Medicall
Ambulance Service
& Healthcare Training

Recognised Institute Since 2009

WHAT CAN YOU EXPECT FROM US?

- When engaging with Medicall Ambulance Service & Healthcare Training, whether as a client or student, you should expect clear, accurate and professional communication at all times regarding bookings, training courses, services, assessments, schedules and any associated procedures or requirements.
- You should expect our training staff, tutors, instructors and healthcare personnel to be professional, approachable, appropriately qualified and committed to delivering high-quality care, education and customer service.
- You should expect timely responses to enquiries and to be kept informed of any changes, delays or updates relating to your course or booking.
- Our tutors and crews will present themselves professionally, wear appropriate identification where applicable and conduct themselves with dignity, courtesy and respect at all times.
- You will not be discriminated against on the basis of personal, cultural or religious beliefs, gender, sexual orientation, family status, disability, age, race or membership of the travelling community.
- Your privacy and confidentiality will be respected at all times. Any personal, medical or educational information will be treated in strict confidence and managed in accordance with relevant data protection requirements.
- Our training environments will be maintained to appropriate safety and operational standards and cleaned in accordance with infection prevention and control procedures where applicable. We are committed to providing a safe, supportive and inclusive environment that encourages professionalism, learning, mutual respect and continuous improvement.
- We will endeavour to provide reasonable support or accommodations where appropriate and encourage open communication regarding individual needs or concerns.
- We welcome feedback, both positive and constructive, as it helps us improve our services, training programmes and overall client and student experience.

WHAT DO WE EXPECT FROM YOU?

- Please provide accurate and honest information when enrolling on a course or engaging with our services, and notify us promptly of any changes.
- Be punctual and prepared for scheduled services, training sessions or appointments and avoid unnecessary delays or cancellations where possible.
- Treat our staff, instructors, crews, other students and our clients with dignity, courtesy and respect at all times.
- Follow all reasonable instructions, safety guidance and operational procedures provided by our staff, tutors or crews.
- Participate appropriately and professionally in all training activities, practical sessions or service interactions.
- Comply with all health and safety requirements, including infection prevention and control measures where applicable.
- Respect the confidentiality and privacy of any sensitive information, patient scenarios, learning materials or operational matters encountered during your interaction with our organisation.
- Refrain from disruptive, abusive, threatening or aggressive behaviour. Medicall will not tolerate bullying, harassment, discrimination or intimidation in any form.
- Where assessments or certifications are involved, complete all work honestly and in accordance with academic and professional standards.
- If fees apply, ensure payments are made within agreed terms and raise any concerns or queries promptly with the appropriate department.
- We encourage you to provide feedback regarding your experience so we can continue to improve the quality of our services and training.