

LIVES.

EDUCATION

Joining Instructions



YOUR JOURNEY BEGINS HERE



YOUR TRAINING

Thank you for booking your course with LIVES Education. We are looking forward to seeing you on your course and cannot wait to give you the vital skills needed to save a life.

Our Education team are all experienced responders in pre hospital care and will be able to provide you with enhanced knowledge. Whether this is your first course with us or a requalification we hope you have a fantastic time!



PRE COURSE LEARNING

Pre course learning is recommended but not essential for your course. You can find the following websites useful

First Aid Courses

[How to do CPR](#)

Pre Hospital Care Courses

[Patient Assessment A-E](#)

Mental Health First Aid & Awareness Courses

[Every Mind Matters](#)

Moving & Handling Courses

[NHS Lift Safe](#)



ADDITIONAL NEEDS

If you have any specific needs that may require reasonable adjustments, please do contact us prior to the course starting. This can be done by contacting us via:

Email - training@lives.org.uk

Phone - 01507 525999

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THE DAY

Be sure to carefully read the email for your venue details and course times. Some courses are delivered outside of normal 9-5 working hours. Please arrive 15 minutes prior to the course start time. Refreshments on the day will be subject to the venue. Lunch is not provided by LIVES unless explicitly stated. Please ensure that you bring with you a valid form of ID, failure to do so may result in your not being able to complete the course that day.

Please wear comfortable and suitable clothing for conducting simulations on the floor both indoors and outdoors. We may use make up and simulated blood on our pre hospital care courses so be ready to get messy!

Finally, thank you for choosing LIVES Education you are helping keep our emergency responders out on the road!



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FIRST AID & PRE HOSPITAL PRODUCTS

LIVES works closely with global leaders in pre hospital care medical equipment. Our bag range are specifically built to work for you as a business. We have small to large first aid bags along with personal issue pouches. All fully kitted and delivered to you. We also offer response bags for those businesses that choose to have on site medical care.



Left - Personal Issue Pouch, perfect for first aiders in workplaces.
Right - Site First Aid Bag, suitable for a large site as a main first aid bag.



We also sell a variety of automated defibrillators for your business or organisation. Minutes matter in a cardiac arrest.

If you are interested in purchasing some of our products please email our team at LIVES.

training@lives.org.uk

AWARDING BODIES

Our awarding bodies are regulated by OFQUAL and we are required to present you with our joint agreements as a centre and a learner.

Qualsafe regulates our First Aid, some of our Pre Hospital care courses (FREC Courses) and our Moving & Handling suite. Please see below the Qualsafe Training Commitment and Learner agreement.

Training commitment

Your rights

As a Learner at a Qualsafe Awards (QA) approved training centre you have certain rights.

You have the right to:

High quality training and Learner assessment

You can expect the highest standards of quality training and Learner assessment from suitably qualified Trainers/Assessors, regardless of which training centre you have chosen.

Be treated with respect

You will be treated in a polite, courteous manner with respect for your dignity at all times. QA operates in line with the requirements of the Equality Act 2010.

An explanation

If you are not satisfied with the service you receive, we encourage you to tell the Trainer/Assessor. You have the right to a reasonable explanation.

Make a complaint

If you remain dissatisfied, you have the right to make a complaint. Please refer to the QA Customer Complaints Policy for further details.

Appeal decisions made

You have the right to appeal any decision made by the approved training centre or by QA which affects you. Please refer to the QA Appeals Policy for further details.

Customer Satisfaction

At Qualsafe Awards, customer satisfaction is highly important and we adopt a proactive approach to resolving any complaint or appeal efficiently and effectively. To enable us to do this for you, please follow these steps.

1. Contact the Trainer/Assessor

The first step if you have a complaint or appeal is to talk to your Trainer/Assessor, in private if necessary, who should try to resolve the issue immediately, where possible.

2. Contact the training centre

If you are not satisfied with the outcome, the next step is to notify the training centre, which will have its own complaints and appeals procedures.

3. Contact Qualsafe Awards

Only after giving the training centre the chance to deal with your complaint or appeal should you raise it with Qualsafe Awards.

Please contact us, with full details, at:

Qualsafe Awards, City View, 3 Wapping Road, Bradford BD3 0ED

Tel: 0330 660 0899

Email: complaints@qualsafeawards.org or appeals@qualsafeawards.org



Introduction

This document constitutes an agreement between Qualsafe Awards (QA) and a Learner undertaking QA qualifications. The purpose of this agreement is to ensure that the Learner is fully aware of their responsibilities when undertaking our regulated qualifications and that these are met.

Learner Responsibilities

When undertaking any QA regulated qualification, QA expects that you, the Learner, will:

1. Provide all information necessary to complete the pre-course registration process (where applicable)
2. Provide all necessary evidence to confirm you meet the qualification entry requirements (where applicable and as detailed in the qualification specification)
3. Declare any injuries, illnesses or conditions (e.g. dyslexia) that you may have to the Centre prior to course commencement (for the purposes of Reasonable Adjustments* being made for training and assessment purposes)
4. Ensure you attend all arranged training sessions and/or assessments on time
5. Behave in a professional and courteous manner at all times towards Centre staff, Trainers/Assessors and other Learners
6. Prepare for and take part in any training activities and Learner assessments as instructed by the Trainer/Assessor delivering your course
7. Complete all registration and assessment paperwork as required in a clear and legible fashion
8. Provide all required documentation to enable any Trainer/Assessor to confirm your identity for the purposes of registration and/or assessment
9. Maintain the integrity and security of the Learner assessment process
10. Submit all required assessment documentation within the given timescales
11. Refrain from any activities which constitute Learner malpractice (e.g. plagiarism, cheating or collusion) and complete coursework, workbooks and assessments of your own accord using the knowledge and skills you have obtained through your training and learning activities
12. Declare any temporary injuries, illnesses, conditions or circumstances that you may have on the day of training and/or assessment (for the purposes of Special Consideration* being given)
13. Attend any practical work placement+ arranged by your Centre and complete all work required in line with the requirements of the qualification specification
14. Cooperate fully with the Centre and/or QA throughout the course of any compliance or malpractice investigation (as and when required) and cooperate fully with the outcome of the investigation, including (but not limited to) revocation of any certificate(s) issued.

*The QA Access to Assessment Policy freely available on the Downloads section of the QA website provides further details.

+For qualifications where a practical work placement forms part of the qualification requirements.

Learner Malpractice

Learners undertaking QA qualifications should be aware that any reported or suspected Learner malpractice will be investigated by QA and, through the course of any investigation or in cases where malpractice is confirmed, Learner sanctions may be applied, which may result in a temporary or permanent ban from partaking in any future QA qualifications. Please see the QA Sanctions Policy and Malpractice and Maladministration Policy which are freely available on the Downloads section of the QA website for more details.

Centre Malpractice/Maladministration

Learners undertaking QA qualifications must also be aware that the identification of Centre malpractice or maladministration in relation to qualification delivery or the Learner assessment process may lead to the revocation of any Learner certificate issued. Learners are required to accept that if QA requires to revoke any Learner certificate in these circumstances and in accordance with the awarding organisation's regulatory responsibilities, QA is not liable for any personal loss which may be incurred.

Declaration

In signing the Learner Register for a QA qualification and/or undertaking any QA Qualification, I agree to meet with all Learner Responsibilities listed in this document. I also acknowledge and understand that QA has the right to apply Learner sanctions through the course of any investigation into Learner malpractice or in cases where Learner malpractice has been confirmed. I also accept that QA will not be liable for any personal loss that I may incur in the circumstance that any Learner certificate I have been issued with requires to be revoked due to the identification of Centre malpractice or maladministration in relation to qualification delivery or the Learner assessment process.



QNUK regulates our ATACC suite of courses (FTACC,BTACC and RTACC) their centre agreement can be found here [LINK](#)

Mental Health England (MHFA) regulates our Mental Health First Aid courses. All course agreements and information will be provided on the course day.

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CONTACT DETAILS

If you need to contact us here are our details

training@lives.org.uk

Email contact for general enquiries

LIVES HQ - 01507 525999

To speak to us we are open Mon-Fri 9-5

LIVES Duty Manager - 01507 211930

To speak to us in an emergency outside of normal office hours

PARKING @ LIVES HQ

Please refrain from using the parking spaces outside the LIVES building, as these are reserved for emergency vehicles. There is parking available on Spratt Close, opposite Horncastle Tiles and Flo Gas.

We are located in Units 5-8 Birch Court, Spratt Close, Boston Road Industrial Estate. Once parked, please walk towards the end of the road/the waste yard and turn left down the small lane. You should see our entrance from here.

 **LIVESHeadQuarters**

 **@liveshq**

 **01507 525 999**

 **info@lives.org.uk**

LIVES.ORG.UK