

# 2<sup>nd</sup> Chance First Aid

## Pre-Course Information

(Closed Courses at Clients Venue)  
(Updated 31<sup>st</sup> October 2024)



### (Registered Office Address Not Training Venue)

2<sup>nd</sup> Chance First Aid  
25a Fieldcourt Gardens  
Quedgeley  
Gloucester  
Gloucestershire  
GL2 4UD

[www.2ndchancefirstaid.co.uk](http://www.2ndchancefirstaid.co.uk)

email: [info@2ndcfa.co.uk](mailto:info@2ndcfa.co.uk)

Tel: 01452 723150

Mob: 07855 473751

Dear Candidate,

Please find listed below all the information you need prior to attendance on your First Aid course. We hope you enjoy the course itself and you have an excellent learner experience.

**1. Responsibilities of the candidates on our courses:**

- First Aid training is an active and practical subject and can be physically demanding at times. Participants would normally be expected to be physically fit enough to kneel, bend and twist over simulated casualties. They will also need to demonstrate simulated CPR & roll simulated casualties situated on the floor. Part of your course may occur outdoors if this is the case, 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 Level 2 or 3 courses, there is a requirement to assess each candidate practically to deem them as 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 were REASONABLY PRACTICAL.
- Each candidate is responsible for maintaining acceptable levels of behaviour; unacceptable behaviour may lead to offenders being asked to leave. They will be asked to pay for any malicious damage caused.
- Late arrivals or absences during the course or from any session will probably mean that the candidate will not receive the qualification certificate for which they have joined the course for. Qualifications have a mandatory contact teaching 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 2<sup>nd</sup> Chance First Aid/ITC qualifications having to verify candidate identity.
- Please ensure you bring photographic ID (e.g., driving license/passport) for the trainer to check. If a candidate's identity cannot be authenticated during the course, then certification will be delayed until the Awarding Organisation (ITC First) can confirm the candidate's identity.

## 2. **Certification:**

- To reduce environmental impact, E certification is now issued.
- E certification will be sent to each candidate's email address (given during enrolment at the beginning of each course). Please note the course paperwork can take between 7 & 21 days for the Awarding Organisation (ITC First) to verify, before certification can be issued.
- **Dependant on your internet security, sometimes the email with attached certification can be pushed into spam/junk email boxes!**
- Once certification has been received, it can be scanned, copied, and printed as many times as required, however we would suggest that the candidate keep the certification safe by transferring the PDF document onto their computer, laptop, or smartphone as it can only be downloaded from the email for a short time. 2<sup>nd</sup> Chance First Aid will keep a copy of all certifications on file just in case it is required in the future by the candidate.
- Certification will not be sent until full payment has been made by the client.

## 3. **Data Protection/General Data Protection Regulation:**

2<sup>nd</sup> Chance First Aid are required by our Awarding Organisation (ITC First) to hold details of the candidates who attend our courses. For further information on our Data Protection/General Data Protection Regulation policies, go to our website [www.2ndchancefirstaid.co.uk](http://www.2ndchancefirstaid.co.uk) where all our Policies/Terms & Conditions can be found.

## 4. **Complaints**

2<sup>nd</sup> Chance First Aid has a very robust complaints procedure, again all our policies including our complaints policy can be found via our website.

## 5. **COVID-19 Measures**

### **What if you get Covid symptoms before or during course?**

As there is no current legal requirement for those who test positive for Covid, or those who have symptoms of Covid to self-isolate we can only strongly advise you don't attend the course.

If you are unsure of symptoms, please go to [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/) for further advise.

**If you are unwell with ANY symptoms, we would strongly suggest taking a Lateral Flow Test prior to attending to help rule out Covid as a cause.**

**We will stock a small supply of Covid Lateral Flow Tests so if you do not have access to them but wish to turn up early and take a test, they will be available.**

**As LFT's are no longer free there will be a cost of £2 per test.**

### **Making the Decision to Attend?**

Whilst 2<sup>nd</sup> Chance First Aid has done everything reasonably practical to ensure the safety of candidates on our courses, the final decision to attend must be that of the candidate.

If you feel you would like to discuss this further in person, please do not hesitate to contact us via the following methods:

Email: [info@2ndcfa.co.uk](mailto:info@2ndcfa.co.uk)

Telephone: 01452 723150

Mobile: 07855 473751

**We look forward to seeing you on the course!**

**2<sup>nd</sup> Chance First Aid**

**Giving you the skills to give someone else a 2<sup>nd</sup> Chance!**