



Training Terms & Conditions

Bookings may be made by telephone, letter or email. Any bookings made by telephone, must be confirmed in writing by post or email within 7 working days.

Payment must be made in full 2 weeks prior to the course start date or in advance with booking, unless other arrangements have been agreed.

Where payment has not been received prior to commencement of the course, delegates may not be admitted to the course.

Should you (the customer) have to cancel your course and are unable to arrange another time and date at the time of cancellation, then the following charges will apply;

More than 4 weeks notice – no charge/full refund minus £50 admin charge

2 to 4 weeks notice prior to course – 50% of total course fee payable

Less than 2 weeks notice prior to course – Full course fee payable – i.e. NO refund

All First Aid at Work Courses and First Aid at Work Re-qualification Courses require a minimum of 4 delegates to run and will run with a maximum of 10 delegates, unless a special agreement is reached between CTS First Aid and the customer.

If a delegate does not attend and has not previously informed us, the full course fee is still payable. To conform to Health & Safety Executive requirements for the issue of a statutory certificate, attendance at all sessions is MANDATORY.

If a delegate arrives late for a course or is absent from any session, we reserve the right to exclude them for training if we feel they will not gain sufficient knowledge or skill in the time remaining. Therefore the full course fee will still be payable.

We reserve the right to eject any delegate at any time on any course if in the opinion of the instructor, there is evidence of any misconduct, verbal or physical abuse, or the continued attendance of the delegate in question would not be in the interest of themselves or the other members of the course.

To enable us to treat all delegates fairly, it would be appreciated, if delegates with special needs would advise us in advance.

Companies requesting “in house” courses will be required to provide a venue suitable to the course that is to be run. In general, rooms should be well lit, comfortably heated and ventilated, have adequate power points and be free from distraction. Additional rooms will be required for the private assessment of delegates at the end of the course.

Where a course is cancelled by CTS First Aid and no suitable alternative is available, a refund may be given dependant upon reasons for cancellation.

To be eligible to attend a two day re-qualification course, delegates **MUST** be in possession of a valid First Aid at Work certificate issued by an HSE approved provider, which is in date on the last day of the course.

All Appointed Person, Emergency Life Support and Infant Resus Courses will be assessed by the trainer and certificates issued accordingly.

All course requirements **MUST** be made at the time of booking. This includes a night working/training request. Late requests cannot be guaranteed, but CTS First Aid will endeavour to accommodate the requests.



Night Training

CTS First Aid can provide training on a night shift, but this is ONLY by special request and will require a minimum of 10 weeks notice. Night training will be charged at the same rate as day rate, but a will incur an additional night working allowance of £36-00 per night or £3-00 per hour (minimum 4 hours).

Night hours are from 2000hrs until 0800 hrs.

Note to employers regarding First Aid at Work

The duties of a first-aider or appointed person can be physically and mentally demanding. Therefore it is the duty of the employer to ensure all delegates nominated to become first-aiders or appointed persons, are suitable and able to carry out the required duties. This may include;-

Immediate release from normal duties, to respond to an emergency situation.

Ability to cope with physically demanding procedures.

Aptitude to cope with stressful situations.

Good communication skills.

Reliability and consistency.

Terms and conditions are subject to change and are correct on date of printing:- 02/05/07