



# Extinguisher Technicians Refresher Course Expectations

## COVID-19 Coronavirus information for students

In view of the current situation regarding Coronavirus, we expect the student's full co-operation in the application of the following procedures we have put into place.

Any individual who is showing signs of a medical condition that could be diagnosed as Covid-19 must not attend the course or exam (we assume employers will be carrying out their own procedures for checking staff attending training sessions). In such circumstances, the student would be allowed to re-attend another scheduled course at a later date.

If an individual attends a course and shows symptoms which could be associated with Covid-19, then the course instructor at their discretion, may ask that student to leave the room. In such circumstances, the student would be allowed to re-attend another scheduled course at a later date.

The instructor will fully brief students at the very beginning of the course who must follow all reasonable instructions given by the instructor or invigilator. Student's must comply with local health and safety and social distancing requirements including one-way systems that may be in place. Refreshment and lunch breaks will where necessary be staggered to avoid clashes with other groups.

The only stationery that will be provided will be the course manuals which will be clearly identified by the student which is dedicated to them alone to refer to and handle. The instructor will expect each student to sign in using a piece of their own personal stationery.

The instructor will oversee an allocated seating plan and where appropriate will provide social distancing markers on floors. The training and examination rooms will be set out observing a 1 metre plus distance between students and allowing a safe distance for the instructor or invigilator to walk between.

The toilets, lunch and refreshment facilities are the responsibility of the venue and the instructor will make themselves aware of the processes and inform students accordingly.

Regular 20 second hand washing will be encouraged during the day and the training room will be ventilated wherever practicable with outside fresh air, air-conditioning will be avoided if possible. We expect training venues to have adequate provisions available for frequent handwashing, however students need to bring with them their own;

- Pen
- Note paper
- Calculator
- Face coverings
- Basic extinguisher servicing tools
- Hand gel/disinfectant wipes
- Tissues
- Other PPE that makes them feel safe

The instructor will provide wipes and disinfectant to sanitize fire extinguishers, door handles, work surfaces and other items that may have to be handled by students during practical instruction. Basic Covid-19 PPE will also be made available to students as a back-up to their own.

If the instructor has any symptoms which could be associated with Covid-19 **F.I.R.E LTD** will notify the students employer as soon as possible and will endeavour to provide another instructor. In the event that another instructor cannot be found the course will have to be cancelled and we will notify students employers as soon as possible.

Taking in to account the current circumstances, if a course and/or exam is cancelled by **F.I.R.E LTD** due to Covid-19 concerns then the student will be offered a place on a future course.

Students who are not maintaining social distancing or are behaving in an unsafe manner will be told to leave site.

### **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.

## **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



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