



Extinguisher Technicians Refresher Course Expectations

Our Commitment to the Student;

Hot refreshments will be provided on arrival and at session breaks. A light meal will be provided at lunchtime taking into account any special dietary needs if these are advised at least THREE working days in advance.

Students will be treated with courtesy and respect; feedback will always be given in a positive and constructive manner.

We will do everything in our power to ensure the students' comfort and welfare needs are met, e.g. provide a clean and safe training environment, toilet facilities, refreshments and where possible breakout facilities.

The tutor will try to balance the needs of the individual with those of the group as far as reasonably possible, without compromising the syllabus.

The tutor will be available during and at the end of the sessions to answer individual questions.

The tutor will encourage feedback to ensure that the student is getting the very best learning experience.

Apart from delivering the refresher syllabus, the tutor's secondary objective is to ensure that the student is prepared to use the information effectively, efficiently, safely and ethically when they are working out in the field.

The student will be provided with a technician's maintenance manual and after the course on-going email and telephone support will be available to the student.

Students Commitment to the Course;

For many students this is a return to learning and the first time that they have been in the classroom for a few years and taken a written assessment. We understand that this can be daunting for some students.

We advise that the student completely immerse themselves in the course content as the more they put in the more they will get out. The most successful and enjoyable courses are those where the students have contributed and supported one another.

Technicians tend to be 'hands-on' people - that's what draws us into this profession, so reading and writing is not always one of our greatest skills. By necessity there is a written assessment of learning at the end of the course and students with severe learning difficulties may struggle, so it is important that we are advised of dyslexia or any other learning difficulties at least 14 days before the start of the course. Dyslexia is very common in our industry, from experience affecting approximately 1 in 20 students, so it is nothing to be ashamed of.

The use of smart phones and other handheld electronic devices will not be tolerated during tuition time where unless in exceptional circumstances they will need to be switched off or turned to silent mode and incoming calls and messages ignored until break times.

Dynamic and Interactive Fire Training

Unit 19 Enterprise House, 44 - 46 Terrace Road, Walton on Thames, Surrey. KT12 2SD

Office: 01932 222010 Email: alan@firelimited.co.uk www.firelimited.co.uk

Fire Industry Resources & Equipment Ltd trading as **F.I.R.E LTD.** Company registration number: 3402925. Registered office above.

Employers Commitment to the Course;

Please let the student have sight of this document to help prepare them for the course.

We would point out that the Code expects 'competent' technicians to be a "*person with the qualifications, training and experience, with access to the relevant tools, equipment and information, manuals and knowledge of any procedures recommended by the manufacturer of the extinguisher, to carry out the relevant maintenance procedures*". We will provide the training and invigilation, but it needs to be recognised that the employer is responsible for providing the rest!

In the case of late cancellation i.e. within 14 days from the course start date, the full amount of the course fee will remain due to be paid. Our full terms and conditions are available upon request.

Our Commitment to the Employer;

We intend to produce a well-rounded service technician that is safe and competent in the field. In extreme cases the employer will be advised by telephone in the case of a student considered by the tutor to be reckless or a hazard to themselves and/or other people around them.

We will endeavour to provide the students refresher certificate within 14 days from the date of the course to the person who booked the student's place (or another nominated by that person), but only after FULL payment for the course has been received.

In the rare occasion of a failure we are happy to discuss the areas of weakness directly with the person who booked the student's place (or another nominated to us by that person).

Appropriate ongoing email and telephone support will be available at all stages to support the employer to develop the full potential of the technician.

Any complaint arising from the course should be confirmed in writing within 14 days from the last day of the course where if mutual satisfaction cannot quickly be reached, we will work to the UK Fire Association complaints procedure to achieve resolution.

Fire Industry Resources and Equipment Ltd takes Data Protection seriously and adheres to the latest Regulations which came into force on 25 May 2018, our privacy policy is available on our website



Alan Palmer
Managing Director

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