



**HOSTILE ENVIRONMENT
AWARENESS TRAINING (HEAT)
COURSE
JOINING INSTRUCTIONS**

info@horizon.uk.com • www.horizon.uk.com



GENERAL

Thank you for choosing Horizon as your training provider and booking a place on our Hostile Environment Awareness (HEAT) course. These instructions have been specifically compiled for students wishing to undergo training in order to be equipped with the necessary knowledge and skill-sets to be able to deploy to hostile environments, either as an individual or as an organisation.

The content of our HEAT course has been carefully designed utilising our Instructors knowledge and extensive collective experience of working in various hostile environments around the world including the Middle East, Central Asia, North and West Africa and Central and South America, in order to provide one of the most in depth and comprehensive HEAT courses on the market today.

The course contains a mixture of classroom-based theoretical lessons and discussions as well as practical training exercises, involving scenario-based training and role-play exercises. The course syllabus is directed towards individuals and organisations who are deploying to hostile environments.

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.

VENUE AND COURSE INFORMATION

Horizon's course will be held at our training centre on the outskirts of Loch Lomond, approximately 10 miles (20 minutes) from Glasgow International Airport. The full address is:

17 Helenslee Road
Dumbarton
G82 4AN
Scotland, UK

Email: 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 is Dumbarton Central and is located 5 minutes from the training centre. If you are driving to the training centre, then simply input our postcode into a SATNAV or mobile device and it will direct you straight to our location.

ACCOMMODATION

We have 12 one-person rooms available at our training centre. These can be reserved for as little as £35 per night (breakfast not included) by calling the office on + 44 (0) 1389 755551 or emailing; training@horizon.uk.com.

All rooms within our centre have their own television, wardrobes and drawers. The accommodation is centrally heated and has separate shower and bathroom facilities. Free Wi-Fi is also available throughout the accommodation. Additionally irons and ironing boards are provided, however towels are NOT so please ensure you bring your own.

Payment of the accommodation fee MUST be paid upon arrival, NOT beforehand (only the course fee should be paid prior to arrival).





If you have reserved accommodation your room will be available for you to access from 15:00 hrs on the day prior to the course commencing, unless otherwise arranged. Your room key will be left in an envelope on top of the dresser inside the entrance to the accommodation. Your name will be written on the envelope. Any administrative instructions will be written on the whiteboard in the corridor inside the entrance to the accommodation. Please adhere to any instructions written.

If you are arriving by car, you will be shown where you should park during the induction phase of the course on day one.

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 are several restaurants located within proximity of our training centre and a local convenient is located only 100 meters away to assist with your catering needs.

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.

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: <https://horizon.uk.com/training-t%26cs-1> Please ensure you had read and understood them prior to arrival.

BEHAVIOR

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.

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 behavior 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

