

**FIRST RESPONSE EMERGENCY CARE (FREC) LEVEL 3**

**JOINING INSTRUCTIONS**

**GENERAL**

Thank you for selecting Horizon as your training provider and reserving a spot in the First Response Emergency Care (FREC) Level 3 course, accredited by Qualsafe Awards.

The Level 3 Certificate in First Response Emergency Care (FREC) is tailored for individuals aspiring to work or already working as Emergency Care Assistants/Providers in healthcare settings. This course establishes a solid foundation of prehospital care knowledge and clinical practice, equipping participants to effectively handle a diverse array of prehospital care scenarios.

The primary goal of this qualification is to empower learners to acquire the essential knowledge and practical skills required to address various prehospital emergency situations competently.

This comprehensive course spans 5 days and combines theoretical lectures with hands-on practical sessions, meticulously crafted to cultivate well-rounded first responders. Our seasoned instructors leverage a variety of scenarios to simulate and prepare you for managing medical emergencies in challenging or hazardous environments.

Rest assured, our instructors are accomplished paramedics endowed with a wealth of expertise and frontline experience in the field.

**PURPOSE**

Please review these joining instructions thoroughly, as there are several tasks you need to prepare and complete prior to your arrival. If you have any additional questions after reviewing these instructions, please don't hesitate to contact us.

**VENUE AND ACCOMMODATION INFORMATION**

The course will take place at Buchanan Arms & Leisure Club, located at 22 Main Street, Drymen, Glasgow, G63 0BQ. The venue is conveniently situated just a 35-minute drive from Glasgow International Airport.

For accommodation reservations at the hotel, please contact Buchanan Arms & Leisure Club at 01360 660588 and mention that you are attending a Horizon course to avail of a discounted rate. All accommodation enquiries should be directed solely to Buchanan Arms & Leisure Club and not to Horizon.

For further information, please visit www.buchanan-arms.co.uk.

In the event that Buchanan Arms & Leisure Club is fully booked, there are alternative accommodation options available nearby. Here are a few suggestions for consideration. Please note that this list is not exhaustive:

- The Winnock Hotel: [www.winnockhotel.com](http://www.winnockhotel.com)

- The Drymen Inn: [www.thedrymeninn.com](http://www.thedrymeninn.com)

- Loch Lomond Hotel: [www.lochlomondhotel.co.uk](http://www.lochlomondhotel.co.uk)

- The Balloch House Hotel: [www.vintageinn.co.uk/restaurants/scotland-northern-ireland/theballochhouselochlomond#](http://www.vintageinn.co.uk/restaurants/scotland-northern-ireland/theballochhouselochlomond#)

- The Tullie Inn: [www.pubanddining.co.uk/tullie-inn-balloch?utm\_source=gmb&utm\_medium=organic&utm\_campaign=homepage](http://www.pubanddining.co.uk/tullie-inn-balloch?utm_source=gmb&utm_medium=organic&utm_campaign=homepage)

- Queen of The Loch: [www.marstonsinns.co.uk/inns/queen-of-the-loch-hotel-balloch](http://www.marstonsinns.co.uk/inns/queen-of-the-loch-hotel-balloch)

Additionally, you can explore accommodation options on comparison websites like Airbnb for more affordable choices in the area.

**COURSE PAYMENT TERMS AND CONDITIONS**

In line with our Terms and Conditions you are reminded that unless previous arrangements have been agreed, **full payment of the course fee must be made 1 week before commencement of the course.** Failure to carry out the aforementioned will result in the forfeit of your place on the course and loss of your holding deposit.Payment can be made by calling our office + 44 (0) 1389 755551 or via BACS/online payment with the following details:

Starling Bank

Name: Horizon Security Solutions Ltd

Account Number: 95829230

Sort Code: 608371

IBAN: GB43SRLG60837195829230

BIC: SRLGGB2L

Please use the reference below when paying for a course:

* Course, First Name and Surname (Example: CPBRUCEWAYNE)

**MEALS**

There is a restaurant conveniently situated within Buchanan Arms, and several alternative dining options are available in close proximity to cater to your dining requirements.

**COURSE COMMENCEMENT & DISPERSAL**

The course commences at 09:00 hrs on the first day. Students can depart from the course after 17:00 hrs on the final day of the course. However, please bear in mind that flights and/or trains may not be available for that specific time. Please ensure any transport arrangements you make takes this into consideration.

**COURSE CERTIFICATES & REPORTS**

Certificates of qualification will be dispatched to your designated address. The Awarding Body will dispatch course certificates to Horizon for onward forwarding, and this typically takes place several weeks after the course results are provided to them. **PLEASE DO NOT CONTACT THE COURSE INSTRUCTOR AFTER THE COURSE HAS FINISHED, ENQUIRING ABOUT YOUR CERTIFICATES.** All certification enquiries should be addressed, via e-mail, to [training@horizon.uk.com](mailto:training@horizon.uk.com)

**TERMS AND CONDITIONS**

Our training terms and conditions are listed on our website; <https://horizon.uk.com/training-t%26cs-1> Please ensure you had read and understood them prior to arrival.

**POLICIES & PROCEDURES**

At the beginning of the course, you will be presented with a Housekeeping/Welcome PowerPoint presentation that covers essential points relevant to the course. This presentation will also include discussions on our various policies, such as our Complaints and Appeal Policies. You will have the chance to review these documents at any time, and copies can be provided to you upon request.

**BEHAVIOUR**

Students are required to demonstrate respect towards the training center, accommodation (if chosen), staff, fellow students, vehicles, and any provided equipment. Course Instructors should be treated with courtesy and good manners.

**Horizon is committed to being an equal opportunities training provider, welcoming students from diverse backgrounds, including various ethnicities, religions, and sexual orientations. We enforce a strict No Tolerance policy against any form of racial, sexual, or religious bigotry**.

**HEALTH & WELLBEING**

All learners are encouraged to speak to a Horizon representative should you have any health or wellbeing issues.

**SMOKING POLICY**

There is a strict no smoking policy inside the training venue. Designated smoking areas outside will be identified to you during your induction on the first day of the course. Students are asked to be mindful of cigarette disposal methods and to utilize the bins provided for this purpose.

**PRE-COURSE REQUIREMENT**

VERY IMPORTANT – PLEASE READ CAREFULLY AND ACT ON ALL REQUESTS:

Language Requirement

The course is exclusively conducted in English. It is imperative that you possess fluent proficiency in speaking, reading, and writing English. This requirement ensures that you accurately comprehend all instructions and guidance provided throughout the course, preventing any potential failure due to misunderstandings.

Identification

Please remember to bring photographic identification for verification purposes, such as a Passport or Driver's License, as it is a legal necessity.

Mandatory Attire

As activities will be conducted both indoors and outdoors, it is essential to wear warm, comfortable clothing suitable for different environments. Kindly bring outdoor jackets/shoes and rainwear in case of inclement weather. We recommend having a spare set of clothing available.

Stationery & Course Materials

You are expected to bring the following items to the course:

* A4 Lined writing pad
* A reliable writing pen (black ink) and pencil
* Laptop and USB stick

Manual & Course Materials

You will receive a hard copy of the course manual on the first day of the course for your reference.

**MISCELLANEOUS INFORMATION**

Please carefully review all emailed instructions sent to you. Additional documents may be required before attending our courses. If you have any special needs, such as prayer times or medical requirements, kindly inform us in advance, and we will make every effort to accommodate your needs. While we strive to accommodate all requests, there may be instances where it is not feasible due to potential disruptions to the class or adverse effects on other students' learning experiences. Your understanding and cooperation in such situations are greatly valued.

WE LOOK FORWARD TO MEETING YOU