



Terms & Conditions

First Aid Training

This section details the terms of conditions of the services that RTC Medical Solutions Ltd provide

1. All courses shall be subject to these terms and conditions unless expressed in writing.
2. Course bookings must be supported with a confirmation email or letter.
3. All courses will be delivered: a. by an instructor who holds the relevant teaching qualification and either holds: a current First Aid at Work certificate; or exemptions identified by the Health and Safety Executive; b. in accordance with recognised first aid practices; and c. using suitable course Materials.
4. Prices quoted are inclusive of tuition, Course Materials, assessment and certification only. Prices are either based on per person or per course and are dependent on class size and whether training will be delivered at your place of work.
5. Discount codes must be disclosed prior to booking and cannot be used in conjunction with any other offer.
6. Invoices will be issued prior to training dates.
 - For non-accredited courses full payment is required at least 7 working days before training commences in order to secure dates and to enable certificates to be issued on the final day of training.
 - Accredited courses invoices are also issue prior to your course. RTC Medical Solutions have adopted a “No Pay – No Certificate” policy. Certificated will be released on full payment of invoice. Please note that if you are not in possession of a certificate, you are not recognised as a trained First Aider.
 - Cancellations fees:

Days	Refund
15 or more	100%
7 to 14	75%
3 to 6	50%
No notice	0

Should you need to change your dates due to unforeseen circumstances you should contact us immediately to discuss an alternative arrangement. Please note that we reserve the right to charge a fee for alteration of dates:

Days	Fee incurred
6 or more	No fee
5 or less	25% of total course cost
<i>NB: Where a deposit only has been paid, and alterations are made 5 or less days prior to the course, this deposit will be forfeited and a further 25% will be required to secured further bookings.</i>	

7. Payment methods accepted: Direct bank transfer, business cheque and cash.

8. Lost certificates:

- Accredited courses: certificates will be replaced at a cost of £10 each
- Non accredited courses: Certificates will be replaced at a cost of £10 for the first certificate and £5 for any further certificates. This includes recorded delivery and packaging.

9. In the extremely unlikely event that RTC Medical Solutions cannot run a course or needs to cancel, a full refund of costs already paid will be offered or an alternative date for training.

10. The Health & Safety Executive (HSE) detail in the Health & Safety (first-aid) Regulations 1981 and in the Approved Code of Practice and Guidance that candidates selected to be 'first aiders' must demonstrate:

- Reliability, disposition and communication skills.
- Aptitude and ability to absorb new knowledge and learn new skills.
- The ability to cope with stressful and physically demanding emergency procedures.

It is the employer's responsibility to determine this suitability. RTC Medical Solutions will not:

- Allow a student to undertake training if the instructor feels the student is unsuitable for the course. We will issue a letter explaining this.
- Take the liability for any condition or ailment held by the delegate which is exacerbated during training.

11. RTC Medical Solutions with the customer, will endeavour to ensure that the Quality Assurance Plan is adhered to in order to ensure a safe and effective learning environment is maintained. A copy of this plan can be sent when a booking is requested.

12. Personal belongings and items belonging to or in the possession of the candidates brought to training are the sole responsibility of the owner and RTC Medical Solutions accepts no responsibility for such items. RTC Medical Solutions are not responsible for and cannot be held liable for accidental damage to customer's property used during in house first aid courses.

13. If you are not satisfied with the service you have received you have the right to complain. Please contact: Training Manager, RTC Medical Solutions Ltd, Unit 22 Park House Road East, Newcastle, Staffordshire. ST5 7RB.