



1. Do you cater for individuals?

We cater for individuals within the South Wales area, but currently cannot cater for them outside of this area.

2. Do you provide on-site training?

Yes. This is our speciality. Providing that you have an adequate training room that is comfortable, warm, ventilated, have adequate rest facilities and require a course purely for your employees, we can provide the training at your premises. We may require you to provide us with room dimensions and photographs if possible.

3. Will I be notified of when my certificate expires?

Yes. All course delegate details are held by First Rate Training on a database, but cannot and will not forward these details to any other third party. As we hold your details, we will inform you in due course when your certificate will be expiring.

4. When will I receive my certificate?

Certificates are forwarded to the person whose name appears on the booking form, after the course has been successfully completed and in any eventuality, when payment has been received. Certificates are generally issued within 4 weeks of course completion.

5. What payment methods do you accept?

We currently only accept payment by cheque and through BACS. Cheques should be made payable to First Rate Training and forwarded to the address as it appears on the booking form. Should you require making payment via BACS, please contact us to obtain our banking details. Our banking details will only be sent to bona fide companies that have already made a booking with ourselves.

6. What is included in the course fee?

The course fee includes all instruction, assessments, course manual and any other handouts, venue hire fee if appropriate and any registration fees. Should you require First Rate Training to organise refreshments and food, you must specify this at the time of booking.

7. What experience will the trainer have?

Most of our trainers are serving members of the UK's emergency services and as such, will have vast experience from dealing with people on the 'frontline'. Our trainers will not rely on textbook cases! Most trainers will have at least 5 years training experience, although First Rate Training will always periodically monitor their trainers on their instructional methods and techniques. Don't be alarmed if an officer from First Rate Training suddenly appears on your course.

8. What If I'm not happy with the training?

In the unusual event that you are unsatisfied with an element of our services, please contact the Directors of First Rate Training to express your concerns. All comments are dealt with professionally with an aim to satisfy our clients.

9. Do you keep my records?

All course delegate details are held on both paper methods and digital media. Under no circumstance will any information be passed onto any third party. When you complete an individual registration form at the commencement of a course, the course trainer will look through each form, to ensure that he is aware of any medical conditions / allergies that any course delegate may have. This is done purely for the course attendee's safety and welfare.

10. I have lost my certificate – can I get a replacement?

Of course you can. All you need to do is forward us your full name, address and date of birth and the course title and dates which you attended, including a cheque to the value of £10.00 and we will forward you a replacement certificate within 4 weeks.

11. How do I book a course?

Our Bookings page will take you through the booking procedure, but should you have any problems, please contact us by any of the means listed in Contact Us page.

12. How soon do I need to book a course?

First Rate Training must notify the HSE at least 28 days in advance of any HSE First Aid At Work course that we intend running – with this in mind – we require the same notification from our clients. The sooner that you make a reservation, the greater guarantee you have of obtaining the dates, which suit you, the customer, most.

13. Can I contact FRT after the course if I still have a query?

Yes. We encourage all course delegates to keep in touch with us. Whether you have a query a few months after your course has completed, or you wish to advance your skills and make arrangement for a further course, or should you or your colleagues have had to use your newly acquired skills – we would love to hear from you.

14. How many people are on each course?

To enable course delegates to receive the maximum attention needed, First Rate Training adopts the HSE guidance on 12 persons per instructor. Should you require booking a course for more than 12 persons, please contact us where we can discuss placing an additional instructor on the course.