



## **Candidate Pre-Course Information & Map for Training Venue (Quedgeley)**

Dear Candidate,

Congratulations on choosing 2<sup>nd</sup> Chance First Aid for your training needs.

As a responsible training provider we have provided this information to help explain your course and what you can expect when you attend.

This is to ensure you have the best learner experience possible.

If you have any concerns or questions after reading this information, please do not hesitate to contact us, so we can advise you appropriately.

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Tel: 01452 723150

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### **1. Disclaimer:**

2<sup>nd</sup> Chance First Aid will not be liable for any loss, damage, expense, injury or delay of any kind to the client, employee of the client or any third party by any act, default or omission of any kind however caused except so far as such liability cannot be excluded by law.

### **2. Responsibilities of the candidates on our courses:**

- First Aid training is an active, practical subject and can be physically demanding. Participants are normally expected to be physically fit enough to kneel, twist, and bend over simulated casualties. To sit on the floor, to perform simulated CPR, roll, be rolled and help roll simulated casualties. Part of your course may occur out of doors, if this is so you are expected to be responsible for your own warm and waterproof clothing (Sport/Outdoor/Forest Schools First Aid Only).
- If you are attending one of our ITC Level 2 or 3 courses, there is a requirement to assess each candidate practically to deem them competent in First Aid. If you feel that there may be a Learning, Medical, Religious or Cultural reason that may hinder your performance on the course, please contact us to discuss your situation as soon as possible.
- Whilst we must still assess all candidates practically we are able to make reasonable adjustments to the course to reduce both Mental and Physical stress to our candidates where REASONABLY PRACTICAL. All candidates will still however have to demonstrate practical competence in First Aid, however our trainers may be able to find a better/easier way for you to be able to complete the practical elements.
- Each candidate is responsible for maintaining acceptable levels of behaviour; unacceptable behaviour may lead to offenders being asked to leave. You will be asked to pay for any malicious damage caused by yourself.

- Late arrivals or absences during the course or from any session will probably mean that you will not receive the qualification certificate for which you have joined the course. Qualifications have a mandatory contact time requirement. In all such cases the full course fee remains payable.
- Candidates are asked to wear sensible clothing and shoes when attending First Aid courses, due to its practical nature.
- Increasing use of qualification certificates to support identity fraud and issues relating to assessment authenticity have resulted in all ITC qualifications having to verify candidate identity. Please bring some form of photographic ID (e.g. driving license/passport) to confirm your identity, to your first aid course. If your identity cannot be authenticated during the course, then certification will be delayed until the Awarding Organisation (ITC First) can confirm your identity.

### 3. Certification:

Certification will take between 1-3 weeks, as all course paperwork has to be sent to the Awarding Organisation (ITC First) for verification prior to certification issue. Certification will only be sent once full payment has been received. Postage will be by 2<sup>nd</sup> Class (Signed For) post to ensure delivery is made. Any returned certification due to not being signed for or collected at your local post office can be resent at a cost of £5 per certificate.

Once certification has been received, we would ask you to keep it safely and securely.

Lost, Stolen or Damaged certification will require the holder to complete a declaration form and pay a new certification fee of £12 per certificate. ITC First will only issue a new certificate once this declaration and fee has been received.

### 4. Refreshments:

Tea, Coffee, Bottled Water and Biscuits are provided on all our open courses at no extra charge. Candidates will however need to bring their own lunch or there are several places to buy food within 2-3 minutes walk/drive of our venue.

### 5. Parking:

- On-site parking is limited to only 4 spaces on our weekday courses, but we have kind permission to use the Bumble Bee Inn's car park, which is only 3-4 minutes walk from the venue. (see map attached) Postcode GL2 2AB.
- Parking spaces are marked with our logo (look out for the A frame boards for directions).
- Parking is unlimited on evenings after 6pm or weekend courses.

### 6. Data Protection/General Data Protection Regulation

As a First Aid training provider who deliver nationally regulated qualifications, we are required by our awarding organisation (ITC First) to hold personal data about the candidates who attend all our courses. For more information about what personal data we hold, why we hold it, how long we hold it for, and who it's shared with, please look for our policies/T's & C's page on our website.

### 7. Travel/Directions:

- **Training venue address is:**

13 Wheatstone Court, Wheatstone Court, Davy Way, Waterwells Business Park, Quedgeley Gloucester, Gloucestershire, GL2 2AQ

**\*Please note not all SATNAV's take you to the exact location\***

- **Traveling by Bus**

Our Quedgeley venue is only 3-4 minutes walk from Waterwells park and ride.  
There are regular buses to and from Waterwells park and ride and Gloucester city centre bus station.

- From Waterwells park and ride, go right onto Telford Way.
- At the next roundabout go straight over on to Davy Way, 2<sup>nd</sup> exit.
- At (T junction) go left.
- In front of you is Wheatstone Court.
- We are in the 2<sup>nd</sup> building on the right (green windows and doors)

- **Traveling by Train**

Gloucester Railway station is just across the road from the city centre bus station.  
See above directions.

- **Traveling by Car**

**If coming from the M5 Junction 12**

- Head towards Gloucester on the B4008 until you reach the roundabout with McDonalds/BP Garage.
- At that roundabout take the dual carriageway (A38) towards Gloucester.
- At next roundabout go right, 2<sup>nd</sup> exit on to Waterwells Drive.
- At the next roundabout go right 3<sup>rd</sup> exit onto Davy Way.
- At (T junction) go left.
- In front of you is Wheatstone Court.
- We are in the 2<sup>nd</sup> building on the right (green windows and doors)

**If coming from Gloucester along A38 from junction of Cole Avenue & A38**

- Head out of Gloucester on the A38 toward the M5 Junction 12.
- Pass ASDA on your right on the A38 and at the next roundabout turn Left, 1<sup>st</sup> exit onto Waterwells Drive.
- At the next roundabout go right 3<sup>rd</sup> exit on to Davy Way.
- At (T junction) go left.
- In front of you is Wheatstone Court.
- We are in the 2<sup>nd</sup> building on the right (green windows and doors)

**\*If you have trouble finding us on the day, please call this number 07855 473751\***  
**We are on Google Maps, just type in 2<sup>nd</sup> Chance First Aid into the search box.**

# Venue Map

