

Your fastest way to learn. Why wait?



Part of the **BPP** Education Group



Logistics & Travel Document

Wyboston Lakes

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Welcome to Firebrand

We're thrilled you've chosen to accelerate your training with Firebrand.

This document contains vital information to ensure a smooth and successful experience, allowing you to focus entirely on your learning. Please take the time to review it carefully and do not hesitate to reach out to us with any questions or concerns. Your journey to acquiring new skills at an accelerated pace begins now!

Upon your arrival, please proceed to The Willows Training Centre, where the team will assist you with check-in and ensure you are comfortably settled.

Important phone numbers

Enrolment, pre-reading, and invoice queries:

Customer Service - 8.30am - 5.30pm **+44 (0) 844 888 1650** *Charges may apply

Training centre, hotel, and travel queries:

Operations - 8.30am - 5.30pm **+44 (0) 1480 400 438**

For all out-of-hours support, please contact Operations and our team will promptly assist you based on the urgency of your request.

Course information

Orientation

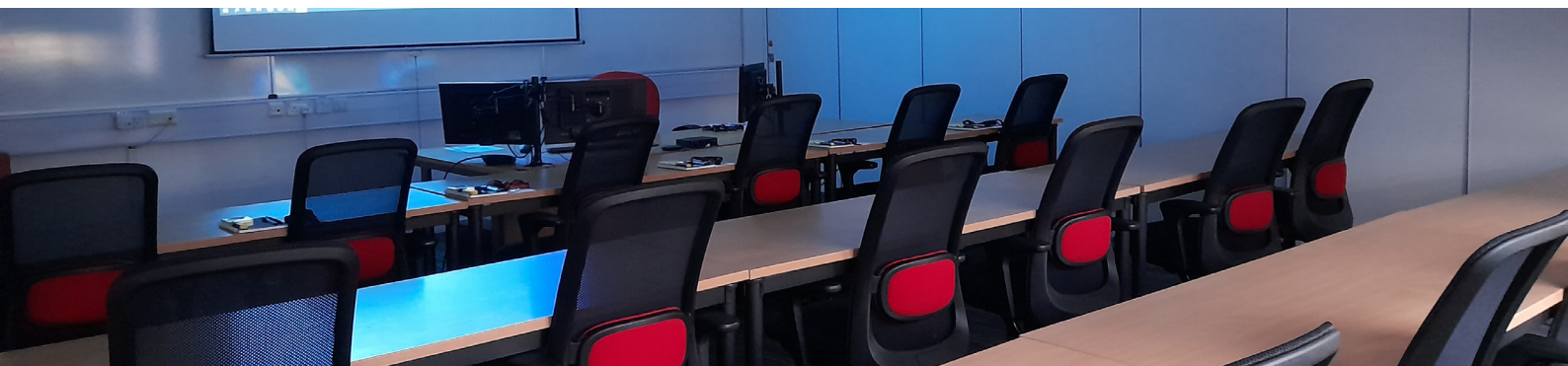
To make the most of your training, you must attend orientation.

Here you'll meet your instructor and peers, get an overview of the course, and get familiar with what's expected of you during your course. The time of this orientation will be detailed in your Joining Instructions; depending on the course, you may make a start on the content after.

A Firebrand key fob will be provided during orientation for access to the centre and classroom. Please return it to Firebrand Reception at the end of your course.

Workstations

Where required, our classrooms are equipped with workstations and are accessible around the clock, seven days a week. It is advisable to bring your own device or laptop, as we recommend accessing your course materials before the start of the course. This ensures that your materials are readily available on your chosen device. Additionally, please note that the accommodation rooms do not come equipped with PC facilities for evening work, should you wish to utilize your own space for extended study sessions.



Courseware

Your course materials will be dispatched to you via email two weeks ahead of your course date.

Some of our deliveries will include physical courseware, so where this is applicable, we will ensure that we reach out to confirm the most convenient postal address for delivery. While comprehensive coverage of all course content will be provided during the sessions, we recommend familiarizing yourself beforehand with any specific areas that would enhance your confidence.

Additionally, for certain courses, where the courseware integrates with lab sessions starting on day one, distribution before attendance may not be feasible. Rest assured, all necessary learning materials will be thoroughly addressed during the course, ensuring no impact on your learning experience.

Unauthorised training materials

You will be provided with everything you need to succeed on your training; please do not bring any unauthorized training material with you.

If you are found to be using unauthorised practice exam questions or any materials unapproved by the test vendor, it may result in your dismissal from the course.

Exam registration

Please ensure you have completed registration with the appropriate exam authority.

You can find comprehensive instructions about this within the body of your joining instructions, under the section titled “Exam Registration.”

If you require accommodations due to dyslexia, dyscalculia, anxiety, blindness, or other medical conditions, please contact us as soon as possible. We can then advise you on the process for your exam accommodations.

Depending on the exam body, applying for exam accommodations can take up to 14 days. To ensure they are in place for your exam, please contact your Customer Service representative at Firebrand as soon as possible.



Personal identification documents

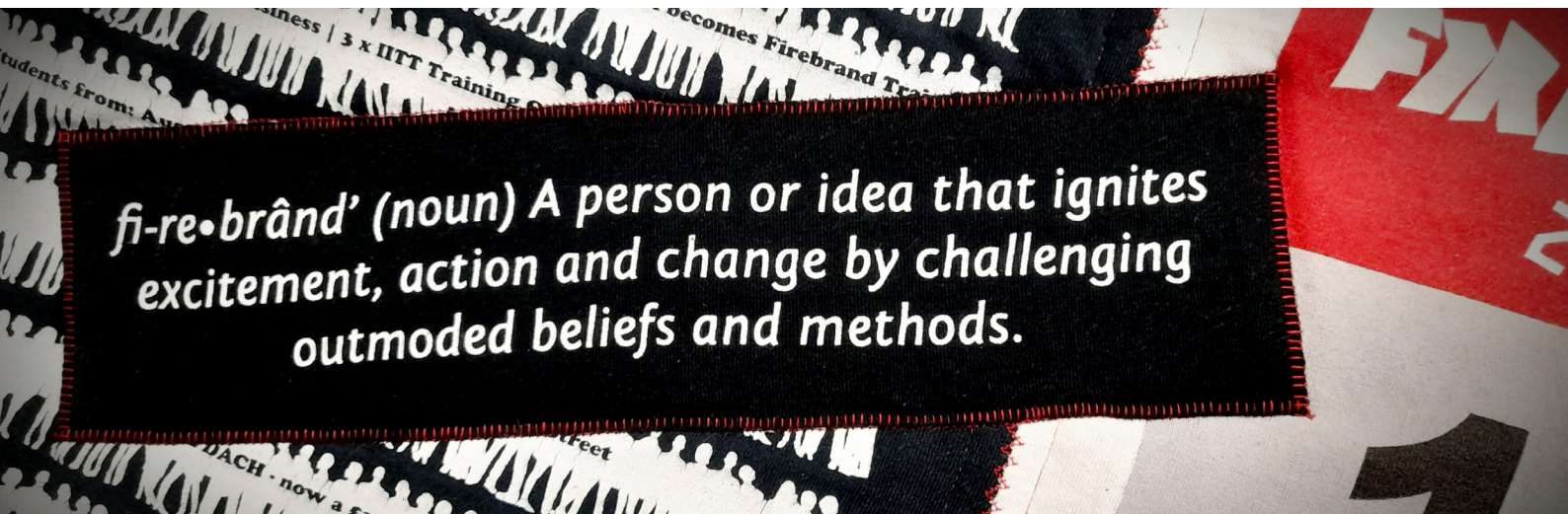
If you're sitting an exam, you'll need two forms of valid ID. One of which must be a photo ID card

These can be a photocard driver's licence, passport, or Government-issued ID Card, as well as a credit or debit card with a signature.

Failure to provide these documents when asked could result in being unable to sit your exam.

Your balance of payment

To complete your enrolment, we kindly request your full payment of course fees no later than 21 business days before your training start date.



Hotel information

Check-in

You'll be able to check in from 4pm at the Willows Training Centre reception on the date shown in the body of your Joining Instructions. This allows you plenty of time to get accustomed to your surroundings and be relaxed, ready to start your course!

If you plan to arrive early, please inform our Customer Service team beforehand. We'll make every effort to accommodate an early check-in, though it's important to note that this cannot be guaranteed and may result in an additional fee.

Bedrooms

To ensure you're well-rested and comfortable throughout your stay, our rooms offer ensuite facilities, TV, Wi-Fi, bed linens, and towels.

Please return your room card to Reception or the hotel drop box when you leave our facilities.

Smoking/Vaping is only permitted in the external designated areas.

Check-out

To ensure the rooms are ready for the next guests, please check out by 11am.

The Willows Training Centre offers storage facilities located near reception. After checking out, kindly inquire with staff about a secure space where you can store your bags until your departure is complete.

Wish to stay longer?

We'd love for you to extend your stay with us. Before confirming, we'll need to check availability; there will also be an additional charge for any extra accommodation.

Please check with your Customer Service representative prior to the course to discuss this.

Breakfast, lunch, and dinner

The Willows Cricket Kitchen will provide three buffet meals to keep you fuelled throughout the day.

From 7 to 9am, choose between a cooked or continental breakfast; for lunch, we offer a variety of hot and cold dishes including vegetarian options, jacket potatoes, soup, salad, and dessert.

Refreshments and snacks

The Willows and Firebrand Training Centre provide unlimited tea, coffee, fizzy drinks, fruit, and sweets to help keep you focused!

We also have vending machines stocked with snacks, and there are plenty of supermarkets within a 2-mile radius of the training centre.

Breakout area

The Willows Bar has plenty to keep you occupied during downtime, from classic SNES and PlayStation 1 games to PlayStation 5 Hits.

We also have a pool table, shuffleboard, dartboard, and plenty of board games, making it the perfect spot to unwind!

Accidents and risk

We take precautions to reduce the possibility of accidents and minimise risk throughout your training with Firebrand.

All visits and residential stays involve an element of risk. Because of this, it is acknowledged that all Firebrand staff, as well as students and apprentices, have a legal duty of care concerning the health, safety, safeguarding, and welfare of those training at our centre.

Any special requests?

We hope to make your stay as comfortable as possible, so if you have any dietary requirements, personal needs, or special requests, please let us know no later than 10 days before the start of your course.

**Email Customer Service your requests at
admin@firebrandtraining.com**

Travel Information

These are important travel details that will help you plan your journey to Firebrand's UK training centre in Wyboston.

Driving / Parking

Take advantage of the complimentary parking available throughout the resort, valid for the entire duration of your stay. Simply park in any available space, preferably outside the Firebrand Training Centre, and you're all set to begin your course.

In this document, you will find our address details, what3words information, and a map on how to find us. (Firebrand Training cannot accept responsibility for loss or damage of property or vehicles parked at Wyboston Lakes resort.)

EON electric car chargers

There are electric car chargers available both outside The Willows and Golf Complex. The chargers do not have their own cables, so the user will need to supply their own. The light on the top of the charger indicates if it's available to use.

Green = Ready to use

Blue = In use

Orange = Fault

Red = Not available

How to use them

Step 1: Plug in the cable to the machine and car.

Step 2: Select your payment method and start charging (the light will turn blue when charging starts)

Step 3: Unplugging – disconnect the cable from the car first, then the charging socket.

Cost

Approximately 55p per Kilowatt. *subject to change

Payment

Service can be paid for using:

- An EON RFID card or tag.
- On the EON drive app.
- Using a credit or debit card via www.eonevpay.co.uk

Disclaimer: We do not own or run these machines, so Firebrand and Wyboston cannot rectify any issues with the charging points. Please report any issues to EON 03332024471

Your flight / travel

To facilitate your travel arrangements, we recommend flying into either London Luton or Stansted airports. Please ensure that you plan your journey to the UK with ample time before the start of your course, allowing you to settle in comfortably and be ready to commence your learning experience.

When booking your return flight, please keep in mind that we are unable to guarantee the exact departure time on the final day of training. We advise booking your return flight with this flexibility in mind.

For those traveling by train, St Neots (SNO) is the nearest train station to the UK Training Centre in Wyboston, located approximately 4 miles away. It is advisable to prearrange transportation from the station to the centre, especially during peak periods when there may be a limited availability of taxis waiting outside the station.

We recommend using the following reputable taxi companies for your convenience. These companies typically charge around £10-£15 for a journey to the centre from the train station. Please allow approximately 15-25 minutes for the journey, depending on the time of day.

Jacks Taxis: 01480 40 40 40

Panther Taxis: 01480 471111

Trains from airports

The following websites can help you plan your journey:

National Rail – <https://www.nationalrail.co.uk/>

The Trainline – <http://www.thetrainline.com>

Heathrow

Journey Time: approx. 2 hours

Take the Elizabeth line from Heathrow to Farringdon. From Farringdon, take the Thameslink train to St Neots.

Gatwick

Journey Time: approx. 2 hours

Take the Thameslink direct from Gatwick to St Neots.

Luton

Journey Time: approx. 1 hour 45 minutes

Take the train from Luton Parkway to London St Pancras. From St Pancras, take the Thameslink direct to St Neots.

Stansted

Journey Time: approx. 2 hours

Take the Stansted Express Train to Cambridge. Then take the train from Cambridge to Hitchin and then the train from Hitchin to St Neots.

Birmingham

Journey Time: approx. 3 hours

Take the train to Birmingham New Street; from Birmingham New Street, take a train to Peterborough, where there is a direct train from Peterborough to St Neots.

Airport Taxi Collection

This is an estimate of the charges for one-way airport transfers; it's important to arrange this in advance and confirm the price with the taxi company when booking.

London Heathrow	£170	1 hour 40 minutes
London Gatwick	£205	2 hours
London Stansted	£105	1 hour
London Luton	£105	1 hour
London City	£180	1 hour 30 minutes
Birmingham	£185	1 hour 30 minutes

Public Transport



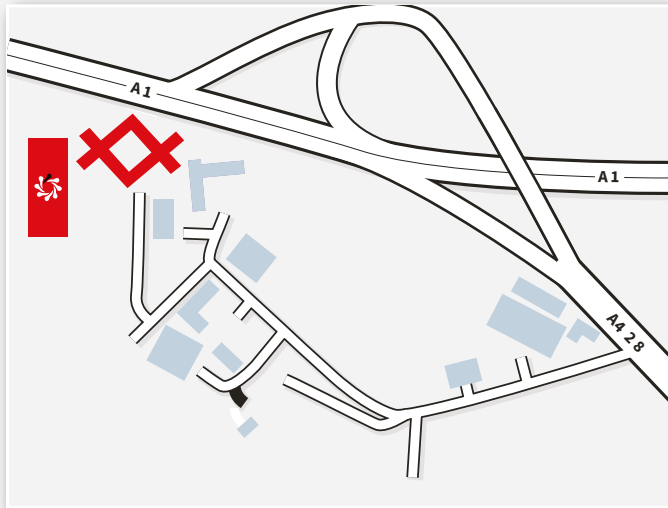
By Rail

St Neots Station is approximately 10 minutes away



By Air

Luton Airport is approximately 1 hour away
Stansted Airport is approximately 1 hour away



SECURITY

Wyboston
Lakes

 **FIREBRAND**
Training Centre


BLACK CAT ROUNDABOUT

A421
BEDFORD

A1 (S)
LONDON, M25

A1 (N)
PETERBOROUGH

N

 **what3words**
grasp.inhabited.branded

All Other Queries

We are committed to ensuring that your stay with us is both enjoyable and successful.

If there's anything else we can do to enhance your experience, please don't hesitate to let our Customer Service team know at +44 (0) 844 888 1650.

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 **FIREBRAND**

Part of the **BPP** Education Group

The Willows, Wyboston Lakes, Great North Road,
Wyboston, Bedfordshire, MK44 3AL.

080 80 800 888

info@firebrandtraining.co.uk

firebrandtraining.co.uk

