

Course Joining Instructions

Introduction

Thank you for choosing your training course with Southwest Health and Safety Training Limited.

The content of all our courses has been specifically developed to provide individuals with the knowledge and competence to undertake your duties within the workplace. After completion of the course and associated assignments, you will receive a recognised formal qualification that displays your familiarity with industry best practices, procedures, and skills.

Upon successful completion of the course, you will be contacted by email to notify you of results, please note that certificates can take up to 12 weeks to be sent out. Once we have received your certificate from the Awarding Body, we will post it to the address provided on your student registration form. Please note that certificates will not be posted until the course has been paid for in full.

The Team at Southwest are looking forward to your arrival and hope that this set of instructions will help with any administrative questions you may have.

Arrival Instructions

Arrival time: Delegates should arrive at 8:45am for registration and tea/coffee.

Courses will commence at 9:00am, course finish times will vary but it is unlikely that the course will finish before 4:30pm.

Course Location

Unit 3D, Fitz Gilbert Court, Castledown Business Park, Ludgershall, SP11 9FA

Parking

For all delegate parking: please use the non-number spaces provided at Fitz Gilbert Court.

Proof of ID: All delegates are requested to provide photographic ID on the first day of the course.

SWT Health and Safety have a responsibility to ensure all delegates attending a course at our training centre are who they purport to be. The following forms of identification will be accepted:

- Valid Passport
- Valid Driving License
- MOD Form 90

Data Protection Information: Your relevant personal information will only be collected, used and distributed for business purposes or where we might have a contractual or legal obligation. For more information on how your personal information is used and stored, please see our Privacy Notice, which can be requested from a member of the Southwest Health and Safety Team at any time.

Learning difficulties or special requirements: Delegates with learning difficulties or special requirements are requested to contact us prior to the course. Separate arrangements will be made where possible to meet these needs.

Important Information

Failure to comply with these guidelines may result in delegates being unable to attend the course

- Delegates must be able to speak, write and understand English.
 - Please notify us of any special requirements at least 48 hours prior to the start of the course.
 - Please arrive before the course start time, late arrivals may not be able to attend.
 - Please ensure suitable clothing is worn to account for any practical elements.
- (safety footwear, high visibility jacket, safety helmet, safety harness (IPAF). Waterproofs are also suggested)
- Delegates attending a **First Aid re-qualification** course need to bring a copy of their valid certificate to the course or email to info@southwesthealthandsafety.com prior to attendance.
 - Some courses may require additional home study to be completed as part of the course.
 - All necessary course materials will be available at the venue.
 - Certificates are issued approximately 6-12 weeks after course completion.
 - Southwest Health and Safety Terms and Conditions and Privacy policy can be found on the links below;

[Terms and Conditions](#)

[Privacy Policy](#)

Additional information for NEBOSH qualifications

Policy and Procedures for access arrangements, reasonable adjustments, and special considerations

It is NEBOSH and Southwest Health and Safety Training's policy that all candidates should be given access to fair and equal assessment. Our "Policy and procedures for access arrangements, reasonable adjustments and special consideration" ensures that no candidate is placed at an unfair disadvantage, or advantage, over other candidates. In so doing, NEBOSH aims to comply both with legislation intended to prevent unfair discrimination and with the criteria laid down by the regulatory authorities.

Below are examples of arrangements available.

Access arrangements allow candidates with special educational needs, disabilities, and temporary injuries to access assessment. For example; by providing a reader, scribe, or a word processor.

Reasonable Adjustment can be made where a candidate, who is disabled within the meaning of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled.

NEBOSH is required to take reasonable steps to overcome that disadvantage. For example, a Braille paper which would be a reasonable adjustment for a visually impaired person who could read Braille

Special consideration can be applied for candidates who are present for the assessment but may have been disadvantaged by temporary illness, bereavement, injury, or adverse circumstances that arose at or near the time of assessment.

If you would like to apply for any of the above arrangements, please contact Southwest Health and Safety Training directly to discuss your requirements. We will then complete your application on your behalf.

Confirmation of your request will be sent to you and Southwest Health and Safety Training prior to your assessment. In the event that any granted adjustments do not meet your requirements please contact Southwest Health and Safety Training immediately to allow your application to be reviewed.

A copy of NEBOSH's "Policy and procedures for access arrangements, reasonable adjustments and special consideration" and procedures is available to download from their website. Or please contact the office and we will be delighted to help.

Please ensure you familiarise yourself with the following policy and procedures from NEBOSH.

Student Terms and Conditions - <https://www.nebosh.org.uk/policies-and-procedures/learnerterms-and-conditions/>

Malpractice Policy and Procedures - <https://www.nebosh.org.uk/policies-and-procedures/malpractice-policy-and-procedures/>
Policy and procedures for access arrangements, reasonable adjustments and special consideration -
- <https://www.nebosh.org.uk/policies-and-procedures/policy-and-procedures-for-accessarrangements-reasonable/>

Data Protection Information

We will only request personal information which is considered relevant on a business, contractual and statutory basis. Your data will be used for training and administration purposes and will only be retained or passed on to 3rd parties, such as awarding bodies, where we might have a contractual or legal obligation. For more information on how your personal information is used and stored, please see our Privacy Notice, which can be requested from a member of the A Plus team at any time.

Information Sharing

If the course is booked via your employer, they will require us to share information with them regarding your qualification. Your certificate will also be sent to your employer in the first instance, in order to allow them to keep accurate records of staff training information. By signing and returning this form, you are agreeing that A Plus Safety & Training Services Ltd have permission to share your result and certificate with our contact person within your organisation. If you have any concerns regarding this or would like to discuss this before providing your agreement, please do not hesitate to contact us.

Company Specific information Complaints

procedure:

Southwest Health & Safety Training limited is committed to fair, transparent, and consistent practices, and it believes that continuous development enables the company, its employees, and students to develop and attain excellence. The provision of feedback be it positive or negative is seen in a positive light as both provide the path to perfection.

Candidates who are dissatisfied with the actions or attitude of an instructor or assessor during the training or assessment process may raise a complaint with the Internal Verifier and then with the Centre Coordinator if this is a different person.

- The complaint should be raised within 7 days of the incident
- The Internal Verifier will acknowledge receipt of a formal complaint within 3 working days of receipt of the written complaint
- A written response will be forwarded to the candidate, from the Internal Verifier, within working days of receipt of the complaint

If the complaint is resolved to the satisfaction of both the Candidate and the Instructor/Assessor, copies of all documentation and the result will be kept on file, a copy of which will be given to the Internal Verifier

- If the Candidate wishes to take the complaint further, it will be referred to the Training Manager.
- The Training Manager will respond in writing to the candidate within 7 days of receiving the complaint

Complaint Response by Southwest Health & Safety

- Protect the interest of all learners and the integrity of the qualification
- Inform all learners at the induction phase of all courses of the complaints policy and procedure
- Record, track and validate any complaint
- Inform the awarding body of the complaint when a learner continues to disadvantage her/him after the internal complaint process
- Keep complaint records for awarding bodies to inspect for a minimum of three years
- To monitor all complaints for quality improvement, and as such, record it as a non-conformity.

Take appropriate action to protect the interest of other learners and the integrity of the qualification when the outcome of and complaint questions the validity of other learner results Southwest Health & Safety regard a Complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

Facilities

- **Dress:** The dress code for the course is casual clothing.
- **Refreshments:** Refreshments will be provided.

Contact

If you have any pre-course enquiries or wish to clarify any aspect of this booking, please do not hesitate to contact us at;

info@southwesthealthandsafety.com

Telephone: +44 (0)1264 502029