

2nd Chance First Aid

Pre-Course Information & Map

(Open Courses at Cranham Scout Centre Venue)
(Updated 11th November 2024)



(Registered Office Address Not Training Venue)

2nd Chance First Aid
25a Fieldcourt Gardens
Quedgeley
Gloucester
Gloucestershire
GL2 4UD

www.2ndchancefirstaid.co.uk

email: 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. Course Timings:

- For Outdoor & Forest Schools First Aid courses timings are **8:30am – 5:30pm** (unless otherwise stated).

2. Travel/Directions & Parking:

Cranham Scout Centre

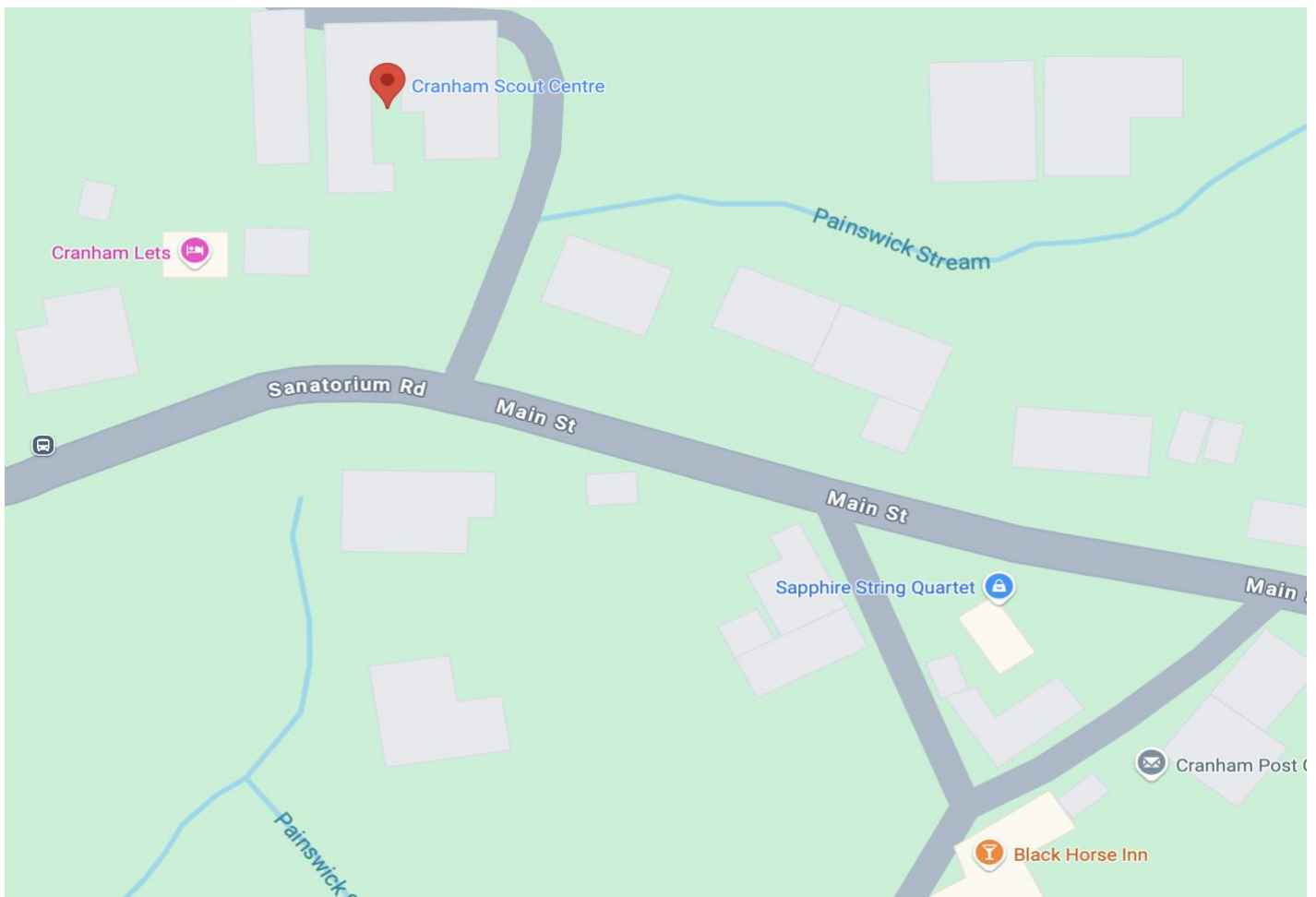
Address:

Cranham Scout Centre, Cranham, Gloucestershire, GLL4 8HP.

An excellent way to find us is by using the “what 3 words” app which can be found in the android/apple app store.

For the venue address type in: FRAIL.SAKE.OUTLAST

Cranham Scout Centre Venue Map



Parking:

Free On-Site Parking

If you have trouble finding us on the day, please call this number 07855 473751

3. Refreshments:

- Coffee, Tea & Biscuits are provided throughout the course.
- Attendees will need to bring their own food/lunch as there is nowhere nearby to buy this.

4. Venue & Amenities:

- There is a male/female toilet block which also has basic washing & shower facilities.
- Please note that there is NO indoor classroom so all elements of the course will be delivered outside, however there are outdoor sheltered areas if the weather is bad.
- There is a small, heated porta cabin with tea/coffee making facilities which is big enough to seat all course attendees during breaks/lunch.

5. 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 ground.
- As Outdoor/Forest Schools First Aid courses will be conducted outdoors we request that all candidates bring waterproof/warm weather clothing and footwear.
- 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.

- Increasing use of qualification certificates to support identity fraud and issues relating to assessment authenticity have resulted in all 2nd 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.

6. **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. 2nd 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.

7. **Data Protection/General Data Protection Regulation:**

2nd 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 where all our Policies/Terms & Conditions can be found.

8. **Complaints**

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

9. **Cancellations**

By the Candidate/Client:

Full Attendance Courses

- Cancellation with more than 14 days' notice = 50% Admin Fee Required.
- Cancellation with less than 14 days' notice = Full Fee is Required.

Only Cancellation Fee Exemptions:

- If the candidate due to attend the course is medically unfit. Proof of this will be required to qualify for the cancellation exemption such as a Medical Professionals Fit Note or Hospital Discharge Letter.

- If the candidate has Covid symptoms and tests positive on a Lateral Flow Test. Proof of LFT must be sent to 2nd Chance First Aid in the form of a photo of the positive LFT next to photo ID of the person due to attend.
- **We will not accept any cancellations relating to staff shortages. In these cases, full payment will still be required.**

Cancellation by 2nd Chance First Aid:

- In the unlikely event of this happening, we reserve the right to cancel at any time, if this were to occur, you would receive back any fees paid prior.
- 2nd Chance First Aid will not be liable for any other fees incurred by the candidate such as: childcare, travel, accommodation, pay, holiday costs etc.....
- If a course must be cancelled at short notice due to unforeseen circumstances, we will make every attempt to contact you via telephone or email given during the booking process.

Cancellation Due to Minimum Attendee Numbers on Courses:

- As First Aid training is practical and active by nature, meaning both candidates and trainer/assessor having to work in close contact with each other. We have a minimum safeguarding attendance number of **x4 candidates** per course to ensure there are always several witnesses in case of an allegation being made by either candidate or trainer/assessor against a candidate or trainer/assessor.
- Any course that has not meet this minimum safeguarding number of **x4 Candidates 1 week** before the course start date, the course will be cancelled, and any fees made prior will be refunded in full.
- 2nd Chance First Aid will not be liable for any other fees incurred by the candidate such as: childcare, travel, accommodation, pay, holiday costs etc.....

Due to Adverse Weather Conditions/Act of God:

- 2nd Chance First Aid reserve the right to postpone full or part courses if adverse weather conditions mean it is unsafe for attendees to travel, e.g., an amber or red weather warning has been issued for the county area the course is due to be held in.
- As we take the safety and welfare of all our attendees very seriously, 2nd Chance First Aid will make any final decision on full, or part course postponement and this decision will be full and final.

10. 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/ 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 2nd 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

Telephone: 01452 723150

Mobile: 07855 473751

We look forward to seeing you on the course!

2nd Chance First Aid

Giving you the skills to give someone else a 2nd Chance!