



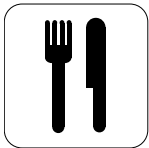
General Procedure - On arrival at Designated Associates please sign in at reception and they will inform us that you are here. A member of staff will then take you to your designated training room.
Please inform our office before training if you have any dietary requirements we should be aware of.



9:00am - Coffee, tea and refreshments
9.30am - Training will typically start but check specific times on your joining instructions. Your trainer will inform you of the fire procedure and where the fire exits and assembly point are situated.



10-minute morning coffee break - Break for coffee & light refreshments. Tea is available if desired.



30 Minute lunch break - We provide a a light lunch which arrives between 12.00pm and 12.30pm. If you have any questions relating to lunch, please feel free to ask beforehand by calling 0151 653 3338.



10 minute afternoon tea break - Break for Tea or Coffee & light refreshments.



Unless otherwise stated training finishes at 3:30pm. At the end of your course, you will be given a Certificate of completion. You will also be given a Course Evaluation Questionnaire to complete. Your comments are vital to us in order to provide the best possible service to our customers.



Ladies Toilets

You will find the Ladies toilets situated on the basement floor at the foot of the stairs



Gents Toilets

You will find the Gents toilets situated on the mezzanine floor between the 1st and 2nd floors



Disabled Toilets

You will find the Disabled toilets situated on the basement floor at the foot of the stairs



Mobile Telephones

We request that mobile telephones are switched off during training sessions. Delegates are welcome to accept any calls to mobile phones during breaks



Fire Procedure

On discovering a fire:

Operate the nearest Fire Alarm Point by breaking glass. Attempt to extinguish with nearest suitable Fire Appliance, without taking personal risk. Advise reception as soon as possible (they will dial 999). Leave the building by the fire escape, proceed to the Fire Assembly Point.

On hearing the alarm:

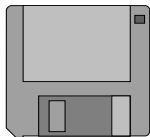
In the event of a fire, on hearing the alarm, please vacate the building by the nearest fire exit. Make your way to the fire assembly point that is situated at the main gates at the rear of the building.

NO ATTEMPT SHOULD BE MADE TO RE-ENTER THE BUILDING UNLESS AUTHORISED TO DO SO.



Other Training Courses/Literature

If you are interested in any other courses please ask your trainer and they will provide any information you have requested. Please help yourself to any other literature displayed in the training rooms and around the building.



Viruses

To protect our training networks and equipment:

NO EXTERNAL STORAGE DEVICES ARE PERMITTED INTO THE TRAINING ROOMS



Smoking Area

We hold a NO SMOKING policy throughout the entire building.



First Aid

First aid facilities are available if required; please speak to your trainer if you need assistance. Our trained First Aider can be contacted immediately.



Magazines

A selection of magazines are available in the training rooms for the courtesy of delegates.