

Frequently Asked Questions

When and how will I receive my certificate?

All certificates will be emailed, in PDF format, to the person who booked the course. This should take no more than two weeks.

I have not received any resources for Part 2 of my Paediatric Blended Learning course?

Public course delegates – The resources will have been sent to the person who booked the course via email along with your course reminder. If you have not received this please email enquiries@surreyfirstaid.com

In-house course delegates – The resources have been sent to the person who booked the course via email, please contact them.

What do I do if I can no longer attend my course?

Delegates on public courses who cannot attend are welcome to send someone else in their place as long as they notify the office prior to the course. Places on public courses are non-refundable and non-transferrable.

What if I am ill on the day of the course?

If you are ill on the day of the course and cannot attend, please email jane@surreyfirstaid.com. Course transfers will only be permitted if a valid doctor's note is provided.

Do your courses meet the new OFSTED guidelines?

Yes, our 12 hour Paediatric First Aid is OFSTED accepted and follows OFSTED and EYFS guidelines.

Can I bring my child to the course?

Unfortunately, children can be distracting and we believe you will be unable to devote your attention to learning if your child is present. The exception to this is our informal parent's first aid course where children and babies are welcome.

Do I need to bring anything?

We advise that you wear comfortable clothing and bring lunch with you.

What do I do if I lose my certificate?

We can resend your certificates; this will incur an administration charge of £5.

Does the 12 hour Paediatric first aid cover anaphylaxis?

Yes, our 12 hour paediatric first aid course covers anaphylaxis as standard.

What do I do if there is an emergency on the day of the course?

If you need to contact us on the day of your course please call us on 01483 238268 during office hours (9am-5pm Monday to Friday) or on email jane@surreyfirstaid.com with your message and your mobile number when out of office hours.

How many First Aiders do I need?

There is no straightforward answer to this question as this will vary according to number of employees, shift patterns, types of hazard etc. Employer will need to conduct a First Aid need assessment for further guidance, please visit our 'Your Legal Requirements' pages and the HSE website.