



New Training Officer Information

About PRS

Paramedic Rescue Services (PRS) was originally established in July 1992 as a medical team, made up of a doctor, a nurse, paramedics and medically trained firefighters. The company's logo and name reflects this fusion of services, which was intended to provide an emergency response within the private sector. It was, however, a little ahead of its time and failed to gain momentum. This prompted a move into training and the eventual retirement of the team idea.

Since then, PRS has become, mainly through word of mouth, a successful small company, with a reputation for high quality, no-nonsense, first aid training, specialising in the schools and pre-registration pharmacist sectors in the UK. The company also provides training to local councils and small companies.

The PRS ideology is simple: teach first aid in a realistic, street-wise way that it is both highly informative, useful and, above all entertaining. Nervous, bored students learn very little and rarely come back for more!

To this end, PRS maintains a bank of Training Officers (TO) from the professional pre-hospital care sector. Paramedics and EMTs are mainly hired on a contract-by-contract basis to deliver training on the company's behalf. A few of these individuals have been with the company more than 20 years.

We ask only a few things of our TO's: Loyalty, trust, respect and diligence. We expect those in our employ to adhere to their contracts. Get on site on time, deliver a high standard of training and submit all necessary paperwork promptly.

Joining us

These guidelines are designed to help you deliver our first aid training packages in the best way possible in order to support our continually growing reputation for high quality and engaging presentations to our clients throughout the UK and Ireland.

If you are already an experienced instructor you will have your own methods and techniques but we hope that by adhering to the principles of this information sheet, you will reflect PRS in your training so that our clients retain their confidence in us.

So, here are some tips to guide you if you are new to us:

1. Arrive at least 15 minutes before your session begins - this will give you time to set up and survey your environment. Get your training equipment ready so that you don't have to arrange it when students are sitting waiting.
2. PRS no longer produces printed handouts or booklets for courses. This is in line with our [environmental policy](#) and is a pragmatic issue, given that most people simply ignore such handouts after the course and they become neglected, forgotten or disposed of. This is a waste of trees and money in the company's opinion and does nothing to contribute to lowering CO2 in our environment.
Instead, PRS has created e-books, accessible online and available to all students. Please let the students know this and refer them to our website for details.
3. Have every student **PRINT** their full name on the back of your register - it is important that these names are legible or their certificates will be incorrect. You may find that the client has a printed register and this can be copied for you. As long as we get a copy of this and those who were present are clearly marked, there will be no problem.
If you are going to be late (traffic, etc) you **MUST** advise the PRS office on 0844 330 3263 *and* contact the client (the name and number will be on your register) to avoid problems. *PRS will not use instructors who do not communicate late arrivals or other problems with training.*
4. Relax when teaching. If it is your first time speaking in front of a large group on your own, get on site early and chat to your students as they arrive. Break the ice with them as soon as possible - this will create a friendlier environment for you. Do not announce the fact that you have 'never done this before', it will not inspire confidence!
5. Ensure that you have a chair to sit on - you will look more at ease if you choose to sit and talk to your audience every so often. Try not to deliver lectures in a rigid, over-structured way. For most of our groups, there is no need for PowerPoint or flipcharts. School staff and children, for example, are best taught in an informal, anecdotal and practical way. We do not brow-beat our students about first aid, we do not threaten them with litigation stories or make them feel in any way as if they will do something wrong. They need confidence and inspiration, not negativity and fear.

6. Ask your audience questions; get them involved in discussions and debates about the subject you are teaching. For example, you may wish to ask them what asthma is and how it affects a child. Beware of overdoing this, however, as it may start to look as if you want *them* to teach *you*!
7. Practical sessions are precious - school staff and children especially love to get involved in learning - they prefer not to sit for hours listening to lectures. Every module of learning should end with a practical session. Make your lectures short and to the point, ensuring everyone is happy, that they understand the principles and that all questions have been answered. Brief your audience on the practical session by showing them what they are about to do (you may need a volunteer). Repeat the example and then allow them to practice several times while you supervise and help when needed.
8. PRS instructors are expected to teach the Heimlich Manoeuvre as a practical session. Students should be allowed to carry out the action on each other but it must be done carefully and with minimal force. If you are not confident to allow this then you may demonstrate it only. Resuscitation is demonstrated by you on short sessions (FAST3 and FAST5) - students *do not* have to try for themselves - they just need to understand the principle of it. Any student who wishes to practice may do so at the end of the course. Compression-only resuscitation for adults is encouraged - there is evidence that most people do not wish to carry out mouth-to-mouth on adults they do not know and will therefore not attempt resuscitation. Ventilations must still be taught for children and infants, as per the ERC guidelines.
9. When teaching school staff, it is important to engage them in conversations about the use of plasters on children, removal of splinters and their duty of care when it comes to injury management. They must not be told they cannot do these things because it is simply not true. Instead, PRS approaches the subject with common sense - you will find that school personnel react very positively to a course in which their best interests are considered. Do not tell students they are not allowed to do things if there is no evidence to support it, other than hearsay and speculation. ***If you are in doubt about any subject, contact PRS on 0844 330 3263. Refer to your online resources and ensure you have it all clear in your head before teaching.***
10. Epipen trainers (where supplied) are to be used to demonstrate how to give an emergency Adrenaline injection and students are to be instructed in how to do it properly. They are to be reminded that it is not permitted to use another person's inhaler, even in an emergency, unless it has been provided as a spare for the school, but that this is not the case with epipens. If you are unsure about the law here, please contact PRS or refer to the Prescription-Only Medicines Act (exemptions).

11. Enjoy yourself when teaching. If you look happy and relaxed, your audience will become relaxed. Most of the time, they are undertaking first aid training because they feel they must. Remind them that first aid is important for their own loved ones too and that everything they learn from you will help at home as well as at work. These days, people are scared of taking responsibility for other people - especially other people's children - they fear litigation and criticism for trying to help. Your confidence and reassurance during training should inspire them to do their duty without fear of negative consequences. You'll know you've inspired them if you receive a round of applause at the end of your session.

12. End your session by asking if there are any questions. Thank your audience for their patience and attention and remind them of the PRS contact details, which will be in their booklets or online at www.paramedicrescue.com. If they have any queries or problems later on, they can contact us. You MUST NOT give our clients your personal contact details. Remind the students that they will receive their certificates within a week (they are sent to the client for distribution), unless you have been charged with providing them on site in the form of plastic ID cards.

PRS Policies and documents

PRS is an equal opportunities employer and has a standard equality policy for staff and the delivery of training and professional medical cover. You can view our policies online at www.paramedicrescue.com.

Our [Health & Safety policy](#) forms part of this document and you should make yourself familiar with it in case of problems on site. All PRS staff (and sub contract staff) are covered by an [indemnity policy](#), the details of which are also on the website.

We also have an [environmental policy](#) and no longer print and issue hand-outs and booklets to students. Everything is now online in the form of PDF documents and every client is sent a link so that they may access whatever they need pre or post course. You should ensure that the client is aware of this and if they have not received it, or cannot access it for whatever reason, you should contact the office and let us know. Only in certain circumstances do we print and distribute support materials for courses.

In our experience, most students discard their printed materials and leave the room littered. This is wasteful and expensive.

TRAINING PACKS for STUDENTS

If students are given training packs containing a dressing, bandage and CPS mouth shield. They should always be asked to return these items if they do not wish to keep them, otherwise, once again, you will find the room littered with them. This is extremely expensive for the company and so it is best that you collect all materials back in and re-use them, unless students specifically wish to keep them. Upwards of 80% of all students will return their materials. In shorter, non-statutory sessions, we do not normally give out training packs but hand out materials (bandages and dressings) only for the period in which the practical module is running. You should always recover all materials after the module.

CERTIFICATES

PRS issues A5 sized, light card certificates, usually by post after the register has been received and processed. We also issue plastic ID style certificates, which are hand-written by the TO on site for specific courses. You will be told if these are required and will be given a stock to issue on the day.

We pay fees based on the current industry parameters and pay for the course carried out, not on an hourly basis, although you will see that the average rate works out at between £25 to £30 per hour. We also pay reasonable expenses, including travel at 25p per mile (see policy document) and hotel/meals costs should you deliver a course further away from your base than usual.

Finally

We ask that you text 'on site' and off site' respectively to Beanie's mobile number (see below), so that we know you are there and that you have left.

Retain your register and email it back to PRS (instructor@paramedicrescue.com) as soon as possible, or use the online facility to return the names. You will be paid via your bank account within two weeks of completing your assignment. **Payment will only be made (usually within 3 weeks) when your completed register is received.** You are reminded that tax and National Insurance is NOT deducted from your payment as you are considered self-employed. Such declarations and payments remain your responsibility.

You must provide PRS with an invoice for your services, a template is included in this document and online. Please remember that, when using this template, you must edit out the italicised examples and enter the correct data as required.

You will not be paid if an invoice has not been received. We ask that you use our online Staffroom to return registers and invoices to us as this is a safe and error-free method of communicating with us.

You can reach the Hub via the website by clicking on the 'Staff login' icon at the top of the home page where you can get to the submission form via the link. You will have to use your log-in details (which have been issued to you in the email accompanying this document).

ALL of the syllabus documents and timetables are on the Staffroom page. Please access them and be familiar with the structure of all of our courses before you deliver them. If you have any problems or queries, please contact the office or call the Admin Manager.

TRAINING MATERIALS

If you do not have your own training manikin and materials (such as EpiPen trainers) PRS will provide these initially but if you wish to remain on our register as a trainer you **MUST** eventually purchase your own equipment and materials. You will be offered a training pack - manikin, EpiPen trainers, inhalers and bandages and dressings at a cost of £200 OR you may buy your own materials and build up your own pack. PRS does NOT make a profit from this activity and you can opt to have the cost deducted as a whole or in parts from your training fees. Please let us know. If you have borrowed materials from PRS on a one-off basis, payment will not be made to you until the equipment is back in our possession.

ADMINISTRATION

On the following pages you will find a Personnel Data Form, which you should complete, although you can do this more efficiently on the Staffroom page when you first log in. There is also a template invoice, which you can use to submit your payment claims.

You may contact PRS at any time on 0844 330 3263 or instructor@paramedicrescue.com if you have any questions about this information sheet or the course that you are about to deliver.

CONTACTS

Admin Manager: Alix (Beanie) Murphy 07470 212859 alix.murphy@paramedicrescue.com

Training Director: Stuart Gray 07843 618633 sgray@paramedicrescue.com



Personnel data form

Please provide the following information

Personal	
Full name	
Date of birth	
Marital status	
Address (including postcode)	
	Postcode:
Telephone	
Mobile phone	
Email	
Present profession	
Do you have a full, clean driving licence?	
Do you have a car?	
Health	
Do you smoke?	
Do you suffer from any illness, disability or eating disorder?	Details:
Is your Tetanus up to date?	Expires:
Is your Hep B up to date?	Expires:
Are you inoculated against anything else?	

Professionally related						
Do you hold a current first aid certificate?	Type:	Valid until:				
Have you studied first aid or any related subject in the past?	Course title:					
	Qualification:					
Have you ever driven an ambulance or van?	Details:					
Do you, or have you ever taught?						
Do you have any criminal convictions?	Details					
Have you been vetted with respect to the protection of children act?	Certificate date:					
	Valid until:					
Uniform sizing (please indicate your size for the following)						
Polo shirt / Fleece	XS <input type="checkbox"/>	S <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>	XL <input type="checkbox"/>	XXL <input type="checkbox"/>
Trousers (waist; inches)	26" <input type="checkbox"/>	28" <input type="checkbox"/>	30" <input type="checkbox"/>	32" <input type="checkbox"/>	34" <input type="checkbox"/>	36" <input type="checkbox"/>
	38" <input type="checkbox"/>	40" <input type="checkbox"/>	42" <input type="checkbox"/>	44" <input type="checkbox"/>		
Bank details (payments will be made directly to this account)						
Account no:	Sort Code:					

Please email an up to date CV and photograph for your ID card for our records.

INVOICE

Your name and address on this line

Date:	Type in job date here
Invoice number:	Type in your starting number (i.e. 001)

Details of expenses claimed (please attach scanned receipts):

Bank Details		
Bank name:	Sort code:	Account no:

Job Reference: (i.e. FAST1234)	Location: (i.e. Cambridge)	Fee:	
		Expenses:	
		Other costs:	
		TOTAL DUE:	



New Training Officer Information

About PRS

Paramedic Rescue Services (PRS) was originally established in July 1992 as a medical team, made up of a doctor, a nurse, paramedics and medically trained firefighters. The company's logo and name reflects this fusion of services, which was intended to provide an emergency response within the private sector. It was, however, a little ahead of its time and failed to gain momentum. This prompted a move into training and the eventual retirement of the team idea.

Since then, PRS has become, mainly through word of mouth, a successful small company, with a reputation for high quality, no-nonsense, first aid training, specialising in the schools and pre-registration pharmacist sectors in the UK. The company also provides training to local councils and small companies.

The PRS ideology is simple: teach first aid in a realistic, street-wise way that it is both highly informative, useful and, above all entertaining. Nervous, bored students learn very little and rarely come back for more!

To this end, PRS maintains a bank of Training Officers (TO) from the professional pre-hospital care sector. Paramedics and EMTs are mainly hired on a contract-by-contract basis to deliver training on the company's behalf. A few of these individuals have been with the company more than 20 years.

We ask only a few things of our TO's: Loyalty, trust, respect and diligence. We expect those in our employ to adhere to their contracts. Get on site on time, deliver a high standard of training and submit all necessary paperwork promptly.

Joining us

These guidelines are designed to help you deliver our first aid training packages in the best way possible in order to support our continually growing reputation for high quality and engaging presentations to our clients throughout the UK and Ireland.

If you are already an experienced instructor you will have your own methods and techniques but we hope that by adhering to the principles of this information sheet, you will reflect PRS in your training so that our clients retain their confidence in us.

So, here are some tips to guide you if you are new to us:

1. Arrive at least 15 minutes before your session begins - this will give you time to set up and survey your environment. Get your training equipment ready so that you don't have to arrange it when students are sitting waiting.
2. PRS no longer produces printed handouts or booklets for courses. This is in line with our [environmental policy](#) and is a pragmatic issue, given that most people simply ignore such handouts after the course and they become neglected, forgotten or disposed of. This is a waste of trees and money in the company's opinion and does nothing to contribute to lowering CO2 in our environment.
Instead, PRS has created e-books, accessible online and available to all students. Please let the students know this and refer them to our website for details.
3. Have every student **PRINT** their full name on the back of your register - it is important that these names are legible or their certificates will be incorrect. You may find that the client has a printed register and this can be copied for you. As long as we get a copy of this and those who were present are clearly marked, there will be no problem.
If you are going to be late (traffic, etc) you **MUST** advise the PRS office on 0844 330 3263 *and* contact the client (the name and number will be on your register) to avoid problems. *PRS will not use instructors who do not communicate late arrivals or other problems with training.*
4. Relax when teaching. If it is your first time speaking in front of a large group on your own, get on site early and chat to your students as they arrive. Break the ice with them as soon as possible - this will create a friendlier environment for you. Do not announce the fact that you have 'never done this before', it will not inspire confidence!
5. Ensure that you have a chair to sit on - you will look more at ease if you choose to sit and talk to your audience every so often. Try not to deliver lectures in a rigid, over-structured way. For most of our groups, there is no need for PowerPoint or flipcharts. School staff and children, for example, are best taught in an informal, anecdotal and practical way. We do not brow-beat our students about first aid, we do not threaten them with litigation stories or make them feel in any way as if they will do something wrong. They need confidence and inspiration, not negativity and fear.

6. Ask your audience questions; get them involved in discussions and debates about the subject you are teaching. For example, you may wish to ask them what asthma is and how it affects a child. Beware of overdoing this, however, as it may start to look as if you want *them* to teach *you*!
7. Practical sessions are precious - school staff and children especially love to get involved in learning - they prefer not to sit for hours listening to lectures. Every module of learning should end with a practical session. Make your lectures short and to the point, ensuring everyone is happy, that they understand the principles and that all questions have been answered. Brief your audience on the practical session by showing them what they are about to do (you may need a volunteer). Repeat the example and then allow them to practice several times while you supervise and help when needed.
8. PRS instructors are expected to teach the Heimlich Manoeuvre as a practical session. Students should be allowed to carry out the action on each other but it must be done carefully and with minimal force. If you are not confident to allow this then you may demonstrate it only. Resuscitation is demonstrated by you on short sessions (FAST3 and FAST5) - students *do not* have to try for themselves - they just need to understand the principle of it. Any student who wishes to practice may do so at the end of the course. Compression-only resuscitation for adults is encouraged - there is evidence that most people do not wish to carry out mouth-to-mouth on adults they do not know and will therefore not attempt resuscitation. Ventilations must still be taught for children and infants, as per the ERC guidelines.
9. When teaching school staff, it is important to engage them in conversations about the use of plasters on children, removal of splinters and their duty of care when it comes to injury management. They must not be told they cannot do these things because it is simply not true. Instead, PRS approaches the subject with common sense - you will find that school personnel react very positively to a course in which their best interests are considered. Do not tell students they are not allowed to do things if there is no evidence to support it, other than hearsay and speculation. ***If you are in doubt about any subject, contact PRS on 0844 330 3263. Refer to your online resources and ensure you have it all clear in your head before teaching.***
10. Epipen trainers (where supplied) are to be used to demonstrate how to give an emergency Adrenaline injection and students are to be instructed in how to do it properly. They are to be reminded that it is not permitted to use another person's inhaler, even in an emergency, unless it has been provided as a spare for the school, but that this is not the case with epipens. If you are unsure about the law here, please contact PRS or refer to the Prescription-Only Medicines Act (exemptions).

11. Enjoy yourself when teaching. If you look happy and relaxed, your audience will become relaxed. Most of the time, they are undertaking first aid training because they feel they must. Remind them that first aid is important for their own loved ones too and that everything they learn from you will help at home as well as at work. These days, people are scared of taking responsibility for other people - especially other people's children - they fear litigation and criticism for trying to help. Your confidence and reassurance during training should inspire them to do their duty without fear of negative consequences. You'll know you've inspired them if you receive a round of applause at the end of your session.

12. End your session by asking if there are any questions. Thank your audience for their patience and attention and remind them of the PRS contact details, which will be in their booklets or online at www.paramedicrescue.com. If they have any queries or problems later on, they can contact us. You MUST NOT give our clients your personal contact details. Remind the students that they will receive their certificates within a week (they are sent to the client for distribution), unless you have been charged with providing them on site in the form of plastic ID cards.

PRS Policies and documents

PRS is an equal opportunities employer and has a standard equality policy for staff and the delivery of training and professional medical cover. You can view our policies online at www.paramedicrescue.com.

Our [Health & Safety policy](#) forms part of this document and you should make yourself familiar with it in case of problems on site. All PRS staff (and sub contract staff) are covered by an [indemnity policy](#), the details of which are also on the website.

We also have an [environmental policy](#) and no longer print and issue hand-outs and booklets to students. Everything is now online in the form of PDF documents and every client is sent a link so that they may access whatever they need pre or post course. You should ensure that the client is aware of this and if they have not received it, or cannot access it for whatever reason, you should contact the office and let us know. Only in certain circumstances do we print and distribute support materials for courses.

In our experience, most students discard their printed materials and leave the room littered. This is wasteful and expensive.

TRAINING PACKS for STUDENTS

If students are given training packs containing a dressing, bandage and CPS mouth shield. They should always be asked to return these items if they do not wish to keep them, otherwise, once again, you will find the room littered with them. This is extremely expensive for the company and so it is best that you collect all materials back in and re-use them, unless students specifically wish to keep them. Upwards of 80% of all students will return their materials. In shorter, non-statutory sessions, we do not normally give out training packs but hand out materials (bandages and dressings) only for the period in which the practical module is running. You should always recover all materials after the module.

CERTIFICATES

PRS issues A5 sized, light card certificates, usually by post after the register has been received and processed. We also issue plastic ID style certificates, which are hand-written by the TO on site for specific courses. You will be told if these are required and will be given a stock to issue on the day.

We pay fees based on the current industry parameters and pay for the course carried out, not on an hourly basis, although you will see that the average rate works out at between £25 to £30 per hour. We also pay reasonable expenses, including travel at 25p per mile (see policy document) and hotel/meals costs should you deliver a course further away from your base than usual.

Finally

We ask that you text 'on site' and off site' respectively to Beanie's mobile number (see below), so that we know you are there and that you have left.

Retain your register and email it back to PRS (instructor@paramedicrescue.com) as soon as possible, or use the online facility to return the names. You will be paid via your bank account within two weeks of completing your assignment. **Payment will only be made (usually within 3 weeks) when your completed register is received.** You are reminded that tax and National Insurance is NOT deducted from your payment as you are considered self-employed. Such declarations and payments remain your responsibility.

You must provide PRS with an invoice for your services, a template is included in this document and online. Please remember that, when using this template, you must edit out the italicised examples and enter the correct data as required.

You will not be paid if an invoice has not been received. We ask that you use our online Staffroom to return registers and invoices to us as this is a safe and error-free method of communicating with us.

You can reach the Hub via the website by clicking on the 'Staff login' icon at the top of the home page where you can get to the submission form via the link. You will have to use your log-in details (which have been issued to you in the email accompanying this document).

ALL of the syllabus documents and timetables are on the Staffroom page. Please access them and be familiar with the structure of all of our courses before you deliver them. If you have any problems or queries, please contact the office or call the Admin Manager.

TRAINING MATERIALS

If you do not have your own training manikin and materials (such as EpiPen trainers) PRS will provide these initially but if you wish to remain on our register as a trainer you **MUST** eventually purchase your own equipment and materials. You will be offered a training pack - manikin, EpiPen trainers, inhalers and bandages and dressings at a cost of £200 OR you may buy your own materials and build up your own pack. PRS does NOT make a profit from this activity and you can opt to have the cost deducted as a whole or in parts from your training fees. Please let us know. If you have borrowed materials from PRS on a one-off basis, payment will not be made to you until the equipment is back in our possession.

ADMINISTRATION

On the following pages you will find a Personnel Data Form, which you should complete, although you can do this more efficiently on the Staffroom page when you first log in. There is also a template invoice, which you can use to submit your payment claims.

You may contact PRS at any time on 0844 330 3263 or instructor@paramedicrescue.com if you have any questions about this information sheet or the course that you are about to deliver.

CONTACTS

Admin Manager: Alix (Beanie) Murphy 07470 212859 alix.murphy@paramedicrescue.com

Training Director: Stuart Gray 07843 618633 sgray@paramedicrescue.com



Personnel data form

Please provide the following information

Personal	
Full name	
Date of birth	
Marital status	
Address (including postcode)	
	Postcode:
Telephone	
Mobile phone	
Email	
Present profession	
Do you have a full, clean driving licence?	
Do you have a car?	
Health	
Do you smoke?	
Do you suffer from any illness, disability or eating disorder?	Details:
Is your Tetanus up to date?	Expires:
Is your Hep B up to date?	Expires:
Are you inoculated against anything else?	

Professionally related						
Do you hold a current first aid certificate?	Type:	Valid until:				
Have you studied first aid or any related subject in the past?	Course title:					
	Qualification:					
Have you ever driven an ambulance or van?	Details:					
Do you, or have you ever taught?						
Do you have any criminal convictions?	Details					
Have you been vetted with respect to the protection of children act?	Certificate date:					
	Valid until:					
Uniform sizing (please indicate your size for the following)						
Polo shirt / Fleece	XS	S	M	L	XL	XXL
Trousers (waist; inches)	26"	28"	30"	32"	34"	36"
	38"	40"	42"	44"		
Bank details (payments will be made directly to this account)						
Account no:	Sort Code:					

Please email an up to date CV and photograph for your ID card for our records.

INVOICE

Your name and address on this line

Date:	Type in job date here
Invoice number:	Type in your starting number (i.e. 001)

Details of expenses claimed (please attach scanned receipts):

Bank Details		
Bank name:	Sort code:	Account no:

Job Reference: (i.e. FAST1234)	Location: (i.e. Cambridge)	Fee:	
		Expenses:	
		Other costs:	
		TOTAL DUE:	