



Recommencement of training courses

Monday 6 July 2020

12 June 2020

We hope you, your staff and families have all been staying safe and well during these unprecedented times.

Following the Government's latest announcement regarding the easing of lockdown measures, we are delighted to let you know that we are planning to recommence our training courses from Monday 6 July 2020, subject to no further change in the current conditions.

Whilst we understand that things won't be exactly as they were before lockdown, our team of experts have been working very hard behind the scenes to ensure that our training facility is safe and welcoming for you and your staff and as such we have put some new safety measures in place. We will be adhering to the advice of [Public Health England](#) and the [Health and Safety \(HSE\)](#)

How are we making our training courses and facilities safe for our delegates?

We understand that you and your staff may be feeling nervous about coming to our facilities, so we want to reassure you about the very strict safety measures we are introducing to keep you, your delegates and our staff safe.

- ❖ We have reduced the number of delegates allowed in our training rooms to ensure that all our delegates are sat two metres apart as per current guidance. These measures will be implemented for the duration of the course, including break times.
- ❖ We have installed hand sanitisers on the walls of our training rooms and around the building. We will be asking delegates to use these regularly as well as promoting regular hand washing.
- ❖ We will provide face masks for our trainers and delegates for certain practical elements of the training. This is when they are in close proximity and social distancing cannot be achieved.
- ❖ We will operate a strict one on one for all CPR practical demonstrations, ensuring that social distancing is adhered to, and where this is not possible, face masks will be worn.
- ❖ All our equipment will be wiped down between users.
- ❖ We have introduced a stringent cleaning process for our training rooms, and they will be thoroughly cleaned before and after all courses.

We ask that if any delegate, or someone in their household displays any symptoms of COVID-19 (including a new persistent cough, high temperature, loss or change to sense of smell or taste), they **do not** attend their training. We are happy to offer a free swap to an alternative date when the delegate is well enough to attend.

Where will the training take place?

Our West Denton Training Centre is re-opening and you will be able to book onto one of our open courses. We are located at West Denton Way, Newcastle upon Tyne, NE5 2RB.

We can also offer training at your own premises subject to a Risk Assessment being completed by one of our qualified team. This is to enable us to check it is safe for us to deliver your training whilst adhering to all the Government guidelines.

If you would like to book a risk assessment, please contact the team on 0300 777 2717 or by e-mail commercialtraining@neas.nhs.uk

Which courses can I book onto?

We are opening all of our courses so please check online at our [website](#) for availability, or contact one of our team on 0300 777 2717 or at commercialtraining@neas.nhs.uk if you would like to enquire about training at your own premises.

What happens if my current certificate has expired?

If you hold a first aid certificate that expired on or after 16 March 2020 and you have not been able to access requalification training because of COVID-19, you may qualify for an extension. This applies to First Aid at Work and Emergency First Aid at Work courses.

To qualify for the extension, you must be able to:

- ❖ Explain why you haven't been able to requalify; and
- ❖ Demonstrate what steps you have taken to access the training, if asked to do so.

HSE have agreed that a final deadline for requalification is 30 September **2020**. We are advising that you book onto one of our requalification courses as soon as you can. Our course availability can be found [here](#) and we have added extra courses to ensure we have enough availability to accommodate our customers.

Has there been any changes to pricing?

From Monday 6 July there will be a **2%** price increase applied to all our courses. This is the first time in over five years we have increased our prices and is a direct result of the increased costs we have been facing as a business. Historically we have absorbed any internal cost increases in order to keep our prices the same for our customers but unfortunately, the salary increases paid to all NHS staff, announced by the Government in spring of last year, now mean we must pass on these increases to our customers.

The money we raise through training is reinvested back into our ambulances and crews and your support is invaluable to us. We appreciate the challenging environment we are operating in and are grateful for the support we receive from our customers. Choosing us as your training provider really does make a difference and enables us to invest more into patient care.

We understand this is a nervous time for you and your staff, but we want to reassure you that we are taking all the necessary precautions to keep you, our delegates and our staff safe. If you have any concerns or would like to speak to one of the team about anything, please don't hesitate to get in touch with us. You can contact us by phone (0300 777 2717) or e-mail (commercialtraining@neas.nhs.uk)

We look forward to welcoming you back to one of our courses soon.

Thank you for your continued support.

With best wishes,
North East Ambulance Service

For Life