

Pre-course information and terms of business

Thank you for choosing Ibex First Aid to provide your training. We look forward to welcoming you on one of our first aid courses.

Standard terms of business and cancellation policy

A booking is made in a written format by email.

Ibex First Aid have a very flexible approach to bookings and cancellations, with payment is due after the delivery of the course. The course invoice will be sent to you within a week of course delivery and we expect payment (in the form of a bank transfer) within the next 4 weeks.

Cancellation by you

Under current covid-19 conditions, we accept that courses might be cancelled last minute. The expectation is that they will be re-booked at a later more convenient date within the next 6 months.

Cancellation by us

Under current covid-19 conditions, we might cancel courses due to safety considerations. We will offer future dates when the immediate health and safety of all course-goers can be guaranteed. We are able to deliver some of the content online, so if enough of the course has been delivered face-to-face and we are satisfied with the candidates' practical delivery and understanding, there is a possibility that the course can be completed by a series of online quizzes and zoom-style lessons.

Attendance

In order to meet the delivery standards of the course, it is essential that candidates attend every session and are punctual. Candidates are expected to have their mobile smartphones with them, as we will use them as part of the learning and to download relevant emergency and training apps.

Depending on the qualification being undertaken, session times vary between 4 hours (SRC BLS-AED Complet), 8 hours (Basic First Aid) and 16 hours (Mountain & Outdoor First Aid) 'contact time' (i.e., actual time training) each day, plus breaks. Our courses are all tailor-made, so starting times will depend on your organisation's needs, but we recommend starting between 8am and 9am, so we can include a 15-minute break in the morning, 45 minutes for lunch and a 15-minute break in the afternoon. We aim to finish before 5:30pm.

Candidates on a course

We run courses with a minimum of 4 candidates and a maximum of 8 (SRC courses) and 9 (REC courses).

We would normally expect participants to be capable of kneeling, bending, lying down, performing simulated CPR and able to take a full and active part by acting as casualties for both the trainer/s and each other. This includes being touched in places such as the thorax, abdomen, legs and arms. If you feel uncomfortable or have any concerns whatsoever, please do not hesitate to inform us, as we will have a strategy for helping you throughout the course. Candidates should



wear comfortable clothes suitable for rolling around the floor in and getting dirty.
Warm/waterproof clothing & footwear (including hat & gloves) for outdoor courses.
Ibex First Aid provide extensive learning resources for the candidates for use during the course, but you can bring your own pen and paper for notetaking.

Certification

We deliver **Swiss Resuscitation Council (SRC)** courses. These SRC courses are the Basic Life Support and use of an Automated External Defibrillator (BLS-AED Complet). Candidates receive an SRC credit card-style certificate on the day, which is valid for 2 years. The SRC courses are ideal for first time candidates. Further information can be found on www.resuscitation.ch.

We also offer courses accredited through UK-based **Rescue Emergency Care (REC)**, valid for 3 years, following HSE recommendations. The syllabus is taken from the relevant guidelines of UK Resuscitation Council & Voluntary Aid Societies. Further information can be found on www.recfirstaid.com.

Domestic arrangements

Ibex First Aid specialise in tailor-made courses delivered at your organisation's premises. The organisation will be responsible for all domestic arrangements such as provision of the training room, refreshments, toilet facilities and so on. As part of our service, we are happy to do a pre-course visit so we can discuss the finer details of the course and training facilities. Ibex First Aid can provide all AV support should it be needed.

Current covid-19 safety considerations

Ibex First Aid are happy to follow your institution's recommendations in order to comply with current safety measures.

