



ROUNDHOUSE THINKING

First Aid

Food Safety

Health and Safety

IOSH

Hospitality

Security

E-Learning

Roundhouse **Thinking** **Compliance Course Brochure** 2018 - 2019

Your first choice for professional training and development

Compliance Course Brochure 2018 - 2019

Offering a range of training courses to up-skill your workforce, meet legislative/regulatory requirements and improve the effectiveness of your business.

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Successful skills solutions for business

First Aid Courses



First Aid at Work

Refresher First Aid at Work

Emergency First Aid at Work

Paediatric First Aid

Basic Life Support and Safe
Use of an Automated External
Defibrillator

Anaphylaxis First Aid

First Aid Courses

First Aid at Work 18 hours

Validated by Highfield Qualifications, this programme is essential for all nominated first aiders at work and is designed to equip learners with the knowledge to safely treat any first aid situation.

The course covers health and safety regulations; being a first aider; assessment of first aid situation; summoning the emergency services; CPR (Cardio Pulmonary Resuscitation); top to toe survey; using a defibrillator; recovery position; respiratory disorders; anaphylactic shock; unconsciousness and impaired consciousness; the circulatory system; wounds and bleeding; bone, joint and muscle injuries; use of slings; burns and scalds; poisoning; effects of extreme heat and cold; handling and transporting casualties; miscellaneous conditions and first aid box content.

Certificate valid for 3 years.

Cost

£290.00.

Group booking (maximum of 12 people per group)

£2,200.00.

Assessment

Candidates must complete a course workbook and complete three practical assessments.

Entry requirements

No special entry requirements.

Course dates

All courses run from 9.00am to 4.30pm

2018

Monday 13th August
Tuesday 14th August
Wednesday 15th August

Monday 17th September
Tuesday 18th September
Wednesday 19th September

Monday 22nd October
Tuesday 23rd October
Wednesday 24th October

Monday 26th November
Tuesday 27th November
Wednesday 28th November

Monday 17th December
Tuesday 18th December
Wednesday 19th December

2019

Monday 21st January
Tuesday 22nd January
Wednesday 23rd January

Monday 18th February
Tuesday 19th February
Wednesday 20th February

Monday 18th March
Tuesday 19th March
Wednesday 20th March

Monday 15th April
Tuesday 16th April
Wednesday 17th April

Monday 20th May
Tuesday 21st May
Wednesday 22nd May

Monday 17th June
Tuesday 18th June
Wednesday 19th June

Monday 22nd July
Tuesday 23rd July
Wednesday 24th July

Refresher First Aid at Work 12 hours - Re-certification for Full First Aid at Work

Validated by Highfield Qualifications, this programme is suitable for any candidate who has an existing Full First Aid at Work Certificate that is due to expire.

This course covers health and safety regulations; being a first aider; assessment of first aid situation; summoning the emergency services; CPR (Cardio Pulmonary Resuscitation); top to toe survey; recovery position; using a defibrillator; respiratory disorders; unconsciousness and impaired consciousness; the circulatory system; anaphylactic shock; wounds and bleeding; bone, joint and muscle injuries; use of slings; burns and scalds; poisoning; effects of extreme heat and cold; handling and transporting casualties; miscellaneous conditions and first aid box content.

Cost

£195.00 per person.

Group booking (maximum of 12 people per group)

£1,500.00.

Assessment

Candidates must complete a course workbook and complete three practical assessments.

Entry requirements

Candidates must have a current First Aid at Work Certificate and will be required to bring the original copy of their certificate to the first day of the course they are booked to attend.

Course dates

All courses run from 9.00am to 4.30pm

2018

Monday 20th August
Tuesday 21st August

Monday 24th September
Tuesday 25th September

Monday 29th October
Tuesday 30th October

Wednesday 21st November
Thursday 22nd November

Thursday 20th December
Friday 21st December

2019

Wednesday 16th January
Thursday 17th January

Monday 25th February
Tuesday 26th February

Monday 25th March
Tuesday 26th March

Monday 29th April
Tuesday 30th April

Wednesday 29th May
Thursday 30th May

Monday 24th June
Tuesday 25th June

Monday 29th July
Tuesday 30th July

First Aid Courses

Emergency First Aid at Work 6 hours

Validated by Highfield Qualifications, this programme is essential for candidates who wish to become an appointed person for first aid. They will gain a basic understanding of first aid and what to do in the event of an emergency.

The course covers health and safety regulations; being a first aider; assessment of the first aid situation; summoning the emergency services; CPR (Cardio Pulmonary Resuscitation); top to toe survey; using a defibrillator; recovery position; respiratory disorders; unconsciousness and impaired consciousness; the circulatory system; wounds and bleeding (bandages and dressings); bone, joint and muscle injuries; use of slings; burns and scalds and first aid box content.

Cost

£100.00 per person.

Group booking (maximum of 12 people per group)

£750.00.

Assessment

Candidates must complete a course workbook and their practical skills are continuously assessed by the trainer throughout the course.

Entry requirements

No special entry requirements.

Progression Route

First Aid at Work Certificate.

Course dates

All courses run from 9.00am to 4.30pm

2018

Thursday 16th August

Thursday 20th September

Wednesday 17th October

Thursday 29th November

2019

Thursday 24th January

Thursday 21st February

Thursday 21st March

Thursday 23rd May

Thursday 20th June

Thursday 25th July



First Aid Courses

Paediatric First Aid 12 hours

Validated by Highfield Qualifications, this qualification aims to provide first aid knowledge and skills relevant to those caring for babies and young children.

The course will allow candidates wishing to seek employment in childcare to be suitably qualified in first aid for children and to meet the requirements of the national standards for childcare and child minding. It also provides an overview of first aid for anyone who cares for children.

The course covers first aid requirements; life-saving procedures for an adult, child and baby; recognising the dangers in an emergency situation; identify the possible dangers to the first aiders in an emergency situation; summoning the emergency services; CPR (Cardio Pulmonary Resuscitation); top to toe survey; recovery position; recognise and respond to children's life threatening illnesses; recognise and respond to type of children's injuries; offer appropriate comfort and reassurance to an ill or injured child; identify the planning and reporting procedure for children's accidents and illnesses and first aid box content.

Cost

£125.00 per person.

Group booking (maximum of 12 people per group)

£950.00.

Assessment

Candidates must complete a course workbook and their practical skills are continuously assessed by the trainer throughout the whole course.

Entry requirements

No specific entry requirements.

Course dates

All courses run from 9.00am to 4.30pm

2018

Monday 1st October
Tuesday 2nd October

2019

Monday 14th January
Tuesday 15th January

Tuesday 7th May
Wednesday 8th May

Basic Life Support and Safe Use of an Automated External Defibrillator 3 hours

Validated by Highfield Qualifications, this qualification covers the core competencies of the UK Resuscitation Council and is designed to instruct candidates in the use of an AED (Automated External Defibrillator).

The course is suitable for anyone who wishes to further their first aid skills and wants to be trained in the use of AED (Automated External Defibrillator).

Cost

£90.00 per person.

Group booking (maximum of 12 people per group)

£700.00.

Assessment

Candidates must complete a course workbook and their practical skills are continuously assessed by the trainer throughout the duration of the course.

Entry requirements

No special entry requirements.

Progression Route

First Aid at Work Certificate.

Emergency First Aid at Work Certificate

Course dates

All courses run from 9.00am to 12.00pm

2018

Monday 3rd December

2019

Monday 13th May

First Aid Courses

Anaphylaxis First Aid Certificate 3 hours

This qualification aims to provide first aid knowledge and skills relevant to treating anaphylaxis (allergic reactions).

All learners will gain the knowledge and skills required to provide emergency first aid treatment to casualties suffering from anaphylactic shock.

The course covers being a first aider; assessment of first aid situations; main aims of first aid; summoning the emergency services; CPR (Cardio Pulmonary Resuscitation); top to toe survey; recovery position; respiratory disorders; life threatening problems relating to anaphylactic shock; recognise and treat anaphylaxis; use of auto-injector pen when treating anaphylaxis; dealing with the aftermath of the first aid incident.

Cost

£75.00 per person.

Group booking (maximum of 12 people per group)

£600.00.

Assessment

Continuous assessment by the trainer throughout the course.

Entry requirements

No specific entry requirements.

Progression Route

Full First Aid at Work Certificate.

Course dates

All courses run from 1.00pm to 4.00pm

2018

Monday 3rd December

2019

Monday 13th May

Food Safety Courses



Level 2 Award
in Food Safety in Catering

Level 3 Award in Supervising
Food Safety in Catering

Level 4 Award in Managing
Food Safety in Catering

E-Learning – Level 1 Food Safety

E-Learning – Level 2 Food Safety

E-Learning – Level 3 Food Safety

Food Safety Courses

Level 2 Award in Food Safety in Catering 6 hours

Validated by Highfield Qualifications, this course is suitable for any individual working in a catering setting where food is prepared, cooked and handled.

Any individual who works with food has a responsibility for safeguarding the health of consumers and ensuring that the food they serve or sell is perfectly safe to eat.

The course covers legislation; food safety hazards; temperature control; refrigeration, chilling and cold holding; cooking, hot holding and reheating; food handling; principles of safe food storage; cleaning; premises and equipment.

Cost

£100.00 per person.

Group booking (maximum of 15 people per group)

£950.00.

Assessment

Assessment is an externally marked multiple-choice exam paper.

Entry requirements

No special entry requirements, although the course is suitable for workers in the food industry or anybody involved with the handling and preparation of food.

Progression Route

Level 3 Award in Supervising Food Safety in Catering.

Course dates

All courses run from 9.00am to 4.30pm

2018

Monday 6th August

Thursday 13th September

Thursday 11th October

Thursday 8th November

Monday 10th December

2019

Monday 7th January

Monday 4th February

Monday 4th March

Thursday 11th April

Monday 13th May

Monday 10th June

Monday 8th July

Level 3 Award in Supervising Food Safety in Catering 18 hours

Validated by Highfield Qualifications, this course is designed for those working in all food businesses at supervisory level; this includes supervisors and team leaders.

This course will make candidates aware of their role in the implementation of food safety procedures at all stages of food preparation and service, together with the importance of their role in the supervision of food handlers in food safety matters.

The course covers legislation; supervisory management; temperature control (chilling and cooking); cleaning; contamination control; applying and monitoring good hygiene practice; implementing good food safety procedures and contributing to the safety training of others.

Cost

£300.00 per person.

Group booking (maximum of 15 people per group)

Price on enquiry.

Assessment

Assessment is a 90 minute externally marked multiple-choice exam paper. A minimum of 30 out of 45 correct answers are required for a pass mark.

Entry requirements

Candidates should ideally hold the Level 2 Award in Food Safety in Catering or equivalent. Candidates should ideally work in a supervisory/first line management position within a catering, manufacturing or retail environment.

Progression Route

Level 4 Award in Managing Food Safety.

Course dates

All courses run from 9.00am to 4.30pm

2018

Monday 29th October
Tuesday 30th October
Wednesday 31st October

2019

Monday 18th March
Tuesday 19th March
Wednesday 20th March

Monday 24th June
Tuesday 25th June
Wednesday 26th June

Food Safety Courses

Level 4 Award in Managing Food Safety in Catering 36 hours

Validated by Highfield Qualifications, this course is designed to ensure that managers are aware of their role in the establishment of food safety procedures at all stages of food preparation and service, together with the importance of their role in the management of food handlers in food safety matters.

With suitable teaching/training qualifications, this course will enable candidates to apply for tutor status to deliver Level 2 Award in Food Safety courses.

The course covers bacteriology; food-borne illnesses; physical contamination of food; food storage, temperature control and preservation; design and construction of food premises and equipment; cleaning and disinfection; pest control; personal hygiene; training strategies; legislation and management control techniques.

Cost

£600.00 per person.

Group booking (maximum of 15 people per group)

Price on enquiry.

Assessment

Assessment is a 2½ hour written exam. Candidates who achieve 60% are awarded a pass.

It is essential that candidates undertake self-study outside the classroom.

Entry requirements

Level 3 Award in Supervising Food Safety or equivalent.

Progression Route

Level 3 Award in Training Skills and Practice, PTTLES (Preparing to Teach in the Lifelong Sector).

Course dates

All courses run from 9.00am to 4.30pm

2019

Thursday 25th April

Friday 26th April

Monday 29th April

Tuesday 30th April

Wednesday 1st May

E-Learning – Level 1 Food Safety

Validated by Highfield Qualifications, this e-learning course is suitable for those learners taking a Level 1 Food Safety qualification in Catering, Manufacturing or Retail. The course is also ideal for those staff members undergoing induction and awareness training.

This course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity.

The course covers the following modules: Introduction to food safety; Microbiological hazards; Food poisoning and its control; Contamination hazards and controls; Safe handling and storage of food; Personal hygiene; Food pests and pest control; Cleaning and disinfection.

Cost

£50.00 per person.

What will you achieve?

Those taking this e-learning course will engage in approximately three guided learning hours of training. Their knowledge will be tested by a series of multiple choice questions upon completion of each of the course modules. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

E-Learning - Level 2 Food Safety

Validated by Highfield Qualifications, this e-learning course is suitable for those learners taking a Level 2 Food Safety qualification in Catering, Manufacturing or Retail. The course is also ideal for employees involved with food handling.

This course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity.

The course covers the following modules: Introduction to food safety; Microbiological hazards; Food poisoning and its control; Contamination hazards and controls; HACCP from delivery to service; Personal hygiene; Food premises and equipment; Food pests and control; Cleaning and disinfection; Food safety enforcement.

Cost

75.00 per person.

What will you achieve?

Those taking this e-learning course will engage in approximately six to nine guided learning hours of training. Their knowledge will be tested by 50 multiple-choice questions, spread across the ten modules. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

Food Safety Courses

E-learning – Level 3 Food Safety

Validated by Highfield Qualifications, this e-learning course is suitable for those individuals who operate in a supervisory role in the workplace, including managers and chefs. It is also suitable for those learners who are taking a Level 3 Food Safety qualification (relevant for catering, manufacturing or retail).

This course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity.

This course includes a number of key features that will benefit the learners. These include the following: Content suitable for Level 3 Food Safety qualifications awarded by Highfield Qualifications, REHIS, CIEH and RSPH; Interactive content and exercises based on real life scenarios; Assessments included at the end of every module; Interactive video refresher session. The course covers the following modules: Introduction to food safety; Microbiology; Contamination hazards and control; Food poisoning; Personal hygiene; Design, construction and use of food premises and equipment; Cleaning and disinfection; Pest control; HACCP and food safety management systems; Control measures from purchase to service; Supervisory management; Food Safety legislation and enforcement.

Cost

£225.00 per person.

What will you achieve?

Candidates will have their knowledge tested by a series of multiple-choice questions upon completion of each of the course modules. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

Health & Safety Courses



Level 2 Award in Health & Safety in the Workplace

E-Learning – Level 1 Health & Safety

E-Learning – Level 3 Health & Safety

E-Learning – Level 2 Fire Safety

E-Learning – Manual Handling

Level 2 Award in the Control of Substances Hazardous to Health (COSHH)

IOSH Managing Safely

IOSH Working Safely

Health & Safety Courses

Level 2 Award in Health & Safety in the Workplace 6 hours

Validated by Highfield Qualifications, this course is designed to give an overview of the basic principles of good health and safety practice. The course is suitable for any worker in any environment.

This course covers the principles of health and safety and accident prevention; ability to contribute to any health and safety management system; the importance of risk assessment as a technique for accident and ill health prevention; the responsibilities placed on employers and employees; manual handling; hazardous substances; exposure to noise and vibration; the importance of following system, procedures and rules; how individual action can reduce risks to health and safety; how workplace equipment and task design affect health and safety; electricity; fire prevention.

Cost

£100.00 per person.

Group booking (maximum of 15 people per group)

£950.00.

Assessment

Assessment is an externally marked multiple-choice exam paper.

Entry requirements

No entry requirements.

Progression route

Level 3 Award in Health & Safety in the Workplace (E-learning); IOSH Managing Safely.

Course dates

All courses run from 9.00am to 4.30pm.

2018

Tuesday 7th August

Friday 14th September

Friday 12th October

Friday 9th November

Tuesday 11th December

2019

Tuesday 8th January

Tuesday 5th February

Tuesday 5th March

Friday 12th April

Tuesday 14th May

Tuesday 11th June

Tuesday 9th July

E-Learning - Level 1 Health & Safety

Validated by Highfield Qualifications, this e-learning course is suitable for those learners taking a Level 1 Health & Safety qualification.

The course is also ideal for those staff members undergoing induction and awareness training. This course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity.

The course covers the following modules: Accidents, including slips, trips and falls; Legal responsibilities; Hazardous substances (COSHH); Workplace health, safety and welfare; Work equipment; Fire; First aid; Manual handling.

Cost

£50.00 per person.

What will you achieve?

Those taking this e-learning course will engage in approximately three guided learning hours of training. Their knowledge will be tested by a series of multiple choice questions upon completion of each of the course modules. In addition to this, learners will also receive a Health and Safety encyclopaedia, help pages and a comprehensive health and safety glossary. On completion of the course, the system produces a personalised HABC-Commended Certificate.

E-Learning - Level 3 Health & Safety

Validated by Highfield Qualifications, this e-learning course is intended principally for those who work in a supervisory or managerial role and is also ideal for anyone looking to achieve a Level 3 Health & Safety qualification.

This course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity.

The course covers the following modules: Introduction to health and safety; Accidents, injuries and work-related health; Legal aspects of health and safety; Risk assessment; Hazardous substances (COSHH); The workplace; Using equipment safely; Fire safety; Ergonomics, manual handling and display screen equipment; Measuring and monitoring performance; The role of line managers and supervisors.

Cost

£225.00 per person.

What will you achieve?

Learners taking this e-learning course are expected to take approximately 30 hours to complete this course and will cover 11 training modules. Each module has a total of 5 multiple-choice questions at the end to test learner knowledge. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

Health & Safety Courses

E-learning – Level 2 Fire Safety

Validated by Highfield Qualifications, this e-learning course is suitable for all those involved with fire safety in the workplace. This includes managers, supervisors, team leaders, fire wardens and staff working in any area there is a potential fire risk. It is also ideal for anyone undertaking a Level 2 Fire Safety qualification.

This course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity.

This course covers the following modules: Introduction to fire safety; the characteristics of fire; fire safety legislation; assessing and managing risk.

Cost

£50.00 per person.

E-learning – Manual Handling

Validated by Highfield Qualifications, this e-learning course is suitable for those learners taking a manual handling qualification or those workers that will be involved with manual handling as part of their job role.

This course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity.

The course covers the following modules: The definition of manual handling; the LITE stairway to safety; safe lifting techniques; correcting lifting techniques; lifting with more than one person; examples of manual handling.

Cost

£50.00 per person.

What will you achieve?

Those taking this e-learning course will engage in approximately 30 minutes of training. Knowledge will be tested by five multiple-choice questions. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

Level 2 Award in the Control of Substances Hazardous to Health (COSHH) 4 hours

Validated by Highfield Qualifications, this course is suitable for anyone who is likely to encounter hazardous substances within a variety of working environments including manufacturing, cleaning, healthcare, transport, utilities and office environments. It provides learners with the knowledge to recognise the risks associated with hazardous substances and how to control them.

This course covers laws relating to hazardous substances in the workplace; risk assessments; safe use of hazardous substances in the workplace; control precautions and procedures for dealing with hazardous substances.

Cost

Price available upon request.

Assessment

Assessment is an externally marked multiple-choice exam paper.

Entry requirements

No entry requirements.

Progression Route

Level 3 Award in Health & Safety in the Workplace.

Course dates

Course dates available on request.

Health & Safety Courses

IOSH Managing Safely 22 hours

Validated by the Institute of Occupational Safety and Health (IOSH), this course is suitable for any managers and supervisors in any sector and any organisation. It brings managers/supervisors up to speed on the practical actions they need to take to handle health and safety in their teams. It will also provide them with the knowledge and tools to tackle the health and safety issues they are responsible for.

This qualification covers the following modules: Introducing managing safely; assessing risk; controlling risk; understanding responsibilities; understanding hazards; investigating incidents; measuring performance; protecting our environment.

Cost

£420.00 per person.

Group booking (maximum of 15 people per group)

Price on request.

Assessment

Assessment is by an externally marked multiple-choice exam paper and risk assessment based project.

Entry requirements

No special entry requirements.

IOSH Working Safely

Validated by the Institute of Occupational Safety and Health (IOSH), this one-day course is suitable for any learners in any working sector, needing a grounding of health and safety. It focuses on why health and safety is important, and how learners can make a real difference to their wellbeing and others through changing their behaviour. The course covers the following modules: Introducing working safely; defining hazard and risk, identifying common hazards, improving safety performance, protecting our environment.

Cost

Price available on request.

Course dates

All courses run from 9.00am to 5.30pm.

2018

Monday 15th October
Tuesday 16th October
Wednesday 17th October

2019

Monday 21st January
Tuesday 22nd January
Wednesday 23rd January

Monday 15th April
Tuesday 16th April
Wednesday 17th April

Monday 22nd July
Tuesday 23rd July
Wednesday 24th July

Hospitality Courses



E-Learning - Level 2 Award for
Personal Licence Holders (APLH)

Hospitality Course

E-learning – Level 2 Award for Personal Licence Holders (APLH)

Validated by Highfield Qualifications, this e-learning course is suitable for those learners wanting to undertake their personal licence holder's qualification.

This course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity.

The course covers the following modules: Licensing law; personal licences; premises licences; the protection of children; powers and enforcement; temporary events; responsible alcohol retailing.

Cost

£125.00 per person.

What will you achieve?

Those undertaking this e-learning course will engage in approximately six hours of training, which will count towards the recommended eight hours guided learning hours they will be required to undertake before taking the Level 2 APLH qualification. Their knowledge will also be tested by 84 multiple-choice questions across the seven modules and they will have access to a comprehensive glossary of licensing terminology.

Exam dates

Call **01332 836638**

or email **enquiries@roundhousethinking.co.uk**
to book your exam.

Security Services



Security Services Courses
and Training

Security Services

Security Services Courses and Training

UPK Qualifications

Personal Safety Awareness
Understanding Stewarding at Spectator Events
Personal Safety and Security Skills
Principles of Providing Security Services
Advanced Security Operations
Certificate in Event Security Operations

NVQ Pathways

Static and Patrol Guarding
Door Supervisor
CCTV
Non-specialist
Level 2 Spectator Safety
Level 3 Spectator Safety

SIA Courses

CCTV Operators
Door Supervisors
Security Guarding
Close Protection

Terms and Conditions of Business

Health & Safety

Derby College reserves the right to withdraw its staff and learners from any venue which the college considers to give rise to unacceptable levels of risk to the Health and/or Safety of themselves and their Learners'.

All employers must have Public Liability Insurance and Employer Liability Insurance cover. A copy of the current insurance certificate must be displayed on the premises. A fine of £1,000 per day is payable in breach of this regulation. The policy must cover learners and must be at least £5,000,000. Under Health and Safety legislation, a learner is defined as an employee and should therefore be covered under the standard policy. However, some insurance companies like to be advised of learners in the workplace and the employer should therefore check with the insurance company and provide written confirmation to Derby College that the learners are covered.

Payment

All course fees must be paid in full no later than five working days prior to the course commencement date. Payment may be made by cash (in person), cheque (made payable to Derby College) at Derby College, The Roundhouse, Roundhouse Road, Pride Park, Derby, DE24 8EJ or debit/credit card (by telephone) on 01332 836638, or online at www.roundhousethinking.co.uk.

Course fees

Our courses fees are correct at the time of publication however Derby College reserve the right to amend or change the fees as required.

Cancellation Policy

Cancellation of pre-booked courses must be received in writing no later than five working days prior to the course commencement date. Late cancellation or non attendance will result in non-refund of course fees paid.

Course Cancellations by Derby College

On rare and unusual occasions, due to unexpected circumstances beyond our control or in the event a course is undersubscribed, we may have to cancel a scheduled course. Derby College reserve the right to cancel a course without liability. In these circumstances, delegates will be offered an alternative date or a full refund of course fees paid.

Level 2 Award for Personal Licence Holders (APLH)

Delegates must provide Proof of Identity documentation at their exam, without which the delegate will be unable to sit the exam.

PLUS

Proof of Identity as required by the Awarding Body (Candidates will be advised of this in their course joining instructions).

Refresher First Aid

Delegates must provide their original Refresher First Aid/Full First Aid at Work certificate current within the last three years.

Training Facilities

Our training facilities all provide full disabled access. If you have any specific support needs, please contact us in advance to allow us to do our best to accommodate you.

Customer Comments

We do not look on our customer comments as unwanted. In fact, they help us to see where our services or procedures might be improved. So 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.

Usually, the best team 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 ask for their relevant line manager.

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.

Your first choice for professional training and development




Roundhouse Thinking is a national provider of innovative leadership and management training courses and professional development. We are also a leading provider of first aid, health and safety and statutory training.



ROUNDHOUSE THINKING



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DE7 6DN

-  RoundhouseThinking
-  @RHThinking
-  Roundhouse Thinking

To discuss how we can support your business

01332 836 638

www.roundhousethinking.co.uk

email: enquiries@roundhousethinking.co.uk