

# Heartsafety Solutions



## Student Handbook

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*This handbook is reviewed annually or when there are significant changes in legislation or accreditation requirements.*

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## 1. Welcome and Introduction

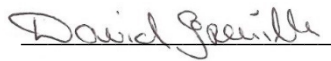
Thank you for choosing us as your training provider.

Heartsafety Solutions is a leading provider of health and safety training, providing various types of programmes covering first aid, CPR, fire, forklift and general safety training. We are a Pre-Hospital Emergency Care Council (PHECC) approved training institute (ATI) and have also received accreditation from the Irish Heart Foundation, RTITB, IOSH and the Institute of Fire Engineers for various other training programmes.

It is important to us that you find this course to be a valuable yet enjoyable experience. You will find our instructors to be friendly, engaging and approachable. If there is anything we can do to help, please feel free to contact us via the details below or you can reach out to your instructor for more information.

Further student support information and details of our relevant policies can be found on our website [www.hearts.ie/student](http://www.hearts.ie/student).

I hope you enjoy your course!



David Greville

Managing Director.



## 2. Course Overview

### Cardiac First Response

The Cardiac First Response (CFR) course is a short, practical training programme designed to equip participants with essential basic life support (BLS) skills. It focuses on the immediate care of individuals who suffer life-threatening emergencies such as cardiac arrest, choking, heart attack, and stroke. The course is available at 2 different levels, CFR Community and CFR Advanced.

Participants will learn how to perform high-quality CPR, use an Automated External Defibrillator (AED), and manage other critical situations until professional medical help arrives.

The course takes from 4 to 6 hours and uses 'watch and practice' methodology using the PHECC course video.

**Assessment:** Practical skills test and multiple-choice questionnaire (MCQ)

**Certification:** PHECC CFR Community Certificate (valid for 2 years)

### First Aid Response

The First Aid Response (FAR) course is PHECC's foundation-level first aid training programme. It is designed to equip participants with the knowledge and practical skills to provide life-saving first aid in emergency situations, including cardiac arrest, injuries, illnesses, and environmental emergencies. The course also includes the full Cardiac First Response (CFR) Community standard (above).

The course takes 18 hours in a classroom to complete or a combination of 9 hours eLearning followed by 9 hours in a classroom for blended learning.

FAR recertification training is required after 2-years and takes 12 hours in a classroom or a combination of 6 hours eLearning followed by 6 hours in a classroom for blended learning.

**Assessment:** Practical skills assessment and a short multiple-choice exam

**Certification:** PHECC First Aid Response Certificate (valid for 2 years)

### Introduction to PHECC

The Pre-Hospital Emergency Care Council (PHECC) is an independent statutory body who set the standards for education and training for pre-hospital emergency care in Ireland. The Council publish clinical practice guidelines (CPGs) and recognise institutions to provide pre-hospital emergency care training and education.

### Role of the Approved Training Institution

Approved Training Institutions (ATIs) are organisations that have been formally approved by the Pre-Hospital Emergency Care Council (PHECC) to deliver recognised responder level courses in

pre-hospital emergency care in Ireland. ATIs must adhere to PHECC's Education and Training Standards, ensuring that course content, delivery, and assessment meet national guidelines.

### **Clinical Practice Guidelines (CPGs)**

CPGs are evidence-based guidelines that outline the standards of care to be followed by pre-hospital emergency care practitioners such as First Aid Responders (FARs) and Cardiac First Responders (CFRs).

CPGs are designed to:

- Ensure safe, effective, and consistent care
- Guide practitioners in clinical decision-making
- Reflect best practices based on current evidence
- Support training and assessment in PHECC-approved courses

PHECC regularly reviews and updates the CPGs to reflect new evidence and international standards. They are publicly available on the PHECC website: [www.pheccit.ie](http://www.pheccit.ie)

### 3. Learner Rights and Responsibilities

#### **Code of conduct**

Students are expected to behave responsibly at all times and not to engage in any activity that might disrupt the course or affect other student's enjoyment of the course. Students are required to attend all elements of the course and participate in all class activities.

The use of mobile phones in the classroom is not permitted. If you need to take a call, please leave the classroom to do so.

If a student breaches this code of conduct, they may be asked to leave the course to protect the learning environment.

Examples of misconduct or behaviour that will not be tolerated:

- Conduct which is disruptive, or which may disrupt teaching, practice or study
- Bullying or sexual harassment of any student or member of staff
- Consuming of alcohol or other substances of abuse
- Damaging, defacing or misappropriating property
- Tampering with safety equipment.
- Any unduly noisy or unruly behaviour or the use of foul or abusive language.

### 4. Health and Safety

Your health and safety is very important to us. To ensure a safe and healthy learning environment, we have implemented a number of control measures, such as:

Classrooms have been risk assessed by the instructor before the course

A stringent Manikin Hygiene Policy

Instructors are trained in first aid and health & safety

#### **Fire Safety**

Your instructor will alert you to the nearest fire exit at the beginning of the course. If the fire alarm activates during the course, please vacate the building via the escape route. Do not collect personal belongings and do not re-enter the building until given permission by your instructor or building fire warden. Once outside, make your way directly to the assembly point.

#### **First Aid**

All of our instructors are qualified first aiders. Should you or a classmate require first aid during the course, please notify the instructor immediately.

## **Incident Reporting**

All accidents, injuries and incidents must be reported to the instructor who will record it using our company incident report. When on our customer's premises we will also report it to the course organiser.

## **5. Policies and Procedures**

- Complaints and appeals
- Data protection (GDPR)
- Equality and diversity
- Safeguarding and child protection
- Appeals Procedure

## **6. Useful Contacts and Resources**

- PHECC website and resources
- Institution contact details
- Emergency contacts