the course (or before if possible).
- Individually produce their own work in line with the requirements of the Units and the direction of the training team.

## Addressing concerns

The course team hopes that you will enjoy the course and invite you to discuss any issues concerning the course work or assessment procedure with us at the first opportunity by using the contact details given. If the issue is not able to be settled this way, the difficulty should be presented in writing to: Darren Lewis, Ignite Unlocking Potential, 4 Richmond Terrace, Aberdare RCT, CF44 0SF.

This letter should arrive at the above address not later than one calendar month from the time of the issue arising.

In line with being a quality training provider and an accredited Centre, Ignite Unlocking Potential has developed and implements policies and procedures for Equal Opportunities, Health & Safety, Child Protection, Record keeping, Disputes, Internal Verification and Quality Review. If you would like to view any or all of these please visit our web page (link attached)

<http://igniteup.co.uk/contact-us/>

If you need any further information please do not hesitate to get in contact.

Best Regards

Darren Lewis

Course Director