



**FIRST RESPONSE EMERGENCY CARE  
(FREC) LEVEL 4  
JOINING INSTRUCTIONS**



## **GENERAL**

Thank you for choosing Horizon to be your training provider and booking a place on the First Response Emergency Care (FREC) Level 4 course, certified by Quallsafe Awards.

The Level 4 Certificate in First Response Emergency Care is for personnel who wish to work or hope to work as Emergency Care Assistant/Provider in the healthcare setting. It will provide an enhanced level of prehospital care knowledge and clinical practice, to deal with a wide range of medical situations.

The course includes both theoretical lectures and practical sessions delivered over 5 days, designed to develop an all-round first responder. Our instructors use a range of scenarios to prepare you for managing medical emergencies in high risk or hostile environments.

Our instructors are paramedics with a wealth of knowledge and frontline experience.

## **PURPOSE**

You should read these joining instructions carefully, as there are a number of things you need to prepare and complete before your arrival. Should you have any further questions having read these instructions, please do not hesitate to contact us.

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## **VENUE AND COURSE INFORMATION**

Horizon's course will be held at our training centre on the outskirts of Loch Lomond, approximately 14 miles (25 minutes) from Glasgow International Airport. The full address is:

100 Balloch Road  
Balloch  
G83 8SR  
Scotland, UK

Email: [training@horizon.uk.com](mailto:training@horizon.uk.com)  
Office tel: + 44 (0) 1389 755551

Our training centre can be reached by taxi from Glasgow International Airport or by train from either Glasgow Central or Glasgow Queen Street (depending on the day of travel). The closest train station, Balloch is located only 100 metres away from the station. It is easily distinguishable as it is located above The Pier Restaurant and Bar. When you arrive at Balloch train station walk to the end of the platform until you reach the main road, look to your left and you will see a grey building with both The Pier Restaurant and Bar and Horizon signs fixed to the side of the building. If you are driving to the training centre, then simply input our postcode into a SATNAV or mobile device and it will direct you to our location.

## **ACCOMMODATION**

Accommodation options are plentiful within a short distance away from our training centre.



Find below a list of some accommodation providers for your consideration, however, note that this list is by no means exhaustive. Have a look at booking.com and AirBnb for alternative options.

Bed 4 Tonight – email; [sans\\_frontier@live.co.uk](mailto:sans_frontier@live.co.uk)

Tullie Inn - <https://www.classicinn.co.uk/tullieinnballoch>

Lomond Park Hotel – <https://www.lomond-park.com/>

Queen of the Loch – <https://www.queenofthelochpublochlomond.co.uk/>

Anchorage Guest House – visit [www.booking.com](http://www.booking.com)

Balloch House – [https://www.vintageinn.co.uk/restaurants/scotland-northern-ireland/theballochhouselochlomond?utm\\_source=google&utm\\_medium=organic&utm\\_campaign=gmb](https://www.vintageinn.co.uk/restaurants/scotland-northern-ireland/theballochhouselochlomond?utm_source=google&utm_medium=organic&utm_campaign=gmb)

Palombo's – <https://www.palombosofballoch.co.uk/#b-b>

Waterfront (above pub) - <https://www.waterhouseinn.co.uk/rooms/>

Premier Inn –

[https://www.premierinn.com/gb/en/hotels/scotland/strathclyde/dumbarton/dumbartonloch-lomond.html?cid=GLBC\\_DUMBAR](https://www.premierinn.com/gb/en/hotels/scotland/strathclyde/dumbarton/dumbartonloch-lomond.html?cid=GLBC_DUMBAR)

The Milton Inn - <https://www.miltoninn.co.uk/accommodation/>

Abbotsford Hotel – <https://www.abbotsfordhotel.com/accomodation/>

Dumbuck Hotel - <https://www.dumbuckhousehotel.com/accommodation/>

Travel Lodge - [https://www.travelodge.co.uk/hotels/201/Dumbarton-hotel?WT\\_tsrc=GHA\\_Organic&utm\\_campaign=GHA\\_Dumbarton&utm\\_medium=GHA\\_Organic&utm\\_source=google](https://www.travelodge.co.uk/hotels/201/Dumbarton-hotel?WT_tsrc=GHA_Organic&utm_campaign=GHA_Dumbarton&utm_medium=GHA_Organic&utm_source=google)

Caravan Park - <https://www.woodleisure.co.uk/our-parks/lomond-woods/>

#### **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:

Bank Name: Santander

Account Name: Horizon Security Solutions Ltd

Sort code: 090222

Account Number: 10578986

IBAN: GB29ABBY09022210578986

BIC: ABBYGB2L

Please use the reference below when paying for a course:

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

#### **MEALS**

There are several restaurants located within proximity of our training centre and a local convenient is located only 30 metres away to assist with your catering needs.

Horizon students benefit from an exclusive discount at the restaurant adjoined to our centre. Further information regarding this will be discussed with you during our housekeeping presentation.



### **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).

On the final day of the course your instructor will give you a course report, which will summarise how you performed over the duration of the course. The course report is written honestly and accurately and will highlight strengths, weaknesses, and employment recommendations. Potential employers may request a copy of your course report (with your consent).

### **TERMS AND CONDITIONS**

Our training terms and conditions are listed on our website; <http://www.horizon.uk.com/training-terms-conditions/>. Please ensure you had read and understood them prior to arrival.

### **BEHAVIOUR**

Students are expected to treat the training centre, accommodation (if selected) staff, fellow students, vehicles, and any issued equipment with respect. Course Instructors are to be treated with courtesy and good manners.

**Horizon is an equal opportunities training provider and we regularly receive students from a wide variety of ethnicities, religions and sexual orientation. We have a No Tolerance policy towards any racial, sexual, or religious bigotry.**

### **SMOKING POLICY**

There is a strict no smoking policy inside the training centre. There is a designated smoking area outside, which will be pointed out to you during your induction on the first day of the course. Students are requested to remain considerate of cigarette disposal methods and use the bins provided.

### **PRE-COURSE REQUIREMENTS**

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

#### **Language**

The course is taught in English only and therefore it is a requirement for you to be able to speak, read and write English fluently. This is to ensure that at no stage on the course you misunderstand the instructions and guidance being delivered which could result in you failing the course.

#### **Identification**

You are required to bring photographic identification for presentation, i.e. Passport or Drivers Licence (a legal requirement).

#### **Mandatory Clothing**



Various activities will take place both inside and outside the classroom environment, therefore you should wear clothing that is warm, comfortable and suitable for both indoors and outdoors. You should bring outdoor jackets/shoes and rainwear in case of wet weather. A spare set of clothing is also recommended.

#### FREC Level 3 certificate

Before you can attend you must already possess a valid FREC Level 3 qualification. Please bring a copy of your qualification certificate with you. Failure to provide this will result in you being removed from the course without refund.

#### Stationery & Course Materials

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

- A4 Lined writing pad
- A good writing pen (black ink) and pencil
- Laptop and USB stick

#### Manual & Course Materials

You will be issued with a hard copy of the course manual on the first day of the course.

#### **COVID-19**

We all understand that we live in a quite different world to the one we once knew prior to Covid-19. We all must adapt new behaviour and rules to protect ourselves and each other. We therefore ask you to read what is stated below to ensure you fully recognise what changes we have made to our business and also your responsibilities to protect yourselves and any other persons.

#### ***What you can expect from us:***

- We will provide hand cleaning gel upon entry to the building and at various points within our training centre. In addition to this we will provide you with anti-bacterial wipes for you to use to clean the equipment that you use during the course
- We have employed a new, more intensive, and longer cleaning regime within our accommodation bedrooms with an additional focus on high touch points, using appropriate chemicals and products (we will also leave windows open during the cleaning regime). We also have increased the frequency of cleaning our public areas and identified "touch points"
- All our detergents and cleaning products are from leading trusted industrial suppliers
- We have removed many decorative soft furnishings & items (accommodation welcome packs, leaflets etc) to prevent the risk virus transmission
- Office staff will always keep a social distance from our students
- A Horizon representative will be made available 24 hours a day. Some of our staff live on-site and in case of any emergencies. Further information and contact numbers will be provided upon commencement
- Tea and Coffee making facilities have been removed to prevent the risk of transmission
- Disposable cutlery will be provided for you to use and dispose of (applicable to accommodation guests only)

#### ***What we expect from you:***

- You must be fit and healthy. If you are experiencing COVID-19 symptoms or have been co-inhabiting with someone who is self-isolating due to suspected COVID-19 you must not travel to attend the course as per the Scottish Government's advice



- If you are showing any symptoms of the Coronavirus (repetitive cough, fever, unusual tiredness, sore throat, loss of taste, difficulty breathing) during your time with us we would request you notify us immediately by calling a member of staff (contact details will be given to you upon the first day of the course) and remain isolated in your room (if applicable) awaiting further instructions
- Your temperature will be checked upon entry each day using an infrared forehead thermometer. We expect you to consent to your temperature being taken and recorded
- **You must bring with you enough Face Masks for you to use at appropriate times as instructed throughout the course**
- We ask you to use the hand-sanitizer provided when entering our training centre, classroom and accommodation (if applicable) areas
- **Although we will provide hand-sanitizer for you to use indoors, you must bring enough of your own for you to use when the course is being conducted outdoors**
- We expect you to adhere to all social distancing measures when in public areas and respect the other students
- Any students that we deem as not adhering to the new guidelines that all businesses and society have had to adopt to prevent the spread of the virus will be asked to leave the premises immediately
- We expect you to review and adhere to the Scottish Governments Covid-19 guidelines. Note that these guidelines differ from other areas of the UK;  
<https://www.gov.scot/collections/coronavirus-covid-19-guidance/>

The above points are being continuously reviewed. Further amendments will be conveyed to you upon arrival.

#### **MISCELLANEOUS INFORMATION**

Please read all instructions that are emailed to you carefully. There may be other documents that are requested from you prior to attending our courses. If you have any special needs such as prayer time or medical requirements, please inform us prior to the course and we will try our best to accommodate you. There may be times when it is not possible, such as when it may cause disruption to the rest of the class or have a detrimental effect on other students learning experience and your understanding and cooperation is greatly appreciated.

## WE LOOK FORWARD TO MEETING YOU