



FIRST AID POLICY

THIS POLICY APPLIES TO THE HEARTWOOD LEARNING TRUST BOARD, THE CENTRAL TEAM,
AND ALL TRUST SCHOOLS/ACADEMIES

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Policy Updates

Date	Page	Policy Updates
April 2024	5	1 - Legal Framework updated to reflect current legislation, guidance and applicable Trust policies
April 2024	8	4.8 - Point added for EYFS schools/academies re: PFA certificates and the required renewal period
May 2024	6	2.3 - Method of reporting incidents clarified
May 2024	6	2.5 - Bullet point added to reflect the requirement for First Aiders to wear appropriate PPE, where required
May 2024	6	2.5.1 - Wording changed from “person” to “staff” to reflect that appropriately trained PFA must be a member of staff and that this is also the case during educational visits and trips
May 2024	7	3.2 - Wording changed inline with other Trust Policies
May 2024	7	3.3 - Type of scissors stored in First Aid kits specified to ensure compliance with legislation and ensure effectiveness
May 2024	8	4.2 - Additional course (Emergency First Aid at Work) added
May 2024	9	5.4 - Wording on annual briefing changed to reflect training for First Aiders on AEDs only
May 2024	9	5.5 - Frequency of AED maintenance checks updated to reflect current procedures
May 2024	10	7.5 - Sypro and B-Safe added for the recording of accident and incidents
May 2024	12	9.3 - Wording updated to reflect the conditions which must be met to determine whether non-prescription medication is required
May 2024	13	11.1 - Wording changed re: consent
May 2024	14	Appendix 1 - Appointed Person added to ensure schools/academies name this individual responsible for First Aid supplies etc
September 2024	10	7.5 - Point updated to reflect records of first aid to be inputted on Sypro and B-Safe systems
September 2024	12	9 - Section updated to ensure this is inline with the Supporting Pupils with Medical Conditions and Administering Medication Policy and provides clear guidelines on non-prescription medication
August 2026	Whole policy	References to Sypro replaced with Risk Manager
August 2026	5	1 - Legal Framework updated to reflect current legislation
August 2026	6	2.4 - Principal to ensure First Aiders list is displayed appropriately across the site

August 2026	6	2.5 - All staff responsible to report missing H&S signs/notices
August 2026	6	2.6 - All incidents to be reported on Risk Manager; First Aiders must report when first aid boxes need to be replenished
August 2026	7	2.6.3-2.6.4 - Points added regarding appointed person
August 2026	7	2.7 - The role of the appointed person updated
August 2026	7	2.7 - AEDs must be inspected termly or after use
August 2026	8	3.3 - Update to First Aid Box Provisions
August 2026	8	3.5 - First Aid boxes must be inspected termly
August 2026	8	4.1 - Incidents and delivery of first aid to be reported via Risk Manager
August 2026	9	4.1 - Update to First Aiders
August 2026	9	4.8 - Update to EYFS Information
August 2026	13	8.2 - All vehicles must have a fire extinguisher on board
August 2026	12	9.10 - Update to the administration of medication

Statement of Intent

Heartwood Learning Trust (HLT) is committed to providing emergency first aid provision to deal with accidents and incidents affecting staff, pupils and visitors.

The Trust will take every reasonable precaution to ensure the safety and wellbeing of all staff, pupils and visitors.

Under Health and Safety legislation employees have to ensure that there is adequate and appropriate equipment and facilities for providing first aid in the workplace.

This policy aims to:

- Ensure that schools/academies have adequate, safe and effective first aid provision for every pupil, member of staff and visitor to be well looked after in the event of any illness, accident or injury, no matter how major or minor.
- Ensure that staff, Trustees and Governors are aware of their responsibilities with regards to health and safety.
- Ensure that staff and pupils are aware of the procedures in the event of any illness, accident or injury.
- Ensure that medicines are only administered at schools/academies when express permission has been granted for this.
- Ensure that all medicines are appropriately stored.
- Promote effective infection control.

Nothing in this policy will affect the ability of any person to contact the emergency services in the event of a medical emergency. For the avoidance of doubt, staff should dial **999** in the event of a medical emergency before implementing the terms of this policy and make clear arrangements for liaison with ambulance services on the school/academy site(s).

1. Legal Framework

- 1.1 This policy has due regard to legislation and statutory guidance, including, but not limited to, the following:
- Health and Safety at Work etc. Act 1974
 - The Health and Safety (First Aid) Regulations 1981
 - The Management of Health and Safety at Work Regulations 1999
 - The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
 - The Education (Independent School Standards) Regulations 2014
 - DfE (2017) 'Supporting pupils at school with medical conditions'
 - DfE (2025) 'Automated external defibrillators (AEDs): a guide for maintained schools and academies'
 - DfE (2024) 'Early years foundation stage (EYFS) Statutory framework'
 - DfE (2022) 'First aid in schools, early years and further education'
- 1.2 The policy is implemented in conjunction with the following **Trust** policies:
- Health and Safety Policy & Procedures Manual
 - Supporting Pupils with Medical Conditions and Administering Medication Policy
 - Behaviour Policy
 - Safeguarding and Child Protection Policy
 - Social, Emotional and Mental Health Policy

2. Roles and Responsibilities

- 2.1 The **Trust Board** is responsible for:
- Oversight of the implementation of this policy and its effectiveness.
 - Ensuring that insurance arrangements provide full cover for any potential claims arising from actions of staff acting within their scope of their employment.
 - Ensuring that responsibilities for Health and Safety, including the provision and management of first aid is effectively assigned, accepted and managed at all levels. This duty is delegated to others within the Trust.
- 2.2 The **Deputy Chief Executive Officer (Deputy CEO)** is responsible for:
- Oversight of the implementation of this policy across the Trust.
 - Oversight of the Trust's insurance arrangements.
 - Dissemination of insurance policy requirements to the appropriate persons.
- 2.3 The **Director of Estates and Facilities** is responsible for:
- Ensuring appropriate Health and Safety procedures are in place in line with approved policies and that they are operating effectively.
- 2.4 The **Principal** has ultimate responsibility for the health and safety matters at each school/academy and is responsible for:

- The implementation of this policy and its related procedures.
- Ensuring that all staff and parents/carers are made aware of the Trust policy and arrangements regarding first aid.
- Ensuring that all staff are aware of the locations of first aid equipment and how it can be accessed, particularly in the case of an emergency.
- Ensuring that all risk assessments are completed and appropriate measures are put in place.
- Ensuring that there is a sufficient number of appointed **First Aiders** within the school/academy.
- Ensuring that appropriate and sufficient first aid training is provided for staff and ensuring that processes are in place to validate that staff who have undertaken training have sufficient understanding, confidence and expertise in carrying out first aid duties.
- Ensuring that adequate space is available for catering to the medical needs of pupils.
- Reporting specified incidents on **B-Safe** to enable monitoring by the **Director of Estates and Facilities** who will manage the reporting of applicable incidents to the **Health and Safety Executive (HSE)** in collaboration with the school/academy.
- Ensures that a list of **First Aiders** is displayed in reception and each room.

2.5 **All Staff** are responsible for:

- Ensuring that they have sufficient awareness of this policy and the outlined procedures, including making sure that they know who to contact in the event of any illness, accident or injury.
- Endeavouring at all times to secure the welfare of the pupils at the school/academy.
- Making pupils aware of the procedures to follow in the event of illness, accident or injury.
- Informing the **Principal** or their **Line Manager** of any specific health conditions or first aid needs.
- Where possible, reporting missing displays to the **appointed person**.

2.6 **First Aiders** are responsible for:

- Administering immediate first aid to pupils, staff or visitors.
- Reporting ALL accidents where first aid is administered on **Risk Manager** (mandatory).
- Completing and renewing training as per guidance.
- Ensuring that they are comfortable and confident in administering first aid.
- Ensuring that they are fully aware of the content of this policy and any procedures for administering first aid, including emergency procedures.
- Ensuring first aid provision/supplies are appropriate for the environment and, where applicable in date.
- Wearing appropriate personal protective equipment (PPE), such as gloves, where required.
- Reporting to the **appointed person** replenishments required for any first aid boxes.

2.6.1 **[EYFS Schools only]** In schools with Early Years Foundation Stage provision, at least 1 staff member who has a current paediatric certificate must be on the premises at all times. During educational visits and trips for EYFS pupils, at least 1 member who has a current paediatric certificate must be present at all times.

- 2.6.2 The **Principal** must ensure there are a sufficient number of suitably trained first aiders to care for pupils and staff in case they are injured at school/work. However, the minimum legal requirement is to have an '**appointed person**' to take charge of first aid arrangements. The school/academy will ensure that the **appointed persons** are trained appropriately.
- 2.6.3 Where the school/academy's assessment of first aid needs identifies that a designated **First Aider** is not required, it must appoint a person to take charge of the first aid arrangements. Arrangements should always be made for the **appointed person** to be available to undertake these duties when people are at work. **Appointed persons** do not need to have a first aid qualification although they may benefit from training such as completing at least an emergency first aid at work course.
- 2.6.4 An **appointed person** is not necessary where there are an adequate number of appropriately trained **First Aiders**. More information on the role of the appointed person can be found [here](#).
- 2.7 The **appointed person** is responsible for:
- Overseeing the school/academy's first-aid arrangements.
 - Taking charge when someone is injured or becomes ill.
 - Calling the emergency services where necessary.
 - Looking after the first-aid equipment termly to ensure that they provide sufficient materials and equipment to meet the needs identified in the first aid needs assessment and ensure that these are suitably labelled, accessible and available at all times.
 - Ensuring that an ambulance or other professional medical help is summoned when appropriate.
 - Partaking in emergency first aid training, first aid at work and refresher training where appropriate, to ensure they have knowledge of:
 - What to do in an emergency
 - First aid for an unconscious person
 - First aid for someone who is having a seizure
 - Maintaining injury and illness records as required
 - Paediatric first aid (where relevant)
 - Maintaining injury and illness records as required.
 - Inspection of **Automated External Defibrillator (AED)** half-termly or after use.

3. First Aid Provision

- 3.1 Each school/academy will review its first aid needs (at least annually), and particularly after any changes, to ensure the provision is adequate. Where minimum numbers of trained **First Aiders** are set, these should be monitored to ensure that these standards are being met.
- 3.2 When considering how many **First Aiders** are required, the **Principal** should consider the following:
- Adequate provision for lunchtime and breaks. It is good practice to encourage **Lunchtime Supervisors** to have first-aid training.
 - Adequate provision for leave and in case of absences.
 - Adequate provision for off-site activities, i.e educational visits and trips.

- Adequate provision for practical departments, such as Science, Design Technology and PE.

- 3.3 The school/academy will have suitably stocked first aid boxes in line with the assessment of needs. A typical first aid kit will include the following:
- A leaflet giving general advice on first aid
 - 20 individually wrapped sterile adhesive dressings, of assorted sizes
 - 2 sterile eye pads
 - 2 individually wrapped triangular bandages, preferably sterile
 - 6 safety pins
 - 6 medium-sized (approximately 12cm x 12cm) individually wrapped sterile unmedicated wound dressings
 - 2 large-sized (approximately 18cm x 18cm) individually wrapped sterile unmedicated wound dressings
 - 3 pairs of disposable gloves
- 3.4 Specialist provision may be required for practical departments, i.e. eye wash, etc.
- 3.5 The **appointed person** will routinely examine the contents of first aid boxes, including any mobile first aid boxes for offsite use - these will be checked termly and restocked as soon as possible after use. Items will be safely discarded after the expiry date has passed.
- 3.6 First aid notices will be clearly displayed throughout the school/academy with information on the names and locations of **First Aiders** to ensure that pupils and staff know who they must contact in the event of illness or injury.
- 3.7 First aid containers will be clearly identified by a white cross on a green background.
- 3.8 Please refer to [Appendix 1](#) for the locations of where First Aid boxes are stored within the school/academy.

4. First Aiders

- 4.1 The main duties of **First Aiders** will be to administer immediate first aid to pupils, staff or visitors due to common injuries or illnesses and those arising from specific hazards at the school/academy, or during educational visits, and report this via **Risk Manager**. **First Aiders** will also ensure that an ambulance or other professional medical assistance is called for when necessary.
- 4.2 Each school/academy will ensure that all **First Aiders** hold a valid certificate of competence, issued by an HSE-approved organisation. **First Aid at Work** and **Emergency First Aid at Work** certificates are valid for **three years**. All first aid training must be recorded on the school/academy's **Training Records Tracker**.
- 4.3 Each school/academy will be mindful that many standard **First Aid at Work** training courses do not include resuscitation procedures for children, and will consequently ensure that appropriate training is secured for **First Aiders** where this has not already been obtained.

- 4.4 Each school/academy will ensure that refresher training and retesting of competence is arranged for **First Aiders** before certificates expire.
- 4.5 Please refer to [Appendix 1](#) for a complete list of current **First Aiders** at the school/academy and where they are based on site.
- 4.6 Each school/academy will ensure that there is always a sufficient number of **First Aiders** available on site at all times to provide adequate cover to all areas of the school/academy.
- 4.7 **[EYFS Schools only]** In line with government guidance, in Early Years Foundation stage provision, and taking into account staff: child ratios, the school/academy will ensure that there is at least **one** member of staff with a current and full **Paediatric First Aid (PFA)** certificate on the premises and available at all times when pupils are present, and accompanying pupils on any and all outings taken.
- 4.8 **[EYFS Schools only]** The school/academy will ensure that **PFA** certificates are renewed every three years, and that training meets the criteria set out in [Annex A](#) of the '**Early years foundation stage (EYFS) statutory framework**'.
- 4.8.1 The school/academy will ensure that it meets the **PFA** requirements set out in the statutory framework for the EYFS, which also includes arrangements for off-site activities.
- 4.8.2 In doing so the school/academy will ensure the following:
- It displays, or makes available to parents/carers, staff **PFA** certificates or a list of staff who have a current **PFA** certificate.
 - Any member of staff who has sole responsibility for looking after a group of children will hold a **PFA** certificate.
 - All newly qualified entrants to the early years workforce who have completed a level 2 or level 3 qualification on or after 30 June 2016, have either a full PFA or an emergency **PFA** certificate within three months of starting work in order to be included in the required staff: child ratios.
- 4.9 All staff members will be made aware that agreeing to become a **First Aider** for the school/academy is strictly on a voluntary basis and that they should never feel pressured to take on this role.
- 4.10 When selecting **First Aiders**, the school/academy will follow the criteria laid out in government guidance, considering the individual's:
- Reliability and communication skills.
 - Aptitude and ability to absorb new knowledge and learn new skills.
 - Ability to cope with stressful and physically demanding emergency procedures.
 - Normal duties - a **First Aider** must be able to leave to go immediately to an emergency.

5. Automated External Defibrillators (AEDs)

- 5.1 Where a school/academy has procured an **AED** its location will be clearly signposted and communicated to all staff. It is advised that these devices should not be locked away, as it is important that these devices can be accessed quickly.
- 5.2 Where the use of the **AED** is required, individuals will follow the step-by-step instructions displayed on the device.
- 5.3 **Primary schools only.** Where possible, **AEDs** will be used in paediatric mode or with paediatric pads for pupils under the age of eight.
- 5.4 An annual reminder will be issued by the school/academy to all **First Aiders** regarding the use of **AEDs**; including the option of attending further First Aid training specific to the use of **AEDs** to help them build confidence.
- 5.5 Maintenance checks are undertaken half-termly (or after use) by the **Appointed Person** who will maintain an up-to-date record of all checks and maintenance work.

6. In-School Procedures

- 6.1 If an incident, illness or injury occurs, the member of staff in charge will assess the situation and seek the assistance of a qualified **First Aider**, if appropriate, who will provide the required first aid treatment.
- 6.2 If the **First Aider** does not consider that they can adequately deal with the situation presented, they will call for further assistance from a colleague. They will remain on scene until help arrives.
- 6.3 Where an initial assessment by the **First Aider** indicates a moderate to serious injury has been sustained, or the individual(s) has become seriously unwell, the appointed person will call **999** immediately.
- 6.4 Where necessary, a trained staff member will administer emergency help and first aid to the injured person.
- 6.5 Where the injured or unwell individual(s) is a pupil, the following process will be followed:
 - The **appointed person** calls **999** immediately and follows the instructions of the operator - this may include the administering of emergency first aid by the trained **First Aider**.
 - Where an ambulance is required, a staff member accompanies the pupil in the ambulance and the **appointed person** calls the pupil's parent/carers as soon as possible to inform them of the course of action taken. The staff member remains with the pupil at the hospital until a parent/carers arrives.
- 6.6 Responding staff members will see to any pupils who may have witnessed the incident and who may be worried, despite not being directly involved.
- 6.7 Once the above action has been taken, details of the incident will be reported promptly to:
 - The **Principal**

- The parents/carers of the pupil(s)
- The **Director of Estates and Facilities**

6.8 The school/academy is aware that responding to an incident can be stressful for the **First Aider**, and that following an incident, the **First Aider** may require support. This may take the form of a debrief from any ambulance crew on scene, an appointment with their GP, or mental health support from the Trust's wellbeing provider. Staff experiencing distress following an incident are encouraged to report this to the **Principal** or their **Line Manager**.

7. Reporting Accidents and Record Keeping

- 7.1 In the event of incident or injury to a pupil, a parent/carer will be informed as soon as practicable.
- 7.2 Parents/carers will be informed of any injury to the head, whether minor or major, and be given guidance on the action to take if symptoms develop.
- 7.3 In the event of a serious injury or an incident requiring emergency medical treatment, the **Principal** will inform the **Deputy CEO**, or in their absence, the **Chief Executive Officer (CEO)** immediately and then telephone the pupil's parent/carer.
- 7.4 A list of emergency contacts will be kept at the school/academy office.
- 7.5 The school/academy will ensure that records are kept of any injuries, accidents or illnesses on **Risk Manager*** or, where appropriate, **B-Safe****. This will include:
- The date, time and place of the incident.
 - The name and role of the injured or ill person.
 - Details of the injury or illness and what first aid was given.
 - What happened to the person immediately afterwards, e.g. whether they were sent home or went back to class.
 - Name and signature of the **First Aider** or person dealing with the incident.

**Recording all minor medical incidents (such as slips, trips and falls) that require basic first aid on site.*

***Recording more serious incidents (such as breaks/fractures), particularly where the injured party is referred to hospital or seeks professional medical attention.*

- 7.6 Staff must only use their own **Risk Manager** or **B-Safe** log-in to access and report incidents. The use of colleagues' accounts is not permitted.
- 7.7 The **Principal** will ensure that any reportable injury, incident or accident under **Reporting of Incidents, Diseases and Dangerous Occurrences (RIDDOR)** will be reported to the **Director of Estates and Facilities** in a detailed and timely manner. The **Director of Estates and Facilities** will lead and manage the reporting of applicable incidents to the **HSE** or **Local Authority (LA)**.

7.8 An example of the incidents that sometimes result from schools/academies' activities and are reportable under **RIDDOR**:

7.8.1 Injuries and Ill Health Involving Staff

7.8.1.1. Work-related accidents, including those caused by physical violence, if a member of staff is injured, wherever they are working: accidents which result in death or a specified injury must be reported without delay; accidents which prevent the injured person from continuing their normal work for more than 7 days (not counting the day of the accident, but including weekends and other rest days) must be reported within 15 days of the accident.

7.8.1.2. Reportable specified injuries. These include:

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding), which cover more than 10% of the body
- Serious burns (including scalding), which cause significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which leads to hypothermia or heat-induced illness
- Any other injury arising from working in an enclosed space which requires resuscitation or admittance to hospital

7.8.2 Injuries Involving Pupils and Other People Not At Work

7.8.2.1. Injuries to pupils and visitors who are involved in an accident at school, or on an activity organised by the school/academy are only reportable under **RIDDOR** if the accident results in:

- The death of a person arising from, or in connection with a work activity; OR
- An injury that arose out of or in connection with a work activity and the person is taken directly from the scene of the accident to hospital for treatment (examinations and diagnostic tests do not constitute treatment)

7.8.3 Dangerous Occurrences

7.8.3.1. Reportable dangerous occurrences in schools typically include:

- The collapse or failure of load-bearing parts of lifts and lifting equipment
- The accidental release of a biological agent likely to cause severe human illness
- The accidental release or escape of any substance that may cause a serious injury or damage to health
- An electrical short circuit or overload causing a fire or explosion

The above are examples only and this is not an exhaustive list. Further guidance can be obtained by visiting the **HSE** website (<https://www.hse.gov.uk/pubns/edis1.pdf>).

8. Offsite Visits and Events

- 8.1 Before undertaking any off-site visits or events, the member of staff organising the trip or event will assess the level of first aid provision required by undertaking a suitable and sufficient **Risk Assessment** of the visit or event and the persons involved.
- 8.2 The **Transport Policy** requires all vehicles to have on-board a first aid container and fire extinguisher.

9. Storage of Medication

- 9.1 Medicines will be stored securely and appropriately in accordance with individual product instructions. At the end of the academic year, any unused medication will be returned to the parent/carer.
- 9.2 Prescription medicines will be stored in the original container in which they were dispensed, together with the prescriber's instructions for administration, and properly labelled, showing the name of the patient, the date of prescription and the date of expiry of the medicine.
- 9.3 Non-prescription medicines may only be administered in the following situations:
- When it would be detrimental to the pupil's health or school attendance not to do so, and parental consent has been provided.
 - When instructed by a medical professional, for example, if a pupil suffers a severe allergic reaction a **999** responder may instruct the use of an EpiPen.
- 9.4 A limited amount of non-prescription medicines (provided by the parent/carer), including pain relief and antihistamines (such as ibuprofen, paracetamol, cetirizine (excluding use in EYFS) and Loratadine) may be stored by the school/academy.
- 9.5 **Written authorisation will be sought from the parent/carer prior to any non-prescription medication being administered to a pupil for the first time.** Written medication authorisation by parents/carers must state the required dose and interval which should be checked against the medication dosage. If the parent/carer request exceeds the recommended dosage, this must be refused in writing. Any medication administered must be recorded under the normal procedures on **Risk Manager** (*accidents and incidents > other circumstances > medical incident/minor illness*).
- 9.6 If a non-prescribed medicine has been or is due to be administered, parents/carers must be informed immediately.
- 9.7 Any non-prescription medication will be reviewed regularly to ensure the medication is within the appropriate use by date. Any medication which is close to the expiry date will be disposed of appropriately.
- 9.8 An emergency supply of medication will be available for pupils with medical conditions that require regular medication or potentially lifesaving equipment, e.g. an EpiPen.

- 9.9 Parents/carers will advise the school/academy when a child has a chronic medical condition or severe allergy so that an **Individual Health Care Plan (IHCP)** can be implemented and staff can be trained to deal with any emergency in an appropriate way. Examples of this include epilepsy, diabetes and anaphylaxis. A disclaimer will be signed by the parents/carers in this regard.
- 9.10 The administration of prescription only medication specified in [Schedule 19](#) of the **Human Medicines Regulations 2012** should only be given by those trained to do so. Where a first aid needs assessment identifies that such medication may be required to be administered in an emergency, the school/academy will consider providing **First Aiders** with additional training so that they can be aware of the symptoms and condition and administer lifesaving medication in an emergency situation.

10. Illnesses and Allergies

- 10.1 When a pupil becomes ill during the school day, the parents/carers will be contacted and asked to pick their child up as soon as possible.
- 10.2 A quiet area will be set aside for withdrawal and for pupils to rest while they wait for their parents/carers to pick them up. Pupils will be monitored during this time.
- 10.3 Where a pupil has an allergy, this will be addressed via their **IHCP**.

11. Consent

- 11.1 Parents/carers will be asked to complete and sign a medical consent form when their child is enrolled at the school/academy, which includes emergency numbers, alongside details of allergies and chronic conditions - these forms will be updated at the **start** of each academic year.

12. Confidentiality

- 12.1 The **Principal** and staff should always treat medical information confidentially. It should be agreed with the parent/carer who else should have access to records and other information about a young person.

13. Monitoring and Review

- 13.1 The approver of this policy and the next scheduled review date is shown on the cover page of this document.

Please refer to Localised First Aid Policy for individual school/academy details

Introduction

In conjunction with the Trust wide **First Aid Policy**, localised procedures have been established to ensure that systems and procedures reflect the school/academy setting.

The localised procedures for the school/academy setting focuses on the following key areas:-

- First Aid Boxes
- Trained First Aiders

Should you have any concerns or questions relating to the localised procedures, in the first instance, please contact hello@hlt.academy