Passion FIRST AID
Helping to save more than lives

Course Booking form and Venue Details

Booking Contact's Information					
Title		**First Name**		**Surname**	
Job Title					
Company Name					
Address **Postcode**					
Telephone Number		**Mobile Number**			
Email Address					

Course Information		
Course Title		
Date(s) of Course		
Venue Address		
Parking details		
Number of Candidates		
Additional Requirements Please indicate any training/access requirements / learning needs.		

Invoice Details		
Purchase Order Number (if required)		
Contact Details for Your Invoice	**Name**	
	Email Address	

Please note, all our prices are subject to VAT at the current rate. Payment information is detailed on your invoice.

Equipment (Will the following be provided?)	
Project tor or TV screen	
Projector Screen	
Flipchart Easel	

Refreshments (If training is being provided at your venue)	
Will tea and coffee be provided?	
Will lunch be provided to the trainer?	

Please sign to confirm you agree with our teams and conditions on the next page and to authorise you're booking.

Signed:	**Date:**

Terms and Conditions

Bookings should be made initially by telephone or email.

Bookings made by telephone will be sent a booking form to complete and return.

On receipt of a completed booking form, we will email you confirming your booking.

Where appropriate, joining instructions will be emailed directly to each candidate, where the email address is supplied; if no email address is supplied, the booking contacts' email address will be used, and it will be their responsibility to pass a copy to the candidates attending the course.

All candidates must comply to the following requirements. Failure to do so, may result in exclusion from the course:

- Attend at the venue at least 15 minutes prior to the commencement of the course, and attend the full duration of the course
- Be physical fit to perform CPR
- Wear appropriate clothing, including footwear, to undertake activities such as performing the recovery position on the floor
- Be free of conditions, that may prevent them participating in activities undertaken on the floor, such as CPR and the recovery position

An invoice will be sent to the booking contact. This should be passed onto the person responsible for paying the account. **Please note: Full payment must be made prior to the start of the course.**

All candidates are required to bring with them photographic identity, such as a full UK driving licence, passport, foreign identification card, work identification, rail card, student union card, EU card, proof of age card, disability card. Failure to provide personal ID may result in candidates being unable to take the examination.

Cancellations

If you have to cancel a booking, the following cancellation charges will apply:

- More than 27 days prior to the course commencing no charge will be incurred and a full refund or credit note will be issued.
- 15 to 27 days prior to the course commencing, 50% of the total booking fee will be charged and a refund or credit note for the balance will be issued.
- Less than 15 days prior to the course commencing, the full charge will be incurred, and no refund or credit note will be issued.

Please note that transfers are deemed as cancellations and the above terms will apply.

Should you need to change the name of the candidate attending a course, please ensure that at least 3 working days' notice is given prior to the start date.

Please note that if a candidate does not attend a course they are booked onto and no substitute is sent, then the full cost of the course will be incurred, and no refund given.

We reserve the right to cancel any course if there are insufficient numbers to run a viable course. In such circumstances you will be given as much notice as possible and the offer of a transfer to another course date, or a full refund of fees paid. We recommend that if you are booking accommodation, you select a hotel that allows you 48-hour cancellation without incurring charges.

Please note that certificates will not be issued until full payment has been made.

We will process your data in accordance with our Privacy Policy, which you can read at www.passionfirstaid.co.uk
You may withdraw this consent at any time.

Passion First Aid Ltd, 7 Colethrop Way Hardwicke, Gloucester GL2 4AZ
M: 07811 025169 **E:** enquiries@passionfistaid.co.uk **W:** www.passionfirstaid.co.uk

Joining Instructions

It is the responsibility of the employer to choose a person who can physically fulfil the role of a first aider in the workplace
. • back, neck, arm or knee problems
• rupture or hernia
• heart disease, high blood pressure, bronchitis, asthma or chest problems
• blackouts, seizures or epilepsy

Please note that we reserve the right to prevent you from completing your course if you do attend with any of these problems or if you are pregnant and we feel that you will put yourself or others in danger.
This doesn't apply to the following courses; Fire marshal, Health and safety basics, Risk assessment,

Learning needs
Please advise us in advance if you have any special requirements, such as dyslexia. Any information you provide us with will be treated in confidence.

Personal property
Passion First Aid cannot be held responsible for any loss or damage to personal property while attending the course.

Recommended clothing
For convenience it is recommended that students wear casual clothing as our courses often involve practical work.

If you have any queries relating to your booking, please call us on 07811 025169 or email enquiries@passionfirstaid.co.uk and we will be happy to assist you.

COMPLAINTS PROCESS:
We take all complaints about the quality of our services seriously. We will provide a speedy response and a full and fair investigation of your complaint, respecting your right to confidentiality.

2 stage complaint process
1 - State your complaint by letter, email or by telephone. The contact details are on this letter. A response will be provided to you within 5 working days.
2 - Not satisfied with your response? (Accredited courses only) Please send details of your complaint to our Awarding Organisation (Qualsafe / Highfield). Contact details as follows:
Qualsafe - 0330 660 0599† info@qualsafe.com

Highfield - 01302 363277 info@highfield.co.uk

Please note that this procedure relates to complaints about the services we provide and not about any other department or section of Passion First Aid Ltd. If it is a matter outside of our control, we will do our best to advise you how to pursue it.

Any comments and suggestions you have which might help us to improve our service can be sent either directly to the person with whom you have been dealing, or by emailing enquiries@passionfirstaid.co.uk

Thank you for choosing us, to deliver your training

Yours sincerely

Jim Jones
Director
Passion First Aid Ltd

Learner Agreement

Introduction

This document constitutes an agreement between Qualsafe Awards (QA) and a Learner undertaking QA qualifications. The purpose of this agreement is to ensure that the Learner is fully aware of their responsibilities when undertaking our regulated qualifications and that these are met.

Learner Responsibilities

When undertaking any QA regulated qualification, QA expects that you, the Learner, will:

1. Provide all information necessary to complete the pre-course registration process (where applicable)
2. Provide all necessary evidence to confirm you meet the qualification entry requirements (where applicable and as detailed in the qualification specification)
3. Declare any injuries, illnesses or conditions (e.g. dyslexia) that you may have to the Centre prior to course commencement (for the purposes of Reasonable Adjustments* being made for training and assessment purposes)
4. Ensure you attend all arranged training sessions and/or assessments on time
5. Behave in a professional and courteous manner at all times towards Centre staff, Trainers/Assessors and other Learners
6. Prepare for and take part in any training activities and Learner assessments as instructed by the Trainer/Assessor delivering your course
7. Complete all registration and assessment paperwork as required in a clear and legible fashion
8. Provide all required documentation to enable any Trainer/Assessor to confirm your identity for the purposes of registration and/or assessment
9. Maintain the integrity and security of the Learner assessment process
10. Submit all required assessment documentation within the given timescales
11. Refrain from any activities which constitute Learner malpractice (e.g. plagiarism (including the inappropriate use of generative AI), cheating or collusion) and complete coursework, workbooks and assessments of your own accord using the knowledge and skills you have obtained through your training and learning activities. Learners who are required to complete workbook assessments must also sign the *Learner Workbook – Plagiarism Warning* document (which raises awareness of the consequences of Learner malpractice) prior to starting the assessment.
12. Declare any temporary injuries, illnesses, conditions or circumstances that you may have on the day of training and/or assessment (for the purposes of Special Consideration* being given)
13. Attend any practical work placement+ arranged by your Centre and complete all work required in line with the requirements of the qualification specification
14. Cooperate fully with the Centre and/or QA throughout the course of any compliance or malpractice investigation (as and when required) and cooperate fully with the outcome of the investigation, including (but not limited to) revocation of any certificate(s) issued.

*The QA Access to Assessment Policy freely available on the Downloads section of the QA website provides further details.
+For qualifications where a practical work placement forms part of the qualification requirements.



Learner Malpractice

Learners undertaking QA qualifications should be aware that any reported or suspected Learner malpractice will be investigated by QA and, through the course of any investigation or in cases where malpractice is confirmed, Learner sanctions may be applied, which may result in a temporary or permanent ban from partaking in any future QA qualifications. Please see the QA Sanctions Policy and Malpractice and Maladministration Policy which are freely available on the Downloads section of the QA website for more details.

Centre Malpractice/Maladministration

Learners undertaking QA qualifications must also be aware that the identification of Centre malpractice or maladministration in relation to qualification delivery or the Learner assessment process may lead to the revocation of any Learner certificate issued. Learners are required to accept that if QA requires to revoke any Learner certificate in these circumstances and in accordance with the awarding organisation's regulatory responsibilities, QA is not liable for any personal loss which may be incurred.

Declaration

In signing the Learner Register for a QA qualification and/or undertaking any QA Qualification, I agree to meet with all Learner Responsibilities listed in this document. I also acknowledge and understand that QA has the right to apply Learner sanctions through the course of any investigation into Learner malpractice or in cases where Learner malpractice has been confirmed. I also accept that QA will not be liable for any personal loss that I may incur in the circumstance that any Learner certificate I have been issued with requires to be revoked due to the identification of Centre malpractice or maladministration in relation to qualification delivery or the Learner assessment process.

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Training commitment

Your rights

As a Learner at a Qualsafe Awards (QA) approved training centre you have certain rights.

You have the right to:

High quality training and Learner assessment

You can expect the highest standards of quality training and Learner assessment from suitably qualified Trainers/Assessors, regardless of which training centre you have chosen.

Be treated with respect

You will be treated in a polite, courteous manner with respect for your dignity at all times. QA operates in line with the requirements of the Equality Act 2010.

An explanation

If you are not satisfied with the service you receive, we encourage you to tell the Trainer/Assessor. You have the right to a reasonable explanation.

Make a complaint

If you remain dissatisfied, you have the right to make a complaint. Please refer to the QA Customer Complaints Policy for further details.

Appeal decisions made

You have the right to appeal any decision made by the approved training centre or by QA which affects you. Please refer to the QA Appeals Policy for further details.



Customer Satisfaction

At Qualsafe Awards, customer satisfaction is highly important and we adopt a proactive approach to resolving any complaint or appeal efficiently and effectively. To enable us to do this for you, please follow these steps.

1. Contact the Trainer/Assessor

The first step if you have a complaint or appeal is to talk to your Trainer/Assessor, in private if necessary, who should try to resolve the issue immediately, where possible.

2. Contact the training centre

If you are not satisfied with the outcome, the next step is to notify the training centre, which will have its own complaints and appeals procedures.

3. Contact Qualsafe Awards

Only after giving the training centre the chance to deal with your complaint or appeal should you raise it with Qualsafe Awards.

Please contact us, with full details, at:

Qualsafe Awards, City View, 3 Wapping Road, Bradford BD3 0ED

Tel: 0330 660 0899

Email: complaints@qualsafeawards.org or appeals@qualsafeawards.org

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