





## In House Training Solutions Terms and Conditions

### Guidelines to Employers / Students

The duties of a First Aider can be physically demanding. It is the employer's responsibility to ensure that candidates are free from any condition which would affect their capability and that they have the aptitude to cope with an intensive course of study. (We welcome candidates with disabilities for training but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace).

### Candidates

Candidates shall act reasonably throughout the training. In House Training Solutions may remove a candidate from a course, where, in the opinion of the trainer, the candidate is behaving unreasonably.

### Terms of Booking

1. Bookings may be made by email, letter or telephone. Telephone bookings must be confirmed in writing by email or letter.
2. All training course bookings will be confirmed by email within 7 days.
3. Confirmation of a booking is binding and acceptance of our terms and conditions is implied.
4. Any changes to training times must be notified within 7 days prior to training.
5. Any changes to delegate numbers must be notified within 7 days prior to training.
6. If a delegate arrives late for a course or is absent from any session, we reserve the right to refuse to accept them for training if we feel they will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable.
7. To conform with Health & Safety Executive requirements for Statutory Certificates, attendance at all sessions is mandatory.
8. On the rare occasion of unforeseen circumstances In House Training Solutions may find it necessary to cancel a course. In such circumstances you will be given as much notice as possible and the offer of a free transfer to another course date or a full refund of fees paid.
9. In House Training Solutions reserves the right to change these terms and conditions at any time.
10. All payments for courses are to be paid in advance no less than 28 days before the course commences.
11. You have the right to cancel a course at anytime subject to the terms of cancellation (see below).
12. To be eligible to attend a two day First Aid in the Workplace re-qualification Course, candidates must be in possession of a valid First Aid at Work Certificate issued by an HSE approved provider which is "in date" within 28 days of the re-qualification course.

### Terms of Cancellation

If you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation (subject to being acceptable by In House Training Solutions), the following charges will apply:

- **Training cancelled with no less than 28 days notice, fully refundable**
- **Training cancelled with no less than 21 days notice, 50% refundable**
- **Training cancelled with less than 14 days notice, no refund shall be given**

*If a delegate does not attend a course and has not previously informed us, the full course fee remains payable.*

### Terms of Payment

1. All payments will be made in full at the time of your booking or no less than 28 days before the commencement of the course.
2. All Payments should be made payable to In House Training Solutions.
3. All payments should be made via BAC's where possible (Bank details available on request).
4. In House Training Solutions also accept payment by Cash and Cheque.

5. In House Training Solutions Reserves the right to charge additional travelling, parking and accommodation costs (subject to agreement during booking).
6. Prompt payment will ensure certificates are issued on completion of training.
7. In the event that the client fails to make payment in accordance with this agreement, In House Training Solutions may charge interest at the statutory interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998 and amendments.

#### **Training Facilities & Resources**

1. All training will be conducted at the client's premises (onsite) unless stated and agreed otherwise.
2. Training Rooms provided by the client should be large enough to allow for practical training. This will mean a minimum room size of 35' by 25' for a group of twelve students.
3. Two assessment rooms are required or a large room with partition for practical assessments to be carried out (HSE requirement).
4. Training areas/rooms shall be clean and conducive to practical training methods.
5. Training facilities should conform to the minimum standards with regard to lighting, ventilation, noise, access, disturbances, etc.
6. Floor surfaces will be clean and allow for practical exercises and demonstrations.
7. Training areas/rooms must be large enough to facilitate confirmed delegate numbers.
8. All training media will be supplied by In House Training Solutions unless stated otherwise.
9. In House Training Solutions reserves the right to visit training venues in order to be inspected prior to the commencement of the course to confirm their suitability. (there may be a fee for this service).
10. If the facilities are deemed unsuitable then we will Endeavour to arrange a local alternative (any costs incurred will be invoiced to the client).
11. The final decision on the suitability of training venues rests with the management of In House Training Solutions, any costs incurred will be invoiced to the client.
12. All material supplied by In House Training Solutions remains the copyright of In House Training Solutions and no copies may be made without prior written agreement.
13. In House Training Solutions reserves the right to modify both the course syllabus and schedule as it sees fit. Where possible, seven days notice will be provided to the customer and an alternative solution offered.

#### **Contact Details**

##### ***In House Training Solutions Head Office***

PO Box 171,  
Manchester,  
M34 0RG.

Tel: 0161 336 7191 Mob: 07950 673 587  
E-mail: [headoffice@inhousetrainingsolutions.com](mailto:headoffice@inhousetrainingsolutions.com)



# In House Training Solutions

## Complaints Procedure

### ***Our complaints procedure***

In House Training Solutions is committed to providing good quality services. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

In House Training Solutions do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

### ***How to complain***

#### ***Step 1: Contacting us***

The first step is to talk to a member of In House Training Solutions staff. This can be done quite informally, either directly to the course tutor or by telephone to the head office.

Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then contact In House Training Solutions head office.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

#### ***Step 2: Taking your complaint further.***

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to In House Training Solutions complaints department setting out the details, explaining what you think went wrong and what you feel would put things right. Once In House Training Solutions complaints department receives a written complaint, they will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

#### ***Step 3: The next stage***

If you are not satisfied with the complaints departments investigation you can take the complaint, depending on its nature to The First Aid Approval and Monitoring Section (FAAMS) or an associated accredited organisation. All materials relating to your complaint and to the complaints department investigation will be sent to the necessary people (contact details will be provided for you). They will let you know within seven working days that they have received your complaint and tell you when to expect a full response from them.

### ***Taking your complaint outside the organisation (FAAMS, Citizens advice bureaux, solicitor etc).***

If you are not satisfied with any response, you can always seek advice from outside the organisation.

### ***Contact Details***

In House Training Solutions Head Office  
PO Box 171, Manchester, M34 0RG.  
Tel: 0161 336 7191  
E-mail: [headoffice@inhousetrainingsolutions.com](mailto:headoffice@inhousetrainingsolutions.com)

Complaints Department  
PO Box 171, Manchester, M34 0RG.  
Tel: 07950 673 587  
E-mail: [complaints@inhousetrainingsolutions.com](mailto:complaints@inhousetrainingsolutions.com)