



ITC First

**P12
Automated E-mail Reminder Policy [2]**

March 2014

ITC First

Trading name for
ITC First Aid Ltd
Registered in England
Company Number 5750596
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Ask for

ITC Awards Manager for all queries regarding ITC operations.

E-mail mail@itcfirstaid.org.uk
Website www.itcfirstaid.org.uk

Website Access

For all policy statements and downloadable documents,

Upload to:

RITS	QR	SR	ITC Public	ITC Server
		✓		✓

Automated Email Reminders

1. Removal from the email list

- 1.1 ITC provides a reminder service to candidates and training providers. We contact these individual by the email address provided during the candidate or training provider registration process.
- 1.2 To be removed from ITC email lists please use the following link to contact ITC, add a brief note and we will **remove your email address** from our mailing.
- 1.3 Link:

mail@itcfirstaid.org.uk

2. List and purpose of automated email service

2.1 Candidate requalification reminders

These are sent to candidates who have entered their details on ITC candidate registration documents on the following basis.

- a) Annual Basic Skill Refresher (BSR) reminders every year for 2 years after candidate certification.
- b) All first aid certificate reminders 3 years from candidate certification.

2.2 Candidate evaluation requests from the ITC Office

- a) Evaluation forms are automatically sent to each candidate when certificates are produced. This 'second email confirms authenticity of original evaluation and gives an opportunity for considered reflection from the candidate.
- b) We understand that this requires some time commitment. In recognition of this commitment all returns are entered into a prize draw every 3 months.

2.3 Training Centre updates

Centres and Centre staff are automatically reminded when any of their renewable qualifications, annual reviews & accreditations or license to practice logbook requirements are due for renewal.