

TERMS, CONDITIONS & PREREQUISITES

Instructor Lead Courses:

- Candidates must attend all sessions to take the final assessment. Failure to do so may result in being withdrawn from, or not completing the course and the full fee will be levied.
- It is the responsibility of the candidate to ensure that they are familiar with the prerequisites of the training and by booking confirms that they can meet these requirements and have accepted the terms and conditions in force at the time of booking.
- The full fee will be charged in the event of the candidate being unable to attend, complete or wishing to discontinue the course. This includes no shows on the day and includes being withdrawn for medical grounds howsoever caused.
- If on arrival or at any point during the training the instructor feels that the candidate may be unwell (physically or psychologically) and unable to continue the course without risk to themselves and/or others then we may refuse you acceptance onto, or back onto the training that day. In such circumstances we will do our best to offer a mutually convenient alternative date to return and attend a future course. This will only be available without charge where spaces are available/spare 48 hours before hand. The instructor's decision is final. Waveney Training accept no responsibility for consequential losses howsoever caused in relation to terms listed above. We advise those concerned about this to look at acquiring insurance against sudden illness or cancellation if needed.
- Course fees include certification, courseware and all assessment fees. Additional or replacement certification may attract an additional administrative charge.
- Payment must be received no later than 2 weeks before the scheduled start of the course unless otherwise agreed. Payment terms and methods are included on our invoice and detailed on our website.
- Course cancellations of any kind will attract a £15.00 administration fee. This charge can be credited against a future course booking
- Written cancellations received with no less than 4 weeks' notice will be accepted and refunded less a £40.00 administration fee. Written cancellations of between 2 and 4 weeks' notice prior to the start date of the course will incur a 50% charge.
- Written cancellations with less than 2 weeks' notice prior to the start of the course, no shows on the day of the training or withdrawal from the course will incur a 100% charge. Substitutes can be nominated in place of the original candidate at short notice if required.
- Failure to pay any outstanding invoice does not constitute cancellation. Written cancellations are required in all cases within the timescales above which must be observed to avoid a charge.

- Courses require a minimum number of candidates; we reserve the right to cancel courses with an option of an alternative date or a full refund. In the unlikely event of this happening Waveney Training will endeavour to give all those concerned as much notice as possible.
- The Programme is correct at time of printing, and we reserve the right to change or amend if necessary. Waveney Training will not be responsible for consequential losses in event of sudden cancellation.

Prerequisites for First Aid and Health and Safety Courses

First Aid and Health and Safety courses require you to be of average fitness to undertake certain practical elements throughout the course. This includes, but is not limited to kneeling, bending and being able to demonstrate certain physical competencies while carrying out CPR.

While the above poses very low risk, those with mobility problems or those in poor health may find certain tasks difficult. In addition, a good grasp of written and spoken English is required for those attending to complete the course successfully. The following prerequisites and guidance are formulated to ensure that you are fully prepared for what is involved within the training course. To enrol on the course, it is helpful that you:

- Have a good grasp of written and spoken English. This is particularly important to complete the ongoing assessments within the course and any paperwork/activities contained in the training.
- Be in good general health, more specifically be happy to kneel, bend and be turned from front to back as part of the training. You will be working with other people and will need to feel comfortable in these situations.
- Attend all sessions of the training to gain certification.
- Advise us of any special educational needs you may have in relation to learning or absorbing a large amount of information in a fairly short time. Please contact us first so we can plan your learning and give extra help and advice prior to the course if needed.
- Consent to your temperature being taken on arrival and during the training if required.
- Please note that by booking onto a course with us that all activities and attendance are undertaken at your own risk.

Updated 1st January 2025