Terms and Conditions

Critical Care Training Ltd (CCT) is a medical education provider specialising in emergency and resuscitation training for First Responders and Healthcare Professionals. CCT aims to provide high quality education, assisting responders and Healthcare professionals in meeting the duty of care to the patients we all serve.

Course Bookings

It is the responsibility of the person booking candidates from their organisation, to ensure funding approval is in place for each candidate.

The organisation is liable for the full course fee of those they send on a training course run by CCT, regardless of whether the candidate successfully completes the course or not.

An organisation may substitute candidates, however they must ensure CCT has been informed of any name change, and that the replacement candidate has both funding approval and adequate time to complete any pre course learning requirements. If original candidate has accessed ebooks/pre course codes provided by CCT the cost of new ebooks/pre course codes will be charged to the organisation.

Individuals not being booked directly by their organisation must reserve and pay for their course place via our website. www.criticalcaretraining.ie

Course places are not guaranteed until full payment is received.

Cancellation

Course bookings cancelled more than 14 days before the course commencement will be eligible for full refund.

Course bookings cancelled 7-14 days prior to course will be eligible to 50% course fee refund.

Course fee is not refundable within 7 days of course commencement.

To successfully complete a course candidates must:-

- Complete and submit any prescribed pre course work required.
- Be in full attendance and actively engage with the learning on the face-to-face training sessions.
- Meet the specific course pass criteria pertinent to the course they are undertaking.

Re-sit charges

Candidates who fail to meet their course pass criteria, will be charged an administration charge of 50% of original course fee to attend for a resit on an addition course. Resit candidates are encouraged to attend for a full second course to avail of the extra teaching provided, but at a minimum must attend for the specific testing segment they were unsuccessful in. Only one resit course will be offered to a candidate, and this offer is only applicable within three months of the original course. Critical Care Training cannot guarantee a place on a specific course or in a specific location for the re-sit.

Candidates are free to undertake their re-sit with another training site if they so wish. The alternative site may have different charges or conditions.

Quality Assurance

CCT aim to provide high quality, safe training. Teaching faculty are all current clinical practitioners with additional teaching qualifications in the areas they instruct in.

Instructors working with CCT will always endeavour to treat candidates with kindness, honesty and respect. Candidates in return are expected to be respectful in their interactions with CCT staff.

Candidates on CCT courses are asked to give written feedback on every course taught which forms part of a continuous quality improvement cycle.

Complaints

Any complaint should, in the first instance, be brought to the attention of the course coordinator on the day of the course. The course Coordinator will endeavour to resolve the issue at that point.

Complaints not resolved during a course should be escalated to Critical Care Director via admin@criticalcaretraining.ie

If attending an IHF/AHA course a candidate may also contact the Irish Heart Foundation Emergency Cardiovascular Care Department or for Paediatric training contact ALSG.

General Data Protection Regulation (GDPR)

Critical Care Training Ltd. processes all personal data in compliance with current national and EU GDPR provisions. Any questions about Critical Care Training`s privacy policy should be directed to admin@criticalcaretraining.ie