

Universal First Aid Services

Student Manual

UPDATED MAY 2025



About us...

Subtitle Text Here **Universal First Aid Services**

We're delighted to have you on board and very much hope you enjoy your course with us!

universal first aid services is one of Ireland's leading Training providers. Operating since 2023, we provide a wide range of training and educational programs to Learners across various sectors providing courses from bodies such as the Irish Heart Foundation and Pre- Hospital Emergency Care Council.

You may be coming to us through one of our affiliated instructors or to us directly- however you found us – you're more than welcome!

We want you to have the best learning experience possible and this guide will help you on your learning pathway.

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Your Need to know

Thank you for booking your course with us. This may well be your 1st Step on your learning journey and we want you to have the best experience possible.

We have a lot of resources and knowledge to assist you- please don't hesitate to ask and we'll do all we can to point you in the right direction! As a learner- there are somethings that we ask from you- only to make your learning experience the best it can possibly be.

What we ask of you...

Mobile phones be switched off or on silent in training

Please follow any Health and Safety policy and procedure at the venue.
Please follow all directions regarding fire safety in your premises

If you become ill at your course- please let the attending instructor know as soon as possible- so they can help you.

If you are injured at any time while in training- we ask you to fill in any accident or incident form the Instructor gives you or provide your contact information so we can get in touch.

You might have a practical or written exam as part of your course- if you have difficulties with this- please let the Instructor know as soon as you can and we can help. You may be asked to try again or the Instructor may offer you more direction on a topic to ensure you understand and have

learnt the skills needed. We ask you to follow the instruction and work with the Instructor. Any feedback they may offer is offered only to help you succeed.

Your Instructor is there to help develop your skills and knowledge- please avoid conduct which can disturb, upset or distract others, including the Instructor.

Occasionally topics can up in your course that you may have strong opinions about- we ask you to consider the comfort and wellbeing of those around you. including the Instructor.

We may have additional supports in place to help someone else on your course- , we thank you for your patience and understanding with this. In the classroom- we try to foster a pleasant, collaborative and welcoming environment. We ask you to engage with the materials and the Instructor and respect others around you.

You may want to pursue further training following your course. If this is the case- please speak to the attending instructor on the day and they can help. You can also contact us directly and we'll point you in the right direction or refer you to another provider who can give you more information.

If you're unhappy about anything- we ask you to let us know as soon as you can. This way we can advise, investigate or put it right.

You will be assessed on your own work (for your practical or written exam). You can't plagiarize work or cheat on your assessments or assignments. If this is the case we will have to investigate and certification may be refused on the grounds of failure to demonstrate the required competencies.

Your course will have a practical element- please make sure you wear clothes you're comfortable in.

If you're under the influence of drugs and alcohol our Instructor will direct you to leave the course. This is for the comfort and safety of all.

Our Instructor will have equipment for you to use. We ask you to respect the property of others at all times.

You can appeal your grade if you are unhappy. We may be able to assist on the training date- if this isn't possible, please contact our office as soon as you can. The sooner you make us aware- the sooner we can help.

Please do not leave your valuables unattended at the course- the Instructor and UFAS. do not accept responsibility for valuables stolen or damaged.

Please contact us at 01 6991126 or email us at ati@ufac.ie and one of the team will be happy to help.

Complaints

If something goes wrong- we'll work with you to put things right...

If you need to make a complaint- please contact us as soon as possible. The sooner you tell us, the sooner we can help. You can make a complaint by phone, email, social media, at your training or any method. A complaint form is available on our website.

Your complaint will be acknowledged within 24 hours- we may ask you for more details so we can investigate. Once we understand your complaint we can advise of timescales and when we will talk to you next. The more information you can give us at this stage the better.

Your complaint will be handled by a designated person who will keep you updated and figure out how to put things right.

Your complaint may be upheld or not upheld but we will communicate the outcome to you along with our reasons for the decision. We will notify you in writing of your outcome and refer you to any external body if required.

Please contact the Managing Director in our offices if you need any guidance or assistance when making your complaint.

Appeals

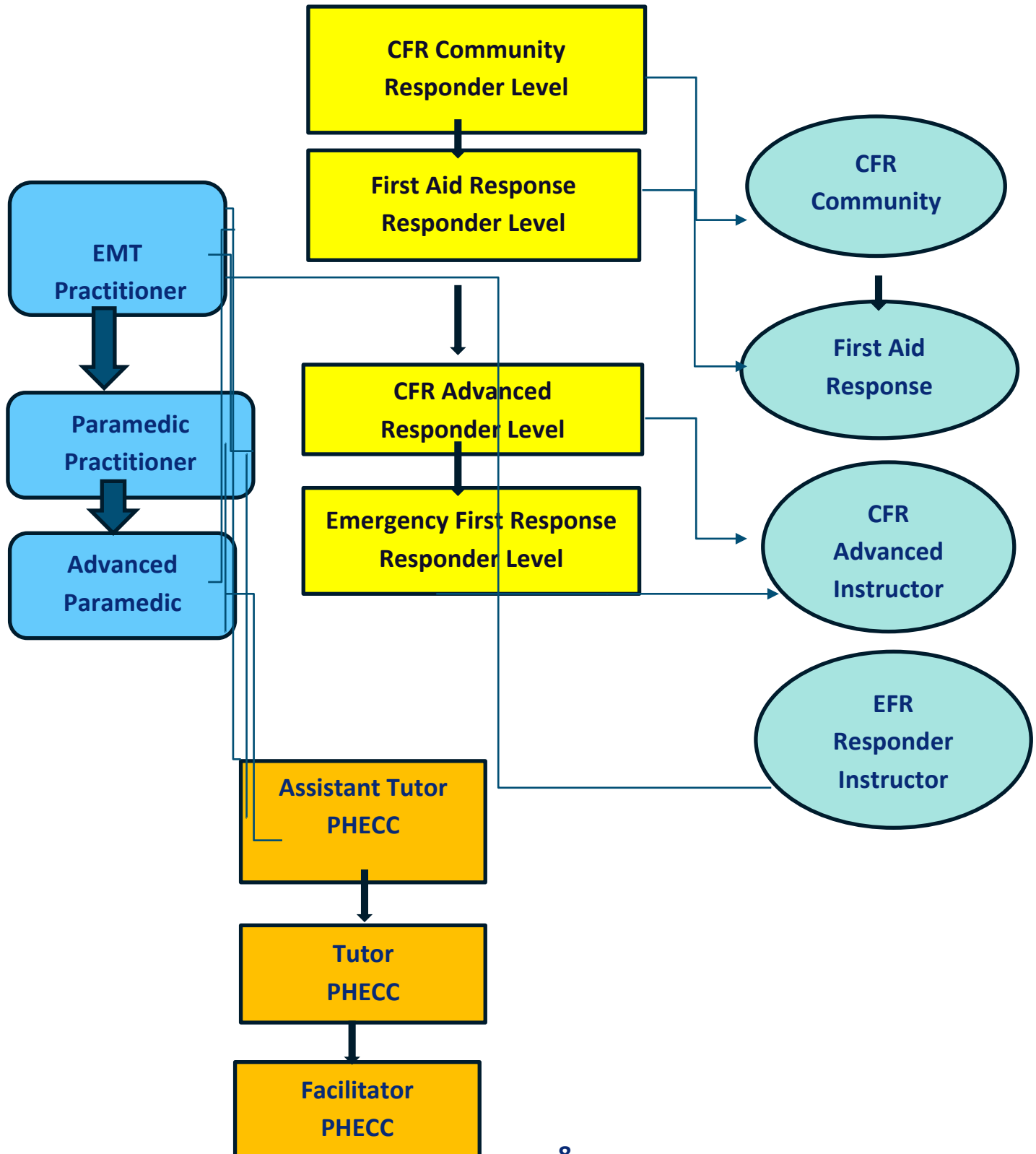
Sometimes we understand you may not be happy with your grade or assessment result. If that is the case, we may be able to help you. We want you to be confident that your result reflects your performance. If you would like us to review your grade- please get in touch.

You can contact us by any method to make us aware and an appeals form is available on our website. Please give us full details of the grounds for your appeal and any information you would like us to take onboard.

Please contact us as soon as you can – ideally within 14 days of your training so we can identify any issues in a reasonable time.

We may ask an independent assessor to review your result and assessment and they may uphold the original decision or agree with the grade given to you.

If your appeal is not upheld, we may offer you further instruction on another training date. If your appeal is upheld, we will change your result to reflect this.



If you would like to progress and undergo further training- we can help point you in the right direction and refer you to other providers who offer the training you need.

Helpful information

Pre-Hospital Emergency Care Council (PHECC)

The Pre-Hospital Emergency Care Council protects the public by independently specifying, reviewing, maintaining and monitoring standards of excellence for the provision of quality pre-hospital emergency care.

www.phecc.ie info@phecc.ie

Policies available on our website

Equality & Diversity

Learner Supports

www.ufas.ie