

Welcome to FAAPlus. If you continue to browse and use this website (for the use of FAAPlus, the course management system, course finder and learner database) you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern your relationship with First Aid Awards Limited in relation to this website.

The use of this website is subject to the following terms of use:

FAA reserve the right to change the Terms and Conditions at any time and you agree to abide by the most recent version of the Terms and Conditions. You are accordingly advised to consult the Terms and Conditions each time you view and use the website.

1.0 DEFINITIONS

- 1.1 'FAA', 'Us' or 'We' in the following Terms and Conditions, refers to First Aid Awards Ltd.
- 1.2 **FAAPlus** is the on-line facility for use by FAA approved centres for the purposes of:
 - Registering courses
 - Advertising courses on 'Course Finder'
 - Notifying course results and ordering certificates
 - Accessing the course results database
 - Accessing information such as FAQs, downloadable guidance and resources.
- 1.3 The '**centre**' or '**you**' is a training provider, approved by and registered with FAA, for the delivery of qualifications awarded by FAA.
- 1.4 An **authorised user** is a person authorised by an FAA approved centre and FAA to use FAAPlus on behalf of the approved centre.
- 1.5 The **trainer** is a trainer/assessor registered by an approved centre and approved by FAA as a trainer/assessor for courses leading to the award of FAA qualifications.
- 1.6 The **IQA** is the internal quality assurer registered by an approved centre and approved by FAA as the IQA undertaking the required quality assurance procedures at the centre.
- 1.7 **Paperwork** is the set of documents relevant to the course and required by the regulatory bodies as evidence of the learner's attendance/achievement on the course.

2.0 GENERAL RULES

- 2.1 Centres must inform FAA who they wish to nominate as authorised users. There should be no more than 2 authorised users per centre. Centres must notify FAA immediately of any changes.
- 2.2 The CMS may only be used by authorised users to enter data on behalf of the centre. Centres and authorised users must always protect their passwords.
- 2.3 Authorised users will be responsible for the appropriate use of the CMS facilities and accuracy of data they enter.
- 2.4 FAAPlus has been established to assist centres to promote and administer their training courses leading to FAA qualifications. The data provided and held must be used solely for these purposes and not used or disclosed to other bodies for any other purpose.
- 2.5 FAAPlus is for the use of centres who require FAA to accredit their courses and provide certification. FAAPlus is not for the use of training providers who issue their own non accredited certificates. Centres that plan to issue their own certification for a particular course should not register the course on FAAPlus, use FAA paperwork or any resources that contain FAA branding or that suggest that the course is accredited by FAA or any regulatory body. These courses cannot appear on Course Finder.
- 2.6 The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- 2.7 Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- 2.8 Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services, or information available through this website meet your specific requirements.

- 2.9 This website contains material which are owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance, and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- 2.10 All trademarks reproduced in this website which are not the property of, or licensed to, the operator are acknowledged on the website.
- 2.11 Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- 2.12 From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- 2.13 You may not create a link to this website from another website or document without prior written consent from First Aid Awards Ltd.
- 2.14 Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales

3.0 NOTIFYING COURSES

- 3.1 Courses should be notified to FAA prior to course commencement with as much notice as possible particularly where course resources are needed, and the centre wishes to advertise the course on Course Finder.
- 3.2 It is important that centres enter a postcode for the course venue.
- 3.3 If a course is completed or already started it can be registered retrospectively. In this instance paperwork should be downloaded from FAAPlus.
- 3.4 Responsibility for the accuracy and integrity of course registration information such as course duration, trainer/assessor name, venue address etc. will rest with the approved centre. Trainer/assessors must be approved with FAA prior to course notification.

4.0 COURSE PAPERWORK

- 4.1 For classroom-based courses paperwork can be requested on FAAPlus during course registration and posted to either the centre or the venue address. Alternatively, centres can download and print paperwork from FAAPlus. All paperwork for distance learning courses must be downloaded from FAAPlus. Paperwork must not be altered in any way, or alternatives used, without the prior agreement of FAA. FAA paperwork must only be used when delivering FAA qualifications and not for any other training.

5.0 ADVERTISING COURSES ON 'COURSE FINDER'

- 5.1 All courses notified to FAA will be included on the FAAPlus 'Course Finder' page. However, if the course is full or not open to additional students, it will be listed but shown as 'course full' with no contact details available.
- 5.2 If a centre advertises a course on 'Course Finder', it will be their responsibility to maintain up-to-date and accurate course details.
- 5.3 Centres are required to respond to all 'Course Finder' enquiries in a prompt and business-like manner. All enquiries are potential customers, and a poor response will reflect badly on FAA and the centre.
- 5.4 Centres should not advertise courses on 'Course Finder' unless there is a reasonable prospect of the course taking place.
- 5.5 FAA reserves the right to exclude courses from the 'Course Finder' page without having to provide reasons for exclusion.

6.0 NOTIFYING COURSE RESULTS AND ORDERING CERTIFICATES ONLINE

- 6.1 Responsibility for the accuracy and integrity of course results will rest with the approved centre. The results must be based on the centre conducting the course and assessments strictly in line with FAA guidelines and procedures. All learners attending the course should be entered onto FAAPlus regardless of the assessment outcome.
- 6.2 Certificates must not be ordered in advance of course completion.
- 6.3 FAA reserve the right to request copies of all course paperwork prior to certificates being released.

7.0 RETENTION OF COURSE PAPERWORK AND QUALITY CONTROL

- 7.1 Centres must follow all guidance covering paperwork retention and quality assurance requirements as stated in the FAA Centre Manual, course and paperwork guidance and any other FAA policy.

8.0 CERTIFICATES

- 8.1 Where 'hard copy' certificates are requested they will be despatched to the centre for distribution or to the alternative address if indicated on the order. Where 'electronic certificates' are requested, these will be available for download from FAAPlus on learner registration and checkout.
- 8.2 Centres may request to have their own logo printed on FAA certificates for Ofqual regulated qualifications. Qualifications regulated by SQA Accreditation are not permitted to have additional logos. FAA reserves the right not to include logos that may be considered inappropriate, below quality standard for printing or do not comply with FAA standards.
- 8.3 FAA certificates, both 'hard copy' or e-certs, must not be tampered with, edited, added to or changed in any way whatsoever and doing so will automatically void their validity. All e-certs must be validated using the supplied 'QR code' embedded within the e-cert. Use of a 'QR reader' will confirm the validity of the e-cert on this website.

9.0 ACCESS TO COURSE RESULTS DATABASE

- 9.1 Approved users will be allowed to access data relating to their own courses on a 'read-only' basis.

10.0 UPLOAD OF CENTRE DOCUMENTATION TO FAAPlus

- 10.1 The centre is responsible for the accuracy, content, quality and validity of all documents uploaded.
- 10.2 All documentation uploaded to FAAPlus will be treated in accordance with the [FAA Data Protection Policy](#).
- 10.3 Centres should retain copies of any documentation uploaded onto FAAPlus for their own records.

11.0 CERTIFICATE FEES AND PAYMENTS

- 11.1 The price of certificates will be as determined by FAA.
- 11.2 Centres will be required to pay for certification at the time of checkout unless a pre-approved credit account is in place with FAA.
- 11.3 The centre is responsible for payment of all invoices for FAA certification and supplies requested by their authorised user.
- 11.4 In the case of incorrect spelling or a lost certificate, reprints can be ordered on FAAPlus. The price of reprinting a certificate will be determined by FAA.

12.0 GENERAL COPYRIGHT AND CONFIDENTIALITY

- 12.1 Authorised users, centres and trainer/assessors are required to protect the copyright and confidentiality of all matters and materials made available to them by FAA. This includes trainer notes and PowerPoint presentations, course paperwork, downloadable material, information relating to the FAA business and persons associated with FAA.
- 12.2 Centres must ensure that the privacy of learners and others is protected in line with GDPR and the [FAA GDPR Contract](#). Personal and special category data must be limited to only what is required or relevant to the purpose/s for which the information is provided. This information must not be passed to other parties, processed for any other purposes, or retained for a longer period than is necessary.
- 12.3 Information and guidance provided by FAA such as in the FAQ or download area, is for the sole use of centres and trainer/assessors registered with those centres. This information should not be copied or distributed without the express permission of FAA.

13.0 BREACH OF THESE TERMS AND CONDITIONS

- 13.1 Breaches of these terms and conditions will result in the application of the [FAA Sanctions Policy](#).
- 13.2 FAA will determine breaches of terms and conditions.